

Useful services for you

As a Thirteen customer, you can benefit from a wide range of services that are designed to help you get the most out of your time with us. These include:

- **dedicated home repairs service:** our plumbers, gas engineers, builders and specialist tradespeople carry out a wide range of professional home repairs as well as a 24-hour call out service for emergency repairs.
- **money advice:** we help customers to get the most out of their lives by supporting them with money, benefits and debt management.
- **employment support:** if you're looking for work or training, our New Directions team can help.
- **self-service website:** customers can carry out a range of tasks 24/7 using Thirteen's self-service website. As well as other things, you can request repairs, pay rent online or view your account.
- **estate walkabouts:** join your neighbourhood co-ordinator and local councillor on a walk around your area to tell them about any issues on your estate.
- **anti-social behaviour support:** tell us about issues in your neighbourhood.

- **get involved to improve services:** you can become an involved customer and help to improve our range of services.

For more about our services:
call: **0300 111 1000**
visit: **www.thirteengroup.co.uk**
email: **customerservices@thirteengroup.co.uk**



You said

Improve what Thirteen does in our neighbourhoods to ensure that people take more pride in their area.

We did

We've made improvements in our neighbourhoods teams. We've employed neighbourhoods managers and neighbourhood co-ordinators to manage a smaller number of homes than previously and help tenants and communities to develop.

Your neighbourhood co-ordinator

The neighbourhood co-ordinator for your area is **Rachel Ward**

You can get in touch to discuss the full range of issues about your home, tenancy or neighbourhood on:

- email: **rachel.ward@thirteengroup.co.uk**
- phone: **07867 554 409**

You can also use the Thirteen website to find out all sorts of information to help you manage your home and tenancy at:

- website: **www.thirteengroup.co.uk**
- self-service site: **www.thirteengroup.co.uk/selfservice**

Looking ahead

Over the next year, Thirteen's investment programme is set to improve the quality of thousands of homes and the communities where our customers live.

£31m of improvements are planned which includes replacing over 450 kitchens, around 200 bathrooms, and installing new windows and doors in almost 1,300 properties. We'll also be working to help reduce our customers' fuel bills by installing around 1,300 new boilers, making homes more energy efficient and cost effective.

Altogether, over 4,000 homes will receive improvement work this year. We're also working on 40 development sites over the next nine months which involves either starting to build new homes, or handing over finished properties for our sales and lettings teams to manage.

We'll also be spending more than £260m on buying building land to develop new homes to help people buy or rent a quality home across the Tees Valley and beyond.

These will be made up of a range of homes including houses, bungalows and apartments for shared ownership and affordable rent. Keep an eye on the Thirteen website and Facebook page for more details about the development work over the coming months.

Plans in Stockton

In Stockton, we'll be working on:

- 120 homes in Laburnum/Hawthorne that could include: roof replacements
- 72 homes in Carnoustie that could include: kitchens, bathrooms, heating systems, door installations and rewires

- 24 homes in Chesterton Court that could include: kitchens, bathrooms, boilers, windows and doors, rewires, roof and gutter works and communal upgrades
- 61 homes in Greenwood that could include: kitchens, boilers, roof and external wall insulation
- 225 boundary replacements in Hardwick E
- 256 homes in Hume and Nolan House that could include: kitchens, bathrooms, doors, fire safety and mechanical work

- 12 external wall insulation installations in Humphrey
- 21 roof replacements in Newham Grange
- 129 homes in Norton Grange that could include: kitchens, bathrooms, heating systems, windows and doors
- 40 homes in Park Estate that could include: roofing works, external wall insulation, door and canopy replacements
- 40 roof replacements in Primrose Hill
- 43 homes in Ridley Court that could include: kitchens, bathrooms, windows, doors and rewires
- 30 homes in The Green, Billingham that could include: kitchens, heating systems and rewires.

If your home is being updated throughout this year, we'll contact you to let you know about the plans. You can find out more about the maintenance process at **www.thirteengroup.co.uk/findoutabout**



Five year plans

Over the next five years, we'll be investing over £800m to improve existing homes and develop new properties in our area.

