

# Your neighbourhood

## 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)**

## Keep your garden tidy

As part of your tenancy agreement, you're responsible for keeping your garden in a good state. Plants and lawns should be tidy, no rubbish or vehicles stored, and animal waste should be cleared daily.

There are lots of beautiful gardens in our villages so if your grass is cut, hedges and trees are under control and your garden is free from rubbish, this will help you to comply with your tenancy agreement. If you're struggling to keep the garden tidy, please call us on **0300 111 1000**.

## Neighbourhood walkabouts

Craig Marsden is the neighbourhood officer for your area. He 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
Rurals	10am	Park Crescent Shops Stillington	15 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.

## Property inspections

We need to make sure that all our properties and gardens are maintained to a good standard.

To help us do this, we will be carrying out visits to homes on the estate in the coming months.

Before we come to your home, we will send an appointment letter to give you enough notice that we will be visiting.

The visits usually take no more than an hour and they give you the chance to discuss any issues about your home or your tenancy.

## 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: **[craig.marsden@thirteengroup.co.uk](mailto:craig.marsden@thirteengroup.co.uk)**
- tel: **0300 111 1000** or **01642 947 532**

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)**