

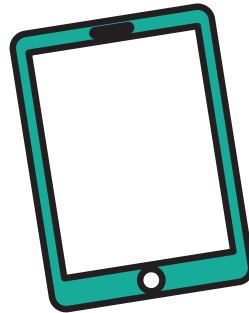
We've introduced Touchpoints, our improved approach to customer service and interaction.



Coming early in 2019:

Touchpoint in Stockton

Putting us right into the centre of the neighbourhood



Digital Platform

Our new digital platform means that we will be able to deliver more of what our customers want

A single place which looks and feels consistent to both staff and customers



The new platform is integrated with things that people use everyday – like Google maps

We are enhancing our more traditional data with extra useful information

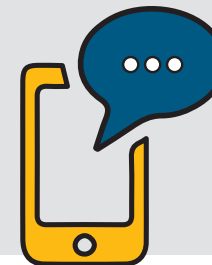


Customers can access everything related to a property in one place

The Customer Chat and messaging function enables customers and staff to discuss an issue



We are introducing a digital tenancy agreement process



The tenant and a Thirteen member of staff can sign the agreement on their PC, mobile phone or tablet

