

# Your neighbourhood

## Tackling anti-social behaviour in our area

Neighbourhood officers from Thirteen have been working to help reduce ASB around Hemlington in various areas.

We have been working with partner organisations including the police, Lynx, local Middlesbrough Councillors, the anti-social behaviour team, Habinteg Housing Association and staff from the recreation centre.

As part of the work, the street lighting is being investigated around the Viewley Centre to try and brighten up the area to deter people from loitering. Along with the police and Middlesbrough Council officers, Thirteen's ASB officers are

going along to local schools to talk to youngsters about the consequences of throwing stones at vehicles traveling on roads. We have also been talking to young people about the dangers of fireworks, peer pressure and the possible impact of their actions on their parents.

We are constantly discussing and coming up with suggestions and ideas about how to tackle anti-social behaviour, and we need the help of the local community. If you spot any ASB or have any information, please call Thirteen on **0300 111 1000**.

## Neighbourhood walkabouts

Kay Horner, Yvonne Butler and Cheryl Connor 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
Hemlington	10am	Ashdale Community Centre	22 December 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.

## Free play at the Parkway Centre

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

Families of up to three children can go along for a free session on Monday, Tuesday, Wednesday or Friday 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 during December and January to: Parkway Centre, Coulby Newham, TS8 0TJ.**

For more details, email [info@clm-active.co.uk](mailto:info@clm-active.co.uk) or call **0300 456 0552**.

## 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: [yvonne.butler@thirteengroup.co.uk](mailto:yvonne.butler@thirteengroup.co.uk); [kay.horner@thirteengroup.co.uk](mailto:kay.horner@thirteengroup.co.uk); or [cheryl.connor@thirteengroup.co.uk](mailto:cheryl.connor@thirteengroup.co.uk)

- tel: **0300 111 1000**; Yvonne **07817 568 690**; Kay **07876 137 316**; 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)