

Your Riverside



Your local update – Leicester City August 2024

Your local update – Leicester City Updates for Summer 2024

Welcome Leicester Tenants

We're excited to connect with you through this newsletter! At Riverside, we're not just about housing; we're about building strong, thriving communities right here in Leicester.

Your housing team for Leicester have a dedicated team of housing officers with over 30 years' experience between them.

The team are out and about daily conducting visits and appointments. They are here to support you and help you in your tenancy with Riverside.

We also have our Housing Sustainment Officer, who works with customers who require extra support with maintaining their tenancy.

What we're doing for you:

- **Investing in your homes:** We're continually working to improve and maintain your homes. From major renovations to regular upkeep, we want to ensure you have a safe and comfortable place to live.
- **Supporting your wellbeing:** We offer a wide range of services to support your physical and mental health. Whether it's connecting you with local resources or providing money advice, we're here to help you thrive.
- **Creating community connections:** We believe in the power of community. That's why we organize events, activities, and initiatives to bring neighbours together and create a stronger sense of belonging.
- **Listening to your voice:** Your feedback is invaluable to us. We regularly conduct surveys and hold meetings to hear your concerns and ideas so we can continuously improve our services.



Leicester: get ready for a brand-new look!

We're thrilled to announce a major project to replace windows and doors.

This exciting transformation will enhance your home's energy efficiency, security, and overall appearance. Our trusted partners, Nationwide, will be leading the way, and they'll be in touch with you personally to schedule the work on your property.

More home improvements on the horizon:

We're also committed to upgrading bathrooms across several estates in Leicester:

- Beaumanor Road Estate
- Kirby Frith
- Aylestone Lansdowne
- Knighton Fields

Plus, we're bringing brand new windows and doors to even more of your neighbours:

- Beaumanor Road Estate
- South Braunstone
- Evington Valley

At Riverside, we're dedicated to investing in your homes and creating thriving communities. We'll keep you updated as these projects progress, so stay tuned for more exciting news!



Patch walkabouts

Meet your Housing Officer, and local PCSOs, on the following dates for a friendly walk around your estate. We want to hear your thoughts on making our communities even better – plus, get the latest safety tips and updates. Let's keep Leicester a great place to live!

Newfoundpool

We will be conducting walkabouts on the following dates:

- 2pm on Thursday 5th September
- 2pm on Thursday 5th December

South Braunstone

We will be conducting walkabouts on the following dates:

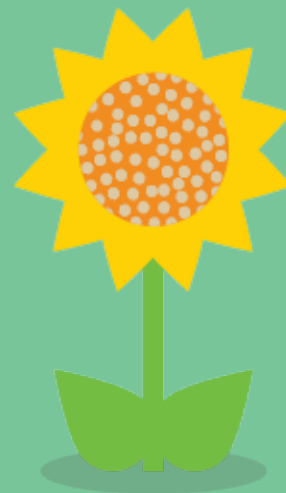
- 10am on Thursday 15th August (with local PCSO)
- 10am on Tuesday 19th November

Saffron Lane

We will be conducting walkabouts on the following dates:

- 10am on Friday 9th August
- 10am on Tuesday 26th November

Let's walk and talk together!



Get involved!

We want to hear from you! Here are some ways you can get involved:

- **Attend a Community Meeting:** Keep an eye out for upcoming meetings and events advertised on your building noticeboards and our website.
- **Join a Resident Group:** Contact your housing officer to find out if there's an active resident group in your community.
- **Contact Your Housing Officer:** If you have any questions or concerns, don't hesitate to reach out. Our contact information is available on our website and on My Riverside.

We're proud to be part of the Leicester community, and we're committed to making it an even better place to live. Thank you for being a part of Riverside!

Need to chat? We're just around the corner!

Have questions or concerns? Want to discuss your home or community? Join us at our monthly drop-in surgery where your friendly Housing Officer will be available to help you with any issue, big or small!

