

# Your neighbourhood

## Dawson House improvements

The improvement work that we've been carrying out on Dawson House is almost completed.

The work on the building has included:

- new soil vent pipes throughout the building
- new flooring within the communal areas • painting
- new fire doors have been installed with a state-of-the-art release system
- the foyer has been re-designed to include facilities for the cleaning staff and new flooring
- an extra door entry system
- ground floor post boxes.

We have some one and two-bedroom homes available for affordable rent in this landmark building in the centre of Billingham.

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](http://www.thirteengroup.co.uk/findahome)

## Neighbourhood walkabouts

Leah Weatheritt is the neighbourhood officer for your area. She is regularly out and about in the area and carrying out walkabouts on blocks and estates which you're welcome to join in with.

The walkabouts, also known as estate inspections, involve walking around the blocks and 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
Dawson House and Roseberry Flats	9am	Dawson House Foyer	15 January 2018
Kennedy Gardens	2pm	Block 3 Foyer	25 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.

## Work at Kennedy Gardens

Work to remove the cladding from the outside of the blocks at Kennedy Gardens is complete. We are in the process of arranging the new cladding that will replace the aluminium that was removed from the balcony areas.

Also, Switch 2 are nearing the end of the project to replace the heating and hot water meters in all properties.

If you haven't had this replaced yet, please contact Thirteen or Switch 2 and we will arrange an appointment.

## Online self-service website

Last year, we introduced a self-service website for customers. This helps tenants to 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).

## 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: [leah.weatheritt@thirteengroup.co.uk](mailto:leah.weatheritt@thirteengroup.co.uk)
- tel: **0300 111 1000** or **07909 686 026**

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)