



PROCESSES & IT
THEATRE

Multi-channel contact

David Ripley, Director of business development - Thirteen Group

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HOUSING**

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learning

CAPITA

thirteen

Multi-channel contact

making things easier for
customers and staff

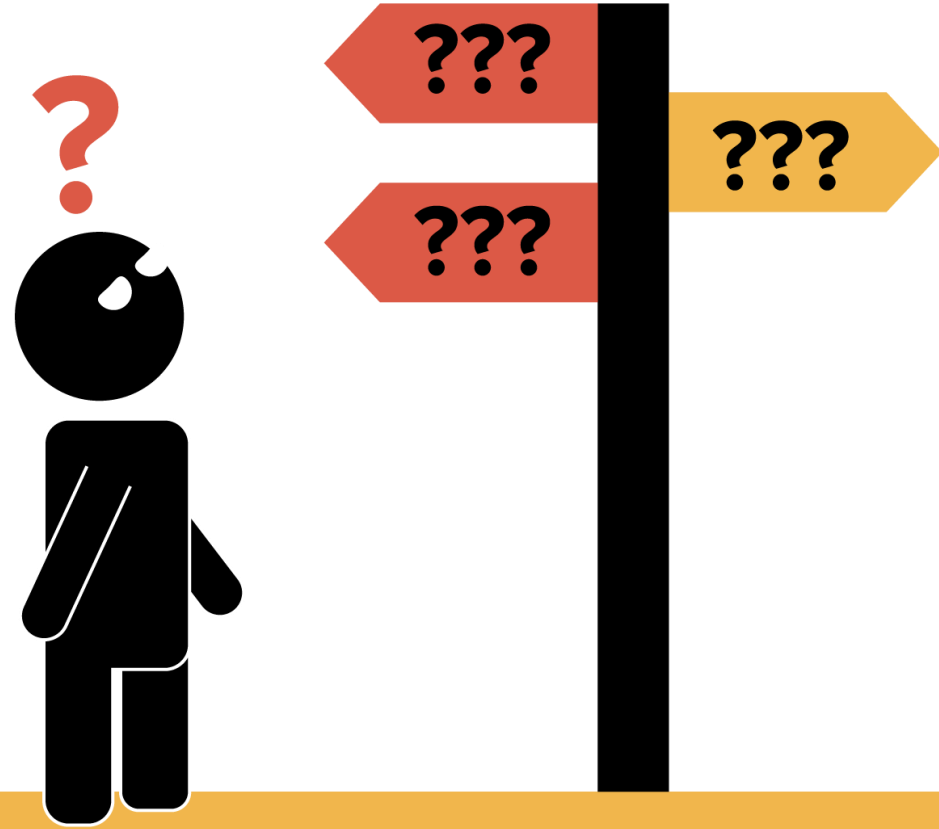
Customer Experience 2019

What we will cover

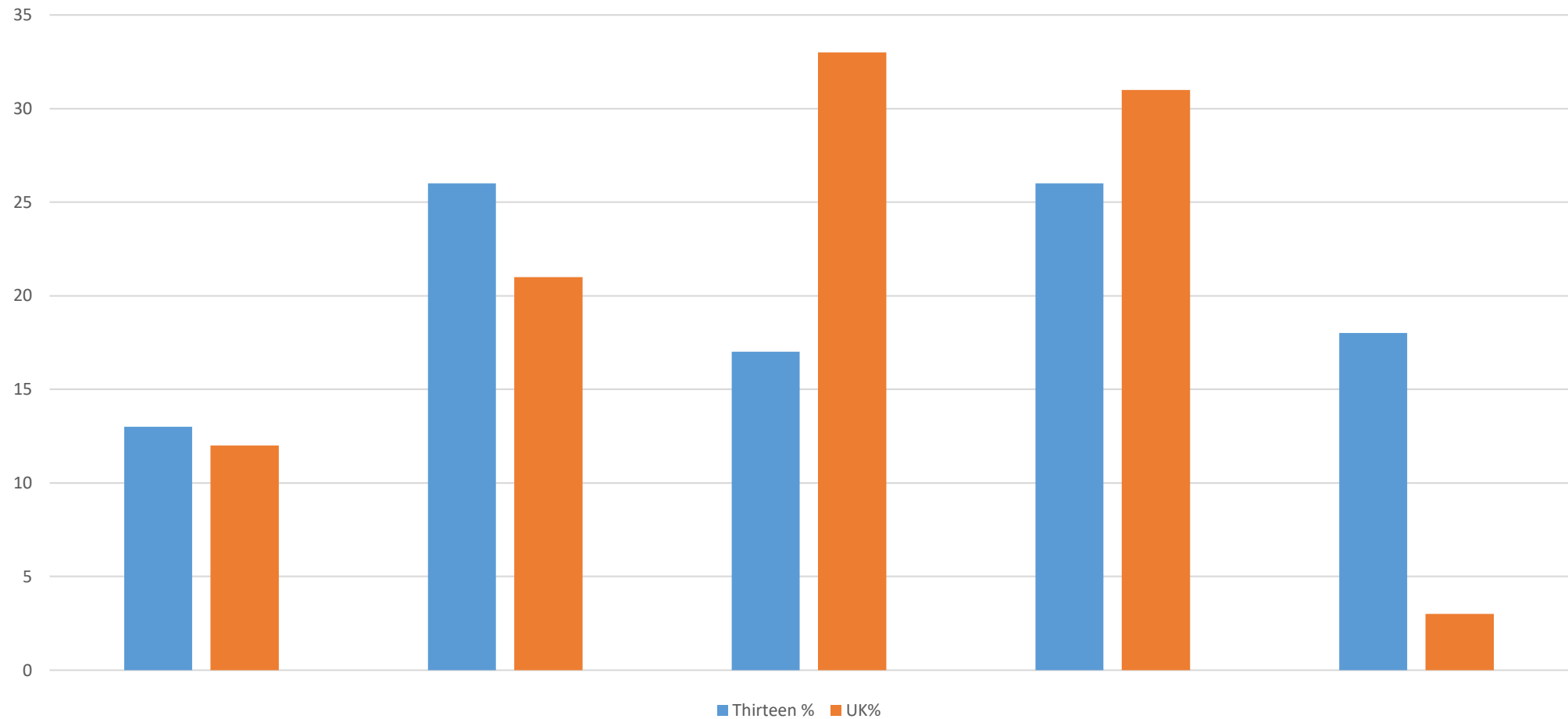
- What do tenants really want
- Consistency across channels
- Developing brand voice
- Is it a balancing act
- Digital inclusion
- How far to go



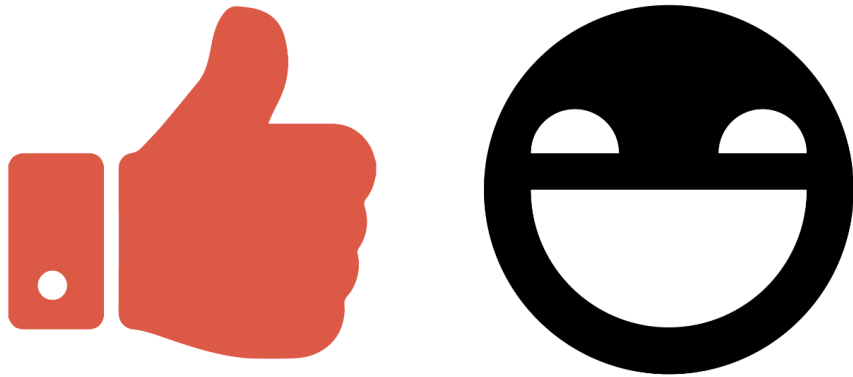
If you don't know
WHAT you want
to achieve, you
cannot define
HOW to get there







What is customer experience?



Don't **JUST** focus on measuring the customer experienced based on individual interactions.

A great customer experience is made up of multiple interactions

What are we doing about it







Apple Store

Dave's ordeal



Hi, my names Dave and I'm looking for a new home. I don't want to live in a flat as I don't like the idea of living above or below someone else and would prefer a private garden to relax in after I finish work. I have a small deposit and don't know where to start. I have heard that Thirteen are building new homes? I would love to buy my first house, I work full time can you help me and give me some guidance please?

Suzie & Ethel

Hello, I need some advice please? My grandmother lives in a 3 bedroom house and is struggling with the stairs, the property is private rented and not really suitable for her. She is unwell and I'm concerned that she may trip or fall on the stairs and no one will be there to help her. Are there any places that can help her? I don't want to put her in a nursing home as she is very independent. Money isn't an issue for my grandmother.

I just need to make sure she is looked after and has help if she needs it, it's a 2 hour drive for me to see her and need to help her feel safe and secure.



thirteen
Managing and building homes

June's story.....

Hello, I have been a joint tenant of Thirteen for 10 years. I have recently split up with my partner and I don't have a lot of money as he has left me with a lot of debt. My two daughters have now left home and there's only me now living in this three bed house. I work full time but have a lot of bills. I don't like to ask for help however, I am struggling with everything. I need a little help and advice on what you can do to help me, everything is getting me down...




