

# Your neighbourhood

## Tackling anti-social behaviour

In October, a member of Thirteen's customer service team received a call from a resident at Rutland Court to say that at midnight the previous day, a firework was fired through the open door and into the property.

When we received the call, our neighbourhood officer and an anti-social behaviour officer from Thirteen immediately attended to speak to local residents and begin an investigation into what happened.

The incident caused great distress to our customer and after staff from Thirteen visited the property, we found that over £400 of damage was caused to the property.

After investigating, we contacted the local police who worked with us and due to the severity of the incident, we took action against other tenants who were involved.

We're working hard to reduce anti-social behaviour in our area, so if you know about any incidents, please report it to either:

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

## Neighbourhood walkabouts

Jan Patrick, Tabassum Hanif, Ceri Gollogly and Victoria Prout, the neighbourhood officers for your area, are regularly out and about in your neighbourhood. They carry out walkabouts on your estate which you're welcome to join.

The walkabouts, also known as estate inspections, involve walking around the areas where our homes are located and identifying issues that might need to be addressed.

You can find out more about when and where the

walkabouts are taking place in your area. Simply contact your neighbourhood officer using the contacts at the bottom of the page – they'll be able to give you more 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 Middlesbrough and Teesside area. 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.

We also offer competitive rents and a secure tenancy. 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](http://www.thirteengroup.co.uk/findahome)

## 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 you'd like to discuss about your neighbourhood, please contact:

email: [jan.patrick@thirteengroup.co.uk](mailto:jan.patrick@thirteengroup.co.uk);  
[tabassum.hanif@thirteengroup.co.uk](mailto:tabassum.hanif@thirteengroup.co.uk);  
[ceri.gollogly@thirteengroup.co.uk](mailto:ceri.gollogly@thirteengroup.co.uk);  
[victoria.prout@thirteengroup.co.uk](mailto:victoria.prout@thirteengroup.co.uk)

tel: **0300 111 1000; 01642 261 104; 01642 261 109**

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)