

# Your neighbourhood

## A 'budding' service for The Clarences

Thirteen has teamed up with Billingham Environmental Link Project (BELP) to introduce a new tool-loan service for residents of The Clarences.

The scheme, which was introduced in November, offers a range of equipment for residents to borrow to help them with their garden maintenance.

The equipment available includes:

- lawn mowers • strimmers • hedge cutters • forks
- spades • trowels • hoes

Anyone who wants to borrow any gardening equipment can go along to the BELP allotments on Wednesdays between 1pm and 3pm.

We'd advise you to go along on the day to find out about the equipment that's available – first come, first served!

The service was introduced following feedback from the local community about the Neighbourhood Plan. People told us that it was difficult to maintain their gardens as they couldn't access affordable equipment.

We hope this service proves to be useful and well-used by the community, particularly as in early Spring, we hope to run a garden competition. We'll be looking for the best gardens in Port Clarence and will have categories including Most Improved Garden, Smartest Over 60s Garden, and Best Overall Garden Award.

## Neighbourhood walkabouts

Linda Deakin and Jo 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
Clarences	10.30am	The Hub, Clarences Community Centre	7 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.

## A growing success

Thirteen has supported Billingham Environmental Link Project (BELP) to develop their small allotment site on Clarence Road.

A new 'Meet and Greet' group has been established to get involved in the allotments project. The group also started a cooking course in November 2017. If anyone is interested in getting involved, please come along to meet at the Community Garden for 1pm on Wednesdays.

As part of this project we are inviting people to let us know if they want to have their own small allotment site (20 metres x 10 metres). If you're interested in having your own allotment, please contact Linda Deakin, neighbourhood officer at Thirteen on **0300 111 1000**.

## 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)**.

## 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)**