

# Your neighbourhood

## Improving your area

Thirteen is committed to continually improving neighbourhoods for our customers and to create places where people want to live.

We're pleased the work being carried out by the Environment Agency to prevent flooding on the estate is nearly finished. A lot of work has been done this year to help stop flooding, including raising the banks at Brown's Bridge, improving the flow of the beck to help prevent blockages,

improvements at Durham Road bridge and a new green space to help retain surface water in the Brown's Bridge area.

We also want everyone to play their part in keeping the area tidy. Fly tipping creates all sorts of issues and can make our areas unpleasant places to live. It's also an offence so we need your help to tackle the issue.

## Neighbourhood walkabouts

Luke Metcalfe 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
Wrensfield	12pm	Wrensfield Road Community	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.

## Tackling anti-social behaviour

Anti-social behaviour often goes unreported. We are here to provide support and advice if you need it. The more information we receive about an issue the easier it is for us to help. If anyone in your area is causing anti-social behaviour, you can report your concerns confidentially by contacting:

Thirteen Group **0300 111 1000**

Enforcement **01642 528439**

Crime stoppers **0800 555 111**

Environmental Health (Noise) **01642 526575**

Police **101 (non-emergency)** Police **999**

## 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: [luke.metcalfe@thirteengroup.co.uk](mailto:luke.metcalfe@thirteengroup.co.uk)

tel: **0300 111 1000** or **07815493796**

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)