

Your neighbourhood

Home visits, property and garden inspections

Over the last six months your neighbourhood officer Joanne Walton has been carrying out home visits and property inspections. The visits are an opportunity for you to get advice on rent arrears, property and garden conditions, and all tenancy matters.

Further support can be arranged during these visits or we

can refer you to any specialist advice that you might need. Joanne will gather up to date household information and register you for our new self-service portal.

We aim to visit our customers, so when you receive an appointment letter or phone call for a visit it is important that you are available, as the visit is a condition of your tenancy.

Neighbourhood walkabouts

Joanne Walton is the neighbourhood officer for your area. She 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
Holmes and Middlefield	9.45am	South Thornaby Community Centre	15 September 2017
Greenwood (Village Ward Section)	9.15am	Acorn Close (near to Trenchard Avenue)	15 September 2017
Greenwood (Stainsby Hill Ward Section)	9.15am	Manning Way (near to Christ the King Church)	15 September 2017

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.

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 hire 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.

Home improvements

This year, we plan to carry out £27m of improvements to homes in our estates.

In your area, this will include installing:

16 boilers

61 rewires

63 kitchens

If your home is due to be upgraded, you'll receive a letter to tell you about the plans. This will include all the details that you'll need to prepare for the work.

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: joanne.walton@thirteengroup.co.uk

tel: **0300 111 1000** or **07748920095**

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

website: www.thirteengroup.co.uk

self-service: www.thirteengroup.co.uk/SelfService