Tristan's predicament

I really need to find somewhere else to live. I currently live in a one bed flat with Thirteen, I want to move due to all the ongoing repair issues. I can't get an answer as to when I will be getting a new kitchen, the one I have is literally falling to pieces. I have ongoing damp problems in my bathroom and I dread winter coming as the radiators don't warm up the rooms. I've been told you wont repair the kitchen, or the bathroom as Investment work will be starting in my area soon, but have been given no timescales when this work will start. I want to move, how can you help me?



thirteen
Managing and building homes

thirteen
Managing and building homes

A woman with long dark hair, wearing a red jacket and a lanyard with a camera, is smiling and holding a smartphone. The background shows a row of brick houses and a green lawn. A large, black-outlined smartphone frame is overlaid on the right side of the image. Inside the frame, the text "Mobile drives over 50% of all ecommerce traffic" is written in a bold, red, sans-serif font. The frame includes a white notch at the top and a circular home button at the bottom.

**Mobile
drives
over 50%
of all
ecommerce
traffic**

thirteen

**What does the future
look like?**

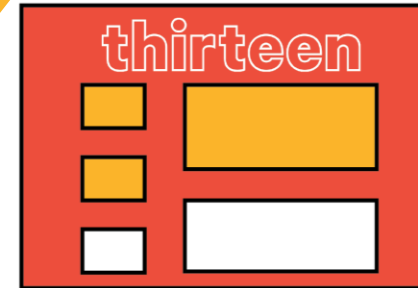
Coming Soon

thirteen Helpdesk



Yes, I can see
your full account
here – we can
sort that out
immediately

A single platform which
looks and feels consistent
to both staff and
Customers with all
information in one place



EVERYTHING
is in one place
– this is really
easy!

The new platform provides
a single place to:

- ✓ Find a Home
- ✓ Manage your Property
- ✓ Find a service

Username

Password

Username

Password

Find your perfect home

Search properties by location

☐ Sales ☐ Rent ☐ Either

Manage your property

Find your perfect service

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

☐ Sales ☐ Rent ☐ Either

RESET SEARCH

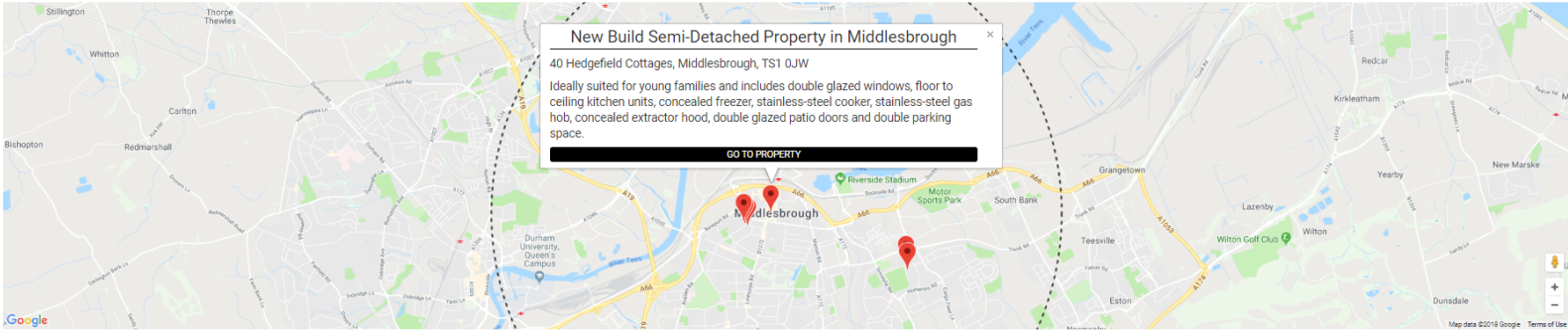
Show Saved Searches

SAVE SEARCH

Your search in **Middlesbrough** gave **80** results

within 3 mile from your search

RESET EDIT





New Build Semi-Detached Property in Middlesbrough (0.04 miles away) **Shared Occupancy** ❤️

40 Hedgefield Cottages, Middlesbrough, TS1 0JW

1 Single Bedroom and 2 Double Bedroom

Ideally suited for young families and includes double glazed windows, floor to ceiling kitchen units, concealed freezer, stainless-steel cooker, stainless-steel gas hob, concealed extractor hood, double glazed patio doors and double parking space.

