

Your neighbourhood

Growing community spirit

The Salter's Lane estate has a fantastic community spirit which over the years has seen it develop a real togetherness.

As you know the estate has its own community centre, but did you know about some of the activities that you can get involved with?

The centre offers activities throughout the year for all ages, including keep fit classes, an over 40s club, dog training classes, bingo, play group, children's dance classes and indoor bowls during the Winter. Just go along to find out more.

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.

Neighbourhood walkabouts

Luke Metcalfe 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
Salters Lane	10am	Start of Salters Lane	13 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.

Do you know anyone who needs a home?

Thirteen often has homes for rent across the area and throughout Teesside. If you know someone who would like to live in the area, please let them know!

We have all sorts of properties available, including flats, apartments and houses available for affordable rent. Some homes could be available for rent immediately and renting with Thirteen means no bond, no deposit and a 24 hour emergency repairs line.

We also offer competitive rents and a secure tenancy. So if you know anyone who'd like to rent in the area, please pass on this newsletter and ask them to contact Thirteen on **0300 111 1000**. Homes available for rent are also on the website at www.thirteengroup.co.uk/findahome

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

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: luke.metcalfe@thirteengroup.co.uk
- tel: **0300 111 1000** or **07815493796**

Alternatively, visit the website for information about Thirteen or the self-service site to contact us:

- website: www.thirteengroup.co.uk
- self-service: www.thirteengroup.co.uk/SelfService