

Your neighbourhood

Anti-social behaviour successes

We've been working hard with a range of organisations in the area to successfully tackle a range of anti-social behaviour (ASB) on the Wrensfeld estate.

We are continuing to work in partnership with Cleveland Police and local residents to reduce ASB issues and drug-related activity in the area, so if you're affected by ASB, the more information we receive about an incident, the easier it is for us to resolve the situation.

Anti-social behaviour can include a range of issues so if you have any information about incidents of ASB, please contact Cleveland Police on **101** or call Thirteen directly on **0300 111 1000**.

Homes available in the area

As your neighbourhood officer, I am passionate about the Wrensfeld estate and would always advise people to live in the area. So if you know someone who would like to live in Wrensfeld, please let them know!

We have all sorts of properties available for affordable rent and some homes could be available immediately. Renting with Thirteen means no bond, no deposit and a 24 hour emergency repairs line. Your neighbourhood officer can arrange viewings and sign-ups – even at short notice.

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**

Neighbourhood walkabouts

Luke Metcalfe is the neighbourhood officer for your area. He's regularly out and about in your neighbourhood 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
Wrensfeld	10am – 12noon	Wrensfeld Road Community Centre	12 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 Luke 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**.

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 **07815 493 796**

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**