As part of this, we'll be spending millions to keep existing homes and grounds up-to-date. This will include:

- £152m on routine and planned maintenance
- £158m on managing homes
- £217m on repairs
- £42m on communities, development and regeneration spending.

We'll also be spending more than £260m on buying building land to develop new affordable homes to help people buy or rent a quality home.

These will be made up of a range of homes including houses, bungalows and apartments for shared ownership and affordable rent.

Keep an eye on the Thirteen website and Facebook page for more details about the development work over the coming months.

thirteen

Managing and building homes

Summer 2018

Neighbourhood update

This update gives Thirteen's customers details about what's going on in your neighbourhood and tells you about your local neighbourhood co-ordinator.

We hope the update is useful and helps you to find out more about the place where you live, and what Thirteen is doing to improve your area.



New neighbourhood co-ordinators

We have been working hard over the past few months to change the way that our staff provide services for you.

We've changed the way we work to make sure that colleagues can better meet the needs of all our tenants and customers. As part of this, we've appointed new neighbourhood co-ordinators to manage a smaller number of homes than was managed by our previous neighbourhood officers.

Each of our neighbourhood co-ordinators now manage an average of 350 homes. This helps them to focus on providing our customers with a more personalised service, helping you with your home and tenancy.

Hopefully you'll start to see the benefits of this new way of working over the summer. As a summary, your neighbourhood co-ordinator will:

- help you to manage your tenancy
- help you with problems in your home and neighbourhood
- give you details about reporting home repairs
- help keep your neighbourhood safe and tidy
- deal with anti-social behaviour in the area
- deal with issues about benefits
- give you help and advice about paying rent and dealing with problem bills

- deal with empty properties
- help people to find new homes to rent or buy
- help if you're thinking about leaving us.

You can find out how to contact your neighbourhood co-ordinator inside this update. Alternatively, your neighbourhood co-ordinator is often out and about in your area, so please feel free to stop them for a chat.

You can also see your co-ordinator during one of their regular walkabouts in your neighbourhood. For more details, have a look at the estate walkabout page on **www.thirteengroup.co.uk/FindOutAbout**

Achieving top marks

Earlier this year, Thirteen received top marks for the way we're managed from the Regulator of Social Housing.

The regulator spent time inspecting our business and assessing a range of issues including our approach to managing our money and the way we're organised.

The final report gave us the highest possible grade for governance (how we're managed) and the highest grade for viability (how we manage our finances).

The information on these pages gives you more details about what we've done in your area in 2017-18.

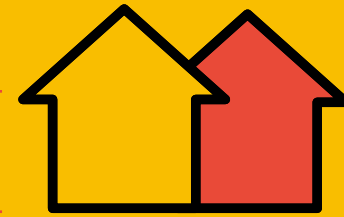
Developing new homes

Developing affordable new and empty homes helps the area to develop overall. During the last year, we have developed new homes for people across Stockton, including new developments at Parkfield, Urlay Nook, Morley Carr Farm, Green Lane, Queensgate, Swainby Road and The Dales, as well as projects to redevelop empty homes to bring them back into use for local people.

Across Stockton, in 2017-18:

145 new-build homes completed

86 on-site starts for new-home builds



Investment in homes

In 2017-18, we spent £7,350,000 to improve homes throughout Stockton. Across the Tees Valley, we replaced 638 kitchens, 565 bathrooms and 2,797 boilers; more than 800 homes received new windows and doors.

We spent £5m on environmental improvements, which included boundary schemes and improvements to neighbourhoods for our customers and other people living around the homes we manage.

In Stockton, we installed:

114 new kitchens

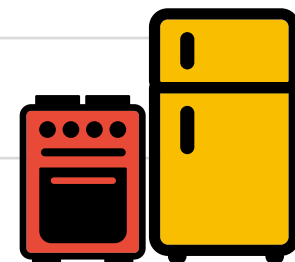
49 new bathrooms

320 boilers

284 window installations

88 door installations

220 roof installations



You said

Deliver a new repairs system to improve response times and customer satisfaction.

