

Your neighbourhood

Online self-service website

Last year, we introduced a self-service website for customers. This helps tenants to carry out a range of tasks 24 hours a day, 7 days a week without needing to visit an office or call us.

It's a really useful system so we're encouraging tenants to register onto the self-service website and sign-up. The site allows customers to request a home repair, view rent accounts, update personal information and tell us about a range of issues. For more details and to register, please visit www.thirteengroup.co.uk/SelfService.

Do you know anyone who needs a home?

Thirteen often has homes for rent across the area and throughout Teesside. If you know someone who would like to live in the area, please let them know!

We have all sorts of properties available, including flats, apartments and houses available for affordable rent. Some homes could be available for rent immediately and renting with Thirteen means no bond, no deposit and a 24 hour emergency repairs line.

So if you know anyone who'd like to rent in the area, please pass on this newsletter and ask them to contact Thirteen on **0300 111 1000**. Homes available for rent are also on the website at www.thirteengroup.co.uk/findahome

Neighbourhood walkabouts

Samantha Gibbons, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Samantha carries out walkabouts on your estate which you're welcome to join in with.

The walkabouts, also known as estate inspections, involve walking around the estates where our 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
Berwick Hills	10am	Norfolk Parade shops	18 January 2018

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 Samantha using the details below.

Keep your garden tidy

As part of your tenancy agreement, you're responsible for keeping your garden in a good state.

Plants and lawns should be tidy, no rubbish or vehicles stored, and animal waste should be cleared daily.

If your grass is cut, hedges and trees are under control and your garden is free from rubbish, this will help you stick to your tenancy agreement and keep our area looking at its best. If you're struggling to keep your garden tidy, we might be able to help. Simply get in touch with us using the details below.

Free play at Pallister Park Centre

Customers of Thirteen can claim one free session of children's soft play at the Pallister Park Centre during December and January.

Families of up to three children can go along for a free session on Mondays between 9.30am and 11am - all we ask is that you complete a short survey when you go along.

To claim your free session, simply take this newsletter along to: Pallister Park Centre, Ormesby Road, TS3 7AP on Mondays from 9.30am-11am.

For more details, email info@clm-active.co.uk.

Get in touch

If you'd like more information about anything in this update or if you have any issues you'd like to discuss about your neighbourhood, please contact your neighbourhood officer Samantha Gibbons at:

- email: samantha.gibbons@thirteengroup.co.uk
- tel: **0300 111 1000** or **01642 947 620**

Alternatively, visit the website for information about Thirteen or the self-service site to contact us:

- website: www.thirteengroup.co.uk
- self-service: www.thirteengroup.co.uk/SelfService