

# Your neighbourhood

## Tackling anti-social behaviour

A lot of anti-social behaviour in our area still goes unreported for a number of reasons. However we are here to provide support and advice for customers who are affected by ASB.

Anti-social behaviour can include a range of issues, including loud noise or music from neighbours, offensive drunkenness, major car repairs, violence, dog nuisance or a range of things that can cause you alarm or distress.

If you find that you're affected by ASB, the more information we receive about an incident, the easier it is for us to resolve the situation.

We can support you in a range of ways so if someone is causing ASB in your area there are a number of ways in

which you can report your concerns confidentially.

You can contact:

- Thirteen on **0300 111 1000**
- The council's enforcement team on **01642 528 439** or environmental health **01642 526 575**
- Crimestoppers on **0800 555 111**
- Police on **101** (non-emergency) or emergencies on **999**

We also have more details on our website so for more information, visit the customer section at

**[www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)**

## Neighbourhood walkabouts

Joanne Walton is the neighbourhood officer for your area. She 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
Holmes and Middlefield	9.45am	South Thornaby Community Centre	16 March 2018
Greenwood (Stainsby Hill Ward Section)	9.15am	Manning Way (near to Christ the King Church)	16 March 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](http://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](http://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: **[joanne.walton@thirteengroup.co.uk](mailto:joanne.walton@thirteengroup.co.uk)**
- tel: **0300 111 1000** or **07748 920 095**

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)**