

Neighbourhood update

This update gives Thirteen's customers details about what's going on in your neighbourhood and provides information about your local neighbourhood officer.

We hope the update is useful and helps you to find out more about the place where you live, and what Thirteen is doing to improve your area.



Improving services for customers

Our customers told us that we needed to improve the way our home repairs system works. To help us do this we've recently launched a new IT system which makes it easier for customers to request the right repair to be carried out on their home.

The system includes a new tool to diagnose repairs and help our customer service staff to better allocate jobs to the right teams within Thirteen.

Whenever you need to report a repair, you can log on to our self-service website and tell us about the repair you need.

Find out more at www.thirteengroup.co.uk/repairs

Neighbourhood walkabouts

In the last year, we completed more than 500 neighbourhood walkabouts on our estates. Walkabouts help us to speak to customers and identify and fix issues in neighbourhoods. After the walkabouts, we have carried out a range of environmental work on a number of estates to improve their appearance. Find out about walkabouts in your area on page two or visit

www.thirteengroup.co.uk/FindOutAbout

The best start for customers

To help new tenants receive extra support during the first 12 weeks of their tenancy, we've set up new homes teams in Middlesbrough, Stockton and Hartlepool. A new homes team advisor is a customer's first point of contact, dealing with all their enquiries. They help ensure that new customers have the best possible start to their tenancy.

Thirteen days of Christmas

We're offering customers a special Christmas present if they set up a Direct Debit to pay their rent.

Simply call us to set up a Direct Debit during December, and you'll be entered into a draw to win a £50 Love to Shop voucher.

If you already pay by DD, we can still help with advice about managing your money. Christmas can be a strain on family finances, so don't struggle in silence. We can support you with benefits issues, debt and budgeting for the things you need.

Contact us on tel: **0300 111 1000** or email: customerservices@thirteengroup.co.uk.

Festive opening times

Over Christmas, our offices and contact centre will close from 22 December, opening again on 2 January. For emergencies, call **0300 111 1000**.

Neighbourhood officers

Neighbourhood officers at Thirteen work in your community and deal with the whole range of issues that tenants might have.

Our officers can help you to access all sorts of services such as:

- help with benefits and managing money
- help and advice about paying rent
- finding a new home – to rent or buy

- reporting repairs on your home
- reporting anti-social behaviour
- help for young people to find jobs or training
- care and support services.

Speak to your neighbourhood officer about these or any other service that Thirteen provides - find their contact details on page two.