

# Your neighbourhood

## Pallister Park clean-up

Earlier this year, we worked with a range of partners and residents to tackle fly-tipping in the Kimberley Drive area of Pallister Park.

We asked customers to bring out their larger items of rubbish – such as furniture or old white goods – and we visited to remove the waste free of charge. Staff from across Thirteen removed bulky waste and cleared incidents of fly tipping in the area. Local residents also came along to help with the clean-up of an area that has faced problems with fly tipping in the past.

On the day, we cleared tons of waste including: fridges, TVs, mattresses, paint tins and general mixed waste. Thank you to everyone who got involved!



It's illegal to leave rubbish on streets, waste ground or alleys. If you see fly tipping in the area, please contact the council on **01642 726 001** or Thirteen on **0300 111 1000**.

## Neighbourhood walkabouts

Ros Alderson, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Ros also 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
Pallister Park	10am	Cheriton Green	25 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 Ros 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](mailto:info@clm-active.co.uk).

## 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](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 your neighbourhood officer Ros Alderson at:

- email: [ros.alderson@thirteengroup.co.uk](mailto:ros.alderson@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](http://www.thirteengroup.co.uk)
- self-service: [www.thirteengroup.co.uk/SelfService](http://www.thirteengroup.co.uk/SelfService)