

This leaflet outlines all the different ways that you can get involved. This is one of a number of leaflets we produce for our customers. You can find them all on our website or in our offices.

At Riverside, we are committed to providing excellent service to all our customers. We value diversity and do everything we can to make our services available to as many people as possible. This commitment to equality is at the heart of everything we do.

Contact us

www.riverside.org.uk
email: carlisle.enquiries@riverside.org.uk

Customer Service Team

0800 169 3245
From a mobile phone, it may be cheaper to call **0345 155 9020**

You can also **visit the office** at **English Gate Plaza, Botchergate, Carlisle CA1 1RP** Monday–Thursday 9am–5pm; Friday 9am–4.30pm Please note that the office will open at 10.30am on the first Wednesday of every month

We are happy to accept **Typetalk** calls

If you need this information in another format (such as large print, audio or another language) please contact us.
0800 169 3245

অনুবাদের জন্য আমাদের টেলিফোন করুন।

Appelez-nous pour vos besoins en traductions

若需翻譯服務，請致電我們。

欢迎电话查询翻译服务事宜。

Para tradução, telefone-nos

Jeżeli potrzebujesz tłumaczenia, zadzwoń do nas

Paskambinkite mums dėl vertimų

ترجمہ کے لئے ہمیں فون کریں



Get involved

Carlisle

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The Riverside Group Ltd

Registered office: 2 Estuary Boulevard,
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Liverpool L24 8RF

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Information about our services



We need you

As part of our commitment to improving services we want to involve you, our service users, in the decision making.

There are lots of ways for you to get involved – from completing the occasional survey to sitting on a local board. It's important you find a way that suits you and your lifestyle. To help you, we offer advice and support to tenant, resident and community groups and provide training if you want to get involved at a higher level.

Ways to get involved

We offer three levels of involvement to suit you and fit around your lifestyle.

Level one

- Become a member of the 'Count Me In' panel.
- Respond to our surveys.
- Become Tenant Inspectors.

The 'Count Me In' panel provides you with the opportunity to select topics you are interested in and the ways you want to be consulted. You can take part from the comfort of your own home via email, by taking part in telephone interviews, completing comment slips or you can even choose to attend the occasional focus group.

Level two

- Form and get involved in local neighbourhood forums.
- Participate in local issues group meetings to shape service delivery.
- Volunteer at our Tenant and Resident Resource Centres.

Level three

We also need a few tenant and resident board members and tenant representatives.

We also hold a range of local events, fun days and activities, as well as tenant conferences, so come along and find out what is on offer and meet other tenants and residents.

Contact us

If you want to get involved and have your say on the services we deliver, or if you would simply like more information, you can call into your local office, call the Customer Service Team or visit our website.

