

# Your neighbourhood



## New community noticeboard unveiled

Thirteen is working with a number of partners to promote the use of the new noticeboard at Lingdale.

The board is situated outside the Village Hall and it was funded through the East Cleveland Villages Big Local fund.

The new noticeboard was unveiled by the mayor of Redcar & Cleveland Councillor Karen King. The event was also

attended by representatives from Thirteen, the parish council, Redcar & Cleveland Council, Coast & Country Housing and local residents.

The facility is available for local businesses to advertise their services and Thirteen will be paying for space to advertise properties to rent and event information.

## Neighbourhood walkabouts

Cheryl Connor, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. She 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
East Cleveland	10am	Pear Tree Court	10 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 your neighbourhood officer using the details below.

## Anti-social behaviour

A lot of anti-social behaviour still goes unreported in our area. However, we are here to provide support and advice. The more information we receive about an issue the easier it is for us to resolve the situation, so if you know about anyone causing ASB in your area, you can report your concerns confidentially. You can call:

Thirteen on **0300 111 1000**; or Crimestoppers on **0800 555 111**; the council on **01642 228 500**; or the Police **101** for non-emergencies, **999** for emergencies.

## Online self-service website

Last year, we introduced a self-service website for customers. This helps tenants carry out a range of tasks 24 hours a day, 7 days a week without the need 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](http://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: [cheryl.connor@thirteengroup.co.uk](mailto:cheryl.connor@thirteengroup.co.uk)
- tel: **0300 111 1000**; Cheryl **07824 384 434**;

Alternatively, visit the website for information about Thirteen or 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)