

# 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.

Investment work has now started on the estate and a total of 270 properties are being refitted with a new roof. All customers living in the properties are being contacted. To allow for the work to be completed the loft space of the

properties will need to be cleared. If you have any concerns and want to talk to us about this, please contact your neighbourhood officer Heidi Laverick.

It's great to see properties in Doncaster Crescent and Dunoon Close have benefitted from new windows and doors. This was a highly successful investment and has improved the look of the estate.

## Neighbourhood walkabouts

Heidi Laverick 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
Ragworth and Primrose Hill	10.30am	Appleton Road / Hazel Road	19 October 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.

## Garden competition

We want to find the best or most improved garden of 2017 to enter our competition. There'll be a £50 B&Q voucher for the winner and a £25 B&Q voucher for 2nd place.

To find out more details on how to enter, contact us on 0300 111 1000 or email [heidi.laverick@thirteengroup.co.uk](mailto:heidi.laverick@thirteengroup.co.uk). Winners will be decided and announced on 31 August.

## 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: [heidi.laverick@thirteengroup.co.uk](mailto:heidi.laverick@thirteengroup.co.uk)

tel: **0300 111 1000** or **01642 947716**

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)