

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.

Over the last year we have invested £1.3million in our properties in Roseworth. A total of 610 properties had new boilers, electric fires, and smoke, heat and carbon monoxide detectors installed. It has been great to hear how pleased our residents

have been with the standard of work and customer service. We also got together with residents, Stockton Borough Council, Surestart, the police, education authority, Wildlife Trust and the Big Local to plan and prepare a neighbourhood plan for Roseworth. The plan includes actions and goals for each partner to achieve throughout the year to improve the area and the lives of those who live in it.

Neighbourhood walkabouts

Helen Gerhard and Hayley Elsherif 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 dates, times and meeting places of walkabouts in your area are:

Area	Time	Meeting point	Dates
Roseworth and Blakeston Court	10am	Various points in Roseworth	31 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.

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

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 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: helen.gerhard@thirteengroup.co.uk
or hayley.elsherif@thirteengroup.co.uk

tel: **0300 111 1000; Helen 01642 947506;**

Hayley 07841371699

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