

# Your neighbourhood

## Investing in your area

Thirteen is committed to continually improving neighbourhoods for our customers and to create places where people want to live.

Later this year investment work will start on some properties at Thames way in Darlington, including new kitchens, new front and back doors and new bathrooms.

Danby Court in Darlington will benefit from new bathrooms and kitchens.

Chaytor Court in Darlington will get new boilers, kitchens and bathrooms. Investment work to Pilmoor Green Darlington will consist of new boilers and new kitchens.

Your neighbourhood officer Luke Metcalfe will be carrying out property inspections in advance of the investment work. If your property is one of those due a visit, Luke will contact you to arrange a suitable date. Please use the opportunity to discuss any tenancy issues with Luke or ask about any of our services.

## Neighbourhood walkabouts

Luke Metcalfe is the neighbourhood officer for your area. He is regularly out and about in your neighbourhood and carrying out walkabouts on estates which you're welcome to join in with.

The walkabouts, also known as estate inspections, involve walking around the estates where Thirteen's homes are located, and identifying issues that might need to be tackled.

The dates, times and meeting places of walkabouts in your area are:

Area	Time	Meeting point	Dates
Darlington	Contact Luke for details	Contact Luke for details of meeting points	Contact Luke for details

Please come along and tell us what you think about your neighbourhood. If you can't make it to one of the walkabouts and there's something you'd like us to look at, please contact your neighbourhood officer using the details below.

## Improvements at Danby Court

Recently Thirteen's customer involvement team have been working with residents at Danby Court to plant some flowers in their communal area. The improvements to the garden look great and now everyone can enjoy it. Work is still going on to set up a resident's group which will be an excellent opportunity to build on the fantastic community spirit that already exists in the court.

## Tool lending scheme

Summer time is here and with this comes increased garden maintenance. We can help you with our tool-lending scheme, which is available for all our customers. For a refundable £5 deposit, you can loan a lawn mower and strimmer. If you're interested please contact your neighbourhood officer on 0300 111 1000.

If you're struggling to maintain your garden, we also have a garden scheme for a monthly fee, we will ensure your garden is cut by us regularly. To find out if you are eligible for this please contact 0300 111 1000.

## Get in touch

If you'd like more information about anything in this update or if you have any issues about your neighbourhood that you'd like to discuss, please contact your neighbourhood officer at:

email: [luke.metcalfe@thirteengroup.co.uk](mailto:luke.metcalfe@thirteengroup.co.uk)

tel: **0300 111 1000** or **07815493796**

Alternatively, visit the website for information about Thirteen or visit the self-service site to contact us:

website: [www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)

self-service: [www.thirteengroup.co.uk/SelfService](http://www.thirteengroup.co.uk/SelfService)