Furnishing

Furnished: ✓

Utilities

Water Bills Included: ✓

Gas Bills Included: ✓

Council Tax Included: ✓

Rules

Pets Allowed: ✓

Eligibility

Smokers Considered: ✗

Housing Benefit Considered: ✓

Sharers Considered: ✓

Student Property: ✓

Outside

Parking Space Included: ✓

Key Features

Burglar Alarm: ✓

Washing Machine: ✓

Dishwasher: ✓

Services


Cleaning Included: ✓

VIEW PROPERTY

We are enhancing our more traditional data with extra useful information.

For example, we have found it useful to show Customers the proximity of properties to things that they're interested in – such as local doctors, supermarkets and transport links.

Property Location



Type	Name	Distance
Doctor	Discovery Practice	0.30 miles away
Train Station	Middlesbrough	0.52 miles away
Supermarket	Aldi Middlesbrough Centre	1.76 miles away
Hospital	The James Cook University Hospital	1.87 miles away
Post Office	Lane House Post Office	2.63 miles away
School	Saint Michael's Roman Catholic Secondary School	3.01 miles away

The Customer and Colleague can see the actions available to them from one screen – these are context aware

LOGOUT



Search properties



40 Hedgefield Cottages, Middlesbrough, TS1 0JW ❤️

REQUEST TO VIEW THIS PROPERTY

VIEW CURRENT APPLICATION



Customers can access everything related to a property in one place

- Making a viewing request
- Access their Applications

If they were a tenant they would also be able to manage their tenancy, request repairs, discuss issues, etc

Furnishing

Furnished: ✓

Utilities

Water Bills Included: ✓

Gas Bills Included: ✓

Council Tax Included: ✓

Rules

Pets Allowed: ✓

Eligibility

Smokers Considered: ✗

Housing Benefit Considered: ✓

Sharers Considered: ✓

Student Property: ✓

Outside

Parking Space Included: ✓

Key Features

Burglar Alarm: ✓

Washing Machine: ✓

Dishwasher: ✓

1 Single Bedroom and 2 Double Bedroom House for £450 p/m (approx £103.56 p/w)

EXPAND ALL

COLLAPSE ALL

We are introducing a Digital Tenancy Agreement process

Tenants can agree terms or ask questions (which is linked to our online chat)

36 Kingston st, Middlesbrough, TS1 0QA

PROPERTY SUMMARY

SIGN TENANCY

INVENTORY

TENANTS DETAILS

CALENDAR

ACCOUNT STATUS

NOTICE

Agreed

Tenancy Particulars

Landlord

Vincent White

Property

36 Kingston st, Cleveland, TS1 0QA

Service Charge

£20 p/m

Tenant

Paula Jones (You)

Rent

£450 p/m

Supported Housing Charges

N/A

Guarantor

Jamie Smith

First Rent Payment Date

28 June 2018

Date

21 Jun 2018

Term Commencement Date

21 Jun 2018

Agreement

1.Definitions and Interpretation ✓

2.General Terms ✓

3.Our Rights and Obligations ✓

4.Your Obligations

5.Your Rights

6.Grounds For Possession and Demotion

7.End of the Tenancy

8.Guarantee

Section 4

Your Obligations

14 Use of the Property

14.1

You shall only use Your Home as a private dwelling house for the use by You and the Your immediate family.

14.2

You are not allowed to use Your Home for the purposes of conducting a business or allow a trade or business to be carried on at Your Home without obtaining:

14.2.1

Our prior written consent; and

14.2.2

(including but not limited to) planning consents, building regulations approval and any other relevant consent where required;

14.3

PROVIDED THAT where Our consent is granted and the trade or business disturbs or causes nuisance or annoyance to any neighbours or neighbouring property, then Our consent will be withdrawn immediately.

14.4

Where You are permitted to conduct business or trade in keeping with clause 14.2 above, then You shall not be allowed to display any business advertisement, sign or notice upon Your Home without obtaining Our express prior written consent, which may be withheld at the Our discretion.

