

Your neighbourhood

Investing in your area

We've been doing a lot of work to make improvements in your area. The first phase of the investment work was completed earlier this year in the popular area of Leahope Court. This included new windows and doors, electrical upgrades, new kitchens and bathrooms, tiling and flooring to 28 properties.

Our investment team worked closely with contractors

so that tenants could choose their new flooring from the options given. They also made sure adaptations were fitted to suit the customer, keeping residents informed throughout the process. This has had a positive impact on the area and tenants are pleased with the results. We hope to continue this work into the next phase of Leahope Court in the future.

Neighbourhood walkabouts

Rachel Ward 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 |
|--------------------------|------|----------------------------------|----------------|
| Stainsby Beck | 11am | Eltham Crescent Community Centre | 15 Sept 2017 |
| Parks/Littleboy/Holyrood | 10am | Cumbernauld Road Shop | 24 August 2017 |
| Mandale / Redcar Road | 10am | Sainsburys Thorntree Road | 26 Oct 2017 |
| Dales | TBC | Next to Hudson House | 5 Oct 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.

Garage demolitions

You may have noticed some of the garages have been demolished on Stainsby Beck and The Dales. This was due to the condition of the garages being so poor. I understand some residents have been concerned about this, but Thirteen had to get planning permission and work is ongoing in these areas. This work has enabled more parking for customers and also makes the estate more appealing. Work is continuing to improve the sites. If you want information about renting one of our garages please contact us on 0300 111 1000 for more information.

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 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: rachel.ward@thirteengroup.co.uk

tel: **0300 111 1000** or **07867 554409**

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