

Your neighbourhood

Pigeons make their home on solar panels

As the bad weather starts to hit the area, some residents have been telling us about some slightly strange goings-on with pigeons and solar panels.

Some properties in the area have been fitted with solar panels and a few residents have contacted us to raise concerns that pigeons have been nesting in the panels on their roofs.

We sent staff out to investigate and after consulting with Solarplicity - who rent the space on the roofs - explained it's common for pigeons to roost on the panels. However, we arranged for pigeon guards to be fitted to all of the remaining properties that had solar panels on their roofs.

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.

Neighbourhood walkabouts

Ceri Gollogly, Victoria Prout 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
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.

Do you know anyone who needs a home?

Thirteen often has homes for rent across the Middlesbrough area and 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.

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

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

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; or cheryl.connor@thirteengroup.co.uk

- tel: **0300 111 1000**; Ceri **07917 212 557**; Victoria **07788 566 901**; 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
- self-service: www.thirteengroup.co.uk/SelfService