

# Your neighbourhood

## Property improvements

We are currently carrying out investment work on some of our properties across Old Billingham.

The work varies depending on what the property needs, but can include: installing new heating systems; fitting new doors; and installing windows, kitchens or bathrooms. We're working on the homes on Crescent Avenue, Roscoe Road, Mill Lane and Ullswater Avenue.

We hope customers enjoy the new improvements to their homes.

## Green fingers?

Keep your eyes peeled in early Spring as we'll be running a gardening competition in the area, with prizes for 'Best Garden' and 'Most Improved Garden'.

Neighbourhood officers check gardens on a regular basis and are looking forward to seeing some of next year's entries.

So please keep your garden tidy over the winter months and you could be one of the big winners next year.

## Neighbourhood walkabouts

Linda Deakin and Joanne Hill 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
Cowpen	2pm	Cowpen Shops	7 February 2018
The Chiltons/Old Billingham	10.30am	Laundrette at Mill Lane Shops	14 February 2018
Billingham Green	2pm	Front of the Smith's Arms Pub	14 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.

## 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)

## 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: [joanne.hill@thirteengroup.co.uk](mailto:joanne.hill@thirteengroup.co.uk) or [linda.deakin@thirteengroup.co.uk](mailto:linda.deakin@thirteengroup.co.uk)

- tel: **0300 111 1000** or **07867 554 409**

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)