We did

We invested in a new repairs system that helps our customer service staff to provide a much faster response for tenants. More appointments can be made and customers can report repairs online.

Repairs in customer homes

We carry out a range of repairs in our customers' homes to ensure they are kept safe and in good condition.

We have a range of skilled staff including plumbers, electricians, plasterers and bricklayers to maintain and repair homes, together with gas fitters who service and repair heating systems.

Across all the homes we manage:

86,129 repairs were completed since October 17

97.79% repairs were completed on the first visit (since September 17)

Customers rated their satisfaction with our repairs services as **9.6 out of 10**



You said

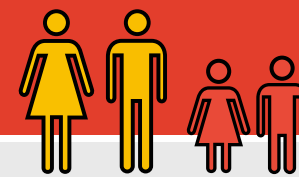
Provide more extra care schemes to support people with additional needs to live independently.

We did

We opened four new extra care schemes providing 187 safe and secure homes for over-55s who need extra support.

Customer satisfaction with services

Customer satisfaction levels help us to understand how effective our services are and where we need to improve. We carry out surveys to help us listen carefully to what our customers think, and:



9 out of 10 customers said they are happy with the quality of their home

9 out of 10 customers said that their rent provides value for money

Our customers rated their satisfaction with our gas services as **9.5 out of 10**

Over 85% of our customers would recommend us to others although we want to improve this even further.

Improving neighbourhood services

Since the end of 2017, Thirteen has been working to change the way we work within our communities. Customers told us that they wanted our staff to be more visible in neighbourhoods, helping them to deal with the everyday issues they face. **In Stockton last year:**

215 estate inspections were done in our neighbourhoods

1,240 customers were contacted within 24 hours of starting their tenancy

3,740 new tenants were visited to make sure they're settling into their new homes

2,688 visits to customers in high rise blocks to talk about fire safety



Working for you throughout the year

Customers are our priority and right throughout the last year, we've been working hard to provide you with the best possible services to help you in your life.

We've been involved in a wide range of projects and some of the highlights from the past year include:

- carrying out 500 estate walkabouts in our neighbourhoods

- spending £27m on internal and external improvements on homes
- introducing a new repairs system to provide a better service with more appointments available
- investing £25m to build 300 new homes across the region.

There's always more for us to do and we're working on new projects to bring you better services. To tell us about any issue about your home or neighbourhood, visit www.thirteen.co.uk/contactus or call **0300 111 1000**.

Employment support

Thirteen provides support for people aged 15 to 29 to find work, training and education. The New Directions service works with young people and businesses to match young people with jobs, apprenticeships, training and work placements.

The project helps young people to find placements and jobs, get information and support, develop skills and overcome barriers to getting jobs or training. **In Stockton last year:**

264 people signed up to the New Directions programme

153 people received an offer of employment, apprenticeships or training

156 people took up the offer of employment, apprenticeships or training



Recently, nine grounds maintenance technicians found work with Thirteen after starting with New Directions. The new team started work at the beginning of April to help with Thirteen's summer maintenance programme of grass-cutting, strimming, tidying and minor repairs to grounds.

Money advice

Thirteen's Money Advice Team helps customers to manage their finances and make the most of their money. The team helps customers and tenants to:

- claim the benefits they're entitled to
- deal with benefit problems
- deal with debt problems
- manage their money and budget for the things they need.

In 2017-18 in Stockton:

291 money advice cases dealt with

£495,278 benefits gained for claimants



Supported living

We own and manage Extra Care and sheltered housing schemes across the North East and North Yorkshire to offer support for older and vulnerable people to live independently for longer.

Our schemes give customers privacy as well as care, helping them to have an active social life and remain at the heart of their community.

Last year in Stockton, we provided:

180 homes for people with medium to high level needs in sheltered accommodation

28 homes for people with learning disabilities across the town

80 Extra Care homes for older and vulnerable people across the town

111 major aids and adaptations projects in people's homes

693 minor aids and adaptations