



Your

neighbourhood

Our local offer to you in Langley

In May, we spent a day out and about on Langley asking you what you liked most, and least, about the neighbourhood – and how we could make it better.



We also asked local teams delivering services how we can improve. This local offer shows what we've done, and plan to do, in response.



Our local offer to you in Langley

We want to ensure that we are providing the support you need and resolve any issues. Here is what we have done, and what we plan to do.

“There’s too much litter on the estate.”

Litter picking – In partnership with Green Fingers we’ve increased the time spent on litter picking. We’re also doing more grass cuts now with a litter pick being done before every cut. We’re working with the local primary school to design new “Do not litter” signs.

New bins – We’ve worked with Rochdale Borough Council to provide two new litter bins for the estate and a further two bins will be available soon.



“We want to see improvement in the grounds maintenance on the estate.”

New flower beds – We’ve planted wild flower seeds in two areas on the estate and collected the seeds from this year’s flowers to be used across other flower beds next year.

Bird boxes – We’re using the wood from fly tipping we’ve collected to make bird boxes for the estate. A member of our team has made them in his own time while the local youth group is currently painting them.

Untidy gardens – We’re working with the council and Green Fingers to identify when customers need support to tidy their gardens and work with them to sort them out.

“There’s not enough car parking spaces.”

New spaces – We’ve worked with Rochdale Borough Council to identify nine sites across the estate for spaces, creating a total of 485 spaces. Work started in June and should be completed by autumn 2020. This has been funded from contributions agreed through the partnership with Riverside and the council to deliver new housing across the estate.



“We want to see more activities for young people.”

Activities – A full programme of activities is available on Rochdale Borough Council website. Events and activities for 11-19 year olds are also advertised in the local community centres.

Outreach – We’re also working with the council to identify any gaps in the provision and direct the outreach programme to specific areas on the estate.

“We want to see you out and about more often.”

Walkabouts – We’ll host 12 walkabouts per year with our partners. To take part contact your housing officer. The one in August identified issues with grounds maintenance.

Drop in sessions –

A housing officer will be at Burnside Community Centre every Friday
9.30am –
12.30pm.



To see what events are happening in your neighbourhood follow us on Twitter **@RiversideUK** or search on Facebook for **‘Riverside Group’**

Working together

Partnership work – We attend local joint working groups with the police, fire service, Rochdale Borough Council and social services to resolve any issues.

Specialist support – Our community safety officers work with housing officers to support you and work with partner agencies when you report any issues.

Support to manage your tenancy and help to find a job

Drop in sessions – We're holding weekly drop in sessions every Friday 9.30am – 12.30pm at the Burnside Community Centre to help and advise on Universal Credit, money advice and employment and training.

Kickstart course – In April we teamed up with Keepmoat Homes to run a kickstart into construction course with 10 customers completing the course. