

# Your neighbourhood

## New neighbourhood officer for Roseworth

There is a new neighbourhood officer working for customers across Roseworth.

Nathan James took over the patch in the Autumn. Nathan has over eight years' experience of creating, developing and delivering projects within the voluntary sector to support communities across Teesside.

The experience that he developed from working in the voluntary sector has helped Nathan to develop his skills in partnership working. This is an important aspect of the work that Thirteen is doing in the area, so Nathan is ideally placed to help with the development of the neighbourhood.

Nathan said: "I am happy that the area of Roseworth has an active residents' group and community partnership which I will be pleased to be part of. I'm looking forward to sharing and gaining knowledge about the area and the services that will help the neighbourhood to develop while representing Thirteen."

If you'd like to contact Nathan about any issues that you see in the area, or to find out about services that Thirteen offers, please get in touch using the details at the bottom of this page.

## Neighbourhood walkabouts

As the neighbourhood officer for your area, Nathan James is regularly out and about in your neighbourhood and carrying out walkabouts on estates. And you are welcome to join in.

The walkabouts, also known as estate inspections, involve walking around the estates in conjunction with your local councillors 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
Roseworth and Blakeston Court	10am	Various points in Roseworth	Contact us for details

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 support, 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.

We've helped nearly 950 people over the past year, so to be one of them, 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: [nathan.james@thirteengroup.co.uk](mailto:nathan.james@thirteengroup.co.uk)
- tel: **0300 111 1000** or **01642 947 550**

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)