

Your neighbourhood

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

Employment help

If you're looking for work and would like a bit of extra support, Thirteen could help.

We can support anyone who's looking for information, advice and guidance about jobs, training and education. We can help people of all ages to access apprenticeships or training, and support you with things like interview costs and tools.

We've helped nearly 950 people over the past year, so to get some jobs help, contact us at **01642 947 840** or visit www.thirteengroup.co.uk/NewDirections

Neighbourhood walkabouts

Ceri Gollogly, Victoria Prout, Jan Patrick and Kay Horner are the neighbourhood officers for your area. They're regularly out and about in your neighbourhood and they carry 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
Cumberland	10am	TBC	Contact us for details
Linthorpe	2.30pm	56-65 Clough Close at Parkside Gardens	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.

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

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 I'm 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.

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: ceri.gollogly@thirteengroup.co.uk; victoria.prout@thirteengroup.co.uk; jan.patrick@thirteengroup.co.uk; or kay.horner@thirteengroup.co.uk

- tel: **0300 111 1000**; Ceri **07917 212 557**; Victoria **07788 566 901**; Jan **07876 137 320**; Kay **07876 137 316**

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