

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 will be investing in 150 of our properties in your area. We will be replacing new boilers, bathrooms, kitchens, windows and doors if they need replacing. If work is needed on your home, the contractor working for us will contact you before

the work starts to let you know about the improvements that could be made to your home.

Your neighbourhood officers Linda Deakin or Jo Hill will be carrying out property inspections before the investment work starts. If your property is one of those due a visit, Rachel or Jo will contact you to arrange a suitable date. Please use the opportunity to talk to them about the services we offer.

Neighbourhood walkabouts

Linda Deakin and Jo Hill are the neighbourhood officers for your area. They are 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
Cowpen	2pm	Cowpen Shops	Contact us for details
The Chiltons / Old Billingham	10.30am	Laundrette at Mill Lane Shops	16 August 2017
Billingham Green	2pm	Front of the Smith's Arms pub	16 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.

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: joanne.hill@thirteengroup.co.uk
or linda.deakin@thirteengroup.co.uk

tel: **0300 111 1000 or 07867554409**

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