

Your neighbourhood

Investing in your area

Thirteen has been working with Keepmoat to upgrade Dawson House. This work includes updating some plumbing, ventilation and electrical systems. The communal areas within the block are also receiving a face-lift with new flooring and lighting, while providing much needed welfare facilities for the domestic staff.

We would like to thank all residents for their continued

support and assistance while the work is being done. We expect most of the work will be finished by late summer.

Further investment work has started at Kennedy Gardens with the upgrade of the Switch2 heat meters. This follows a consultation with residents about the meters as they are now coming to the end of their life cycle. Work began in April and will continue until August.

Neighbourhood walkabouts

Leah Weatheritt 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
Dawson House and Roseberry Flats	9am	Dawson House Foyer	23 October 2017
Kennedy Gardens	2pm	Block 3 Foyer	10 August 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.

Get money advice

Customers can get help and advice with money management and speak to specially trained advisers to make sure you're getting all the benefits that you're entitled to.

The Money Advice Team offers tenants a range of free and confidential support to help you manage your money. Money advisers can help you to: claim the benefits you're entitled to; deal with benefit problems; deal with debt problems; manage your money and budget for the things you need.

To arrange an appointment, just contact the Money Advice Team on: **0300 111 1000**

Looking after you and your area

We have recently started property inspections and personal emergency evacuation plans in all high rise blocks. This identifies customers who may have difficulties in the event of a fire. This is an opportunity to update personal information, check rent arrears, and much more.

We also want to remind you that each year, Thirteen must visit every customer's home to carry out a safety check on appliances such as gas fires and heating systems. Customers receive an appointment letter every year so please make sure you keep your appointment with our engineer. For more, visit www.thirteengroup.co.uk/repairs

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: leah.weatheritt@thirteengroup.co.uk

tel: **0300 111 1000** or **07909 686026**

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