

Your neighbourhood

Beautiful gardens in Hardwick

Earlier this year we held a competition to find the best garden in Hardwick.

We were looking for the customers who had put the most effort into producing the best looking lawn, beautiful bushes and terrific trees – all of which helps to improve the overall look of the area.

The competition was fierce and we had two winners in the competition. Both

tenants received B&Q vouchers as their prizes which will hopefully help them to keep their gardens looking great throughout the winter.

We'll be running a similar competition in the spring so we're urging customers to keep their gardens tidy during the colder months.



Neighbourhood walkabouts

Katie Tester and Craig Marsden are the neighbourhood officers for your area. They are 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
Hardwick Es, Is, Ks and Ws	11am	Outside Community Centre	8 February 2018
Hardwick C and Ds	10am	Outside Community Centre	1 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.

Property inspections

We need to make sure that all our properties and gardens are maintained to a good standard. To help us do this, we will be carrying out visits to homes on the estate in the coming months.

Before we come to your home, we will send an appointment letter to give you enough notice that we will be visiting. The visits usually take no more than an hour and they give you the chance to discuss any issues about your home or your tenancy.

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.

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: katie.testers@thirteengroup.co.uk or craig.marsden@thirteengroup.co.uk

- tel: **0300 111 1000**; Katie **07798 667 593**; Craig **01642 947 532**.

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