

# Your neighbourhood

## Primrose Hill Community Centre

People living in Primrose Hill came along to a special event in October to give their views about the local community centre.

People came along to give their views about what's needed in the area and also got the chance to meet and chat with



their neighbourhood officer Heidi Laverick. Also on-hand were other staff from Thirteen who shared some warming stews and gave information about other services that Thirteen offers, such as money advice and help with employment.

A talented singer/guitarist also performed at the event to entertain people as they found out more about their area.

## CCTV

There has been some work to fit CCTV cameras in the area. The work is being carried out to help monitor and keep the local community safe.

## Neighbourhood walkabouts

Heidi Laverick 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
Ragworth and Primrose Hill	10.30am	Appleton Road/Hazel Road	19 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.

## 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).

## Employment help

If you're looking for work and would like a bit of extra help, Thirteen could help.

We can support anyone who's looking for information, advice and guidance about jobs, training and education. We can help people of all ages to access apprenticeships or training, and support you with things like interview costs and tools.

For more details, contact us at **01642 947 840** or visit [www.thirteengroup.co.uk/NewDirections](http://www.thirteengroup.co.uk/NewDirections)

## 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: [heidi.laverick@thirteengroup.co.uk](mailto:heidi.laverick@thirteengroup.co.uk)
- tel: **0300 111 1000** or **01642 947 716**

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)