15 Pet

15.1

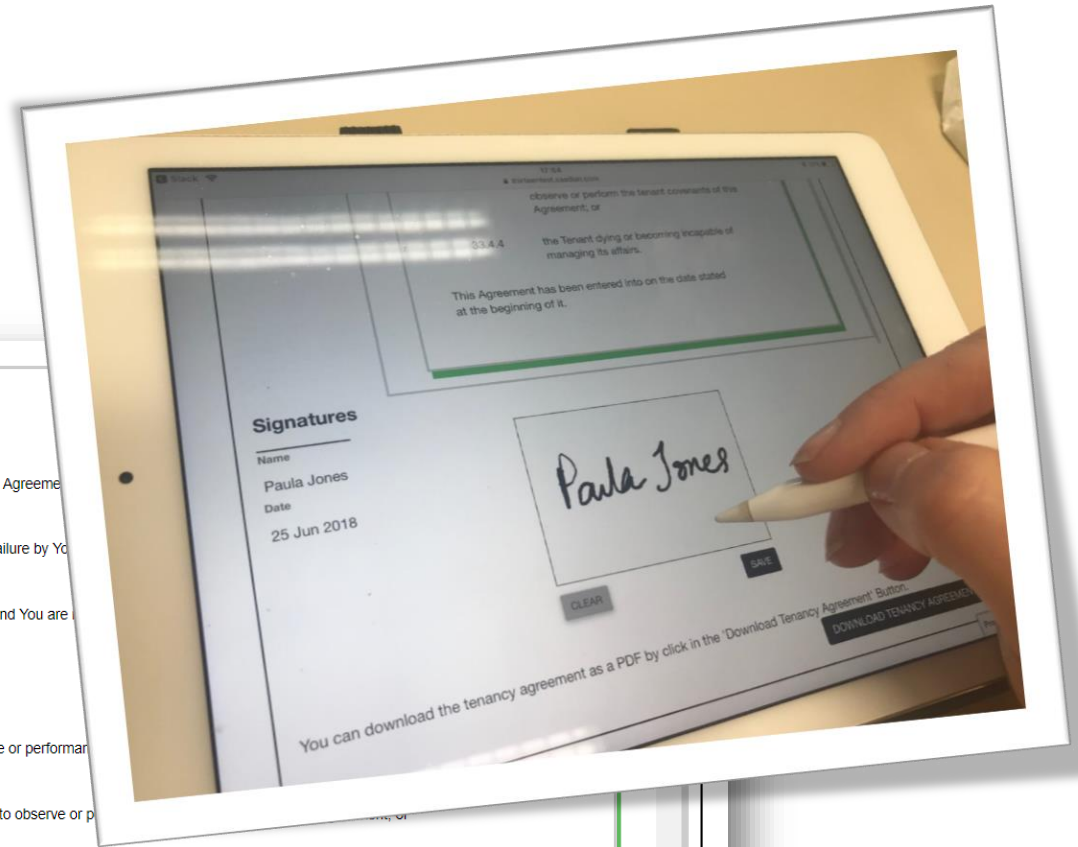
QUERY

AGREE

Tenants can review the tenancy agreement section by section

The system includes a Contract Builder so we can build Tenancy Agreements using drag and drop from our standard terms

The tenant and the Thirteen User can sign the agreement on their PC, mobile phone or tablet.



- 1. Definitions and Interpretation ✓
- 2. General Terms ✓
- 3. Our Rights and Obligations ✓
- 4. Your Obligations ✓
- 5. Your Rights ✓
- 6. Grounds For Possession and Demotion ✓
- 7. End of the Tenancy ✓
- 8. Guarantee ✓

Section 8

Guarantee

33 Guarantee and indemnity

- 33.1 The Guarantor guarantees to Us that You shall pay the Rent and observe and perform the tenant covenants of this Agreement covenants, the Guarantor shall pay or observe and perform them.
- 33.2 The Guarantor covenants with Us as a separate and independent primary obligation to indemnify Us against any failure by You covenants of this Agreement.
- 33.3 The liability of the Guarantor under clause 33.1 and clause 33.2 shall continue until the tenancy comes to an end and You are
- 33.4 The liability of the Guarantor shall not be affected by:
- 33.4.1 any time or indulgence granted by Us to You;
 - 33.4.2 any delay or forbearance by the Landlord in enforcing the payment of the Rent or the observance or performance demand in respect of them;
 - 33.4.3 the Landlord exercising any right or remedy against the Tenant for any failure to pay the Rent or to observe or perform
 - 33.4.4 the Tenant dying or becoming incapable of managing its affairs.

This Agreement has been entered into on the date stated at the beginning of it.

Signatures

Name
Paula Jones
Date
25 Jun 2018

Paula Jones

CLEAR

SAVE

You can download the tenancy agreement as a PDF by click in the 'Download Tenancy Agreement' Button.

DOWNLOAD TENANCY AGREEMENT



Shopping at Wellington Square

DEBENHAMS H&M NEW LOOK WHSmith JD Clattons superdrug GREGGS RIVER ISLAND M&S TOPSHOP

Welcome to
Wellington
Square



We're moving in!
The Hub