We hold a drop-in housing surgery each month at the following locations:

Fosse Neighbourhood Centre, Mantle Road

- 10am, Wednesday 7th August
- 10am, Wednesday 4th September
- 10am, Wednesday 2nd October
- 10am, Wednesday 6th November

The Quadrant

- 10:30am, Thursday 15th August
- 10:30am, Monday 16th September
- 10:30am, Tuesday 15th October
- 10:30am, Friday 15th November

We look forward to seeing you there!



iCommunity

Our iCommunity is a way for you to give regular feedback through online surveys and for you to put yourself in the running to win great prizes! For each survey you fill out, you will be entered into a prize draw to win £20 in vouchers.

You must be a current Riverside customer to enter. Register your details today and wait for the first survey to appear in your inbox.

<https://www.riverside.org.uk/you-your-home/have-your-say/online/icomunity-join-us/>

Get involved with national initiatives!

Riverside is actively involved in several national initiatives aimed at improving housing and communities. We encourage you to learn more about these initiatives and find ways to get involved. Your voice and participation can make a real difference!

iCOMMUNITY



**The online way
to have your say**

Beaumanor Estate blooms with new community garden!

Exciting news for Beaumanor residents! A once forgotten corner of the Beaumanor Estate is being transformed into a vibrant community garden. The "Tap Water" project, led by Creative Futures, promises to bring a burst of life and creativity to our neighbourhood.

- **A green oasis:** Imagine a place where neighbours can gather, grow fresh produce, and enjoy the outdoors. This garden will be just that – a green oasis right in our backyard.
- **Creative hub:** A dedicated shed for handcrafts will offer a space for residents to learn new skills, share their talents, and connect with each other.
- **Location, location, location:** With Ellis Fields, the Grand Union Canal, and Abbey Park just a short stroll away, this new garden will be a natural extension of the green spaces that make our neighbourhood so special. Imagine a leisurely walk down the canal, ending with a visit to the garden to relax or participate in a workshop.

"Tap Water" is still a work in progress, but there are lots of exciting things coming. Watch this space for updates on how you can get involved and make this community garden your own.

Let's Talk!

Are you aware of the support we offer through our Let's Talk campaign?

- **Affordable warmth:** The team can help tenants who are struggling due to energy debt or problems with their energy bills. They can advise and assist vulnerable customers who are struggling to heat their homes.
- **Money advice:** Our team can help with Benefit claims and how to maximise your income.
- **Employment and training:** Provides information, advice and guidance to customers who are looking for work, or who are working but want to improve their career and increase their household income.



Spotlight on success

One of our residents - 'Mr B' - had been struggling with unemployment and mental health challenges due to a recent injury. Our dedicated Housing Officer worked with Mr B to create a plan and connected him with our Employment & Training team. Within just four weeks, Mr B had landed a new job and was on his way to a brighter future!

In another case, 'Miss T' was referred to the money advice team as she was facing financial hardship. Miss T was in high rent arrears facing court action and was at risk of losing her tenancy. Our Officers applied for a Discretionary Housing Payment (DHP) back date which was awarded, this reduced her rent arrears by over £1000.00. Miss T has since made a payment plan to reduce the remaining arrears on her rent account and has managed to sustain her tenancy as well as avoid court action in the process. These are just two examples of how Riverside is committed to supporting our tenants' well-being.

Got a great idea? The Riverside Community Fund wants to hear it!

Do you have a passion project that could make a real difference in your neighbourhood? The Riverside Community Fund is here to support your vision. We're dedicated to empowering residents like you to create positive change and build stronger communities.

How to Apply:

- **Dream big:** What's your idea for a project that could benefit your community?
- **Get in touch:** Contact our team to discuss your project and find out how to apply for funding.
- **Make it happen:** With our support, your idea could become a reality!

For more information, check out our website:
www.riverside.org.uk/community-fund/

