

Your neighbourhood

Investing in your area

Thirteen are committed to investing in our communities and we've been doing a lot of work to make improvements in your area.

We have recently completed investment work in Norton Albany and Windmill Terrace, including new UPVC windows. This year a number of customers in Bolsover Road will benefit from new boiler installations and electrical rewiring. If this affects you, we will be carrying out home visits to talk to you

about this work.

Surrey Road Resource Centre has recently benefitted from help to redecorate and renew notice boards. The centre is a great venue for the community, hosting a number of activities and services including Citizens Advice Bureau, ward councillor surgeries and art and craft clubs. For more information visit Surrey Road Resource Centre on a Wednesday morning between 10am and 12pm.

Neighbourhood walkabouts

Anthony Wood 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
Albany / Mount Pleasant	10am	Windmill Terrace	Contact us 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.

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 contact 0300 111 1000.

Keeping you gas safe

Each year, Thirteen must visit every customer's home to carry out a safety check on appliances such as gas fires and heating systems.

Checks are carried out free of charge for all customers and by law, a check has to be done once a year. Faulty boilers can emit Carbon Monoxide which can kill and faulty appliances can cost more money to run, increasing fuel bills.

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: anthony.wood@thirteengroup.co.uk

tel: **0300 111 1000** or **07909 906215**

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