

Your local update – Woolton

Welcome to an update on the neighbourhood plan developed for your area

We visited your neighbourhood to carry out a survey to find out what matters the most to you and what Riverside can do to improve the area you live in. Acting on your feedback, we developed an action plan and a summary of the actions were set out in a local offer in the form of a leaflet which was shared with customers in summer 2025.

Over the past year, we've been working towards improving your neighbourhood through the action plan. We've delivered some good outcomes but recognise that some actions will take longer to deliver than preferred.



Here is what we have delivered so far;

- **Working alongside our partners** to tackle issues in the area such as environmental issues and anti-social behaviour, including Liverpool City Council and our contractor Frank Rogers.
- **Holding regular housing surgeries** for you to talk with your Housing Officer, Lorna Cotterill. Lorna is at Linksvie on the first Wednesday of every month from 9:30 to 11:30am.
- **Block inspections take place regularly by your Housing Officer.** Each month a block is inspected, and we welcome customers to join the inspection. Contact Lorna if you are interested. The inspections start at 10am on the upcoming dates:
 - 14 October 2026 - Lymecroft
 - 11 November 2026 - Dealcroft
 - 16 December 2026 – Rydecroft
 - 13 January 2027- Dovercroft
- **Local action days and walkabouts** have taken place to tidy up the area, and we will keep you informed about future dates. Everyone is welcome to join. Please speak to Lorna if you'd like to join us.

Here is what we've delivered so far (continued);

- **Installing new bins** following your feedback, thanks to our Environmental Services team. This includes two new bins for litter/dog waste so it is disposed of appropriately and new communal bins to better control litter and pest issues.
- **Continue to review and improve our caretaker role.** The caretaker service standard is displayed on the noticeboard of each block. We are working with our 2 caretakers who cover the 4 blocks to ensure these standards are met.
- **The car park has been fitted with additional bollards** outside Rydecroft and Dealcroft to assist with parking issues and bin collections.
- Plans for **communal ground floor painting and replacing entrance doormats** are being progressed. We will keep you updated. We have also equipped our caretakers with vacuum cleaners to help improve cleaning.
- We have invested in **communal fire doors** and there is a programme of improvement works to look at other aspects of the communal areas
- **Supported local groups and charities** with funding through Riverside's Community Fund, including:
 - Lancashire Wildlife Trust are running sessions for customers on site at Rydecroft to develop the greenspace. The group has painted benches, planted donated plants and installed hanging baskets. There are some sessions still to take place so if you're interested, please contact: Mieke De Lathouwers on mdelathouwers@lancswt.org.uk or 07860 919 800.
 - Queen of Greens, a mobile greengrocer with affordable food who visits Our Lady of the Assumption Car Park, Hedgefield Road, Belle Vale, L25 2RW – Wednesdays at 11:30am to 12:15pm. Please visit here for more information: www.queenofgreens.co.uk
- **Our support directory** provides information on local support services, please have a look on our website here: www.riverside.org.uk/_data/assets/pdf_file/0016/12661/Liverpool-Support-Directory-Jan-25.pdf



Our concerns regarding anti-social behaviour;

- We're working closely with partner agencies and the local police, regularly attending meetings with them to resolve any ASB concerns that arise in your area. Our Community Safety Officer attends the local DISARM meetings, a multi-agency group to tackle incidences of crime in the area.
- Please continue to report any instances of ASB to us via our call centre on 0345 111 0000 open 24/7. You can also call Crimestoppers anonymously on 0800 555 111. They'll ask questions about the crime but won't ask about you. If you're concerned your call could be traced, dial 141 before 0800 555 111, this will block your phone number. The police can be called on 101 or in case of an emergency 999.



On feedback relating to the environment and maintenance issues In your neighbourhood;

- **Action days:** we will be planning action days with skips available in the area in the upcoming year and we will keep you updated with future dates and times.
- **Fly tipping:** we continue to tackle fly tipping in the area. Please report any instances of fly tipping to our call centre on 0345 111 0000, open 24/7 or Liverpool City Council via this form on their website www.liverpool.gov.uk/environmental-problems/rubbish-and-litter/flytipping
- **Household Items:** We have improved information around disposing household items. Please find our leaflet here www.riverside.org.uk/Liverpool-Recycle-Info and more information from Liverpool City Council www.liverpool.gov.uk/bins-and-recycling. If you are looking to remove items, please have a look at the information provided or contact us for support to prevent any recharges.
- **Communal greenspaces:** Liverpool City Council are responsible for some areas around the block and we work with them and our Environmental Services (RES) team to provide grounds maintenance services across the area. RES have summer and winter schedules for Riverside communal green spaces. Summer schedules includes grass and hedge cutting, pruning and litter picking and winter includes hedge reductions and grass edging and strimming.
- **Pest control:** Liverpool City Council provide services relating to pest control, please find more information here: www.liverpool.gov.uk/environmental-problems/pests-and-infestation and to book a pest control appointment, please call 0151 233 3001. Alternatively you can report them to us on 0345 111 0000 and we will organise an appointment with our specialist contractor.



As we continue to deliver the action plan, we are committed to delivering improvements you have spoken to us about;

- We'll continue to work with key partners to improve your neighbourhood, this includes continuous improvement of our processes, for example, when tackling fly tipping.
- We continue to complete our annual gas servicing - when you are contacted about your annual gas safety check, please ensure you allow access, it will only take about 30 minutes to complete and will ensure you and your households safety in your home.
- We have a specialist damp and mould team who will inspect your property when you report damp, mould and condensation, diagnosing and dealing with the problem and letting you know the cause of the problem and providing you with advice
- We will continue to provide a newsletter to update on the services you already receive and what is happening in your area.
- If you wish to speak to a member of the team in person, your local Housing Officer is at the housing surgery mentioned above. Do get in touch if you want to be more involved locally in your area. You can:
 - Phone our Customer Service Centre on 0345 111 000 open 24/7
 - Live Chat on the website - available online 10am-2pm Monday – Friday
 - Email info@riverside.org.uk - are worked 24/7 and has efficient response times
 - Self-serve via My Riverside app