

Your neighbourhood

Investing in Darlington

Thirteen has been carrying out investment work across Thames Way in Darlington.

We have completed a range of work including:

- replacing all front and back doors
- upgrading bathrooms • upgrading kitchens
- taking down the old canopies and installing new ones.

The investment work was carried out to properties on Chaytor Court, Danby Court, Pilmoor Green and Kingsbury Mews.

The work in the area has given the properties a new look and has really helped add a new lease of life back into the estate. Our properties now stand out as some of the best on the Skerne Park estate.

As well as the updates made to existing homes, we have been working on some fantastic new developments in Darlington. This includes the introduction of our new-build properties at School Street.

We have other irons in the fire so please keep an eye on our website for future developments in Darlington. If you have any friends or family who might be interested in living in the area, please let them know to contact us.

For more details about homes available across Darlington and the North East, visit www.thirteengroup.co.uk/FindaHome

Neighbourhood walkabouts

Luke Metcalfe is the neighbourhood officer for your area. He is regularly out and about in your neighbourhood and carrying 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
Darlington	10am – 12noon	Saddlewood Mews, Darlington	15 February 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.

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 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.

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: luke.metcalfe@thirteengroup.co.uk
- tel: **0300 111 1000** or **07815 493 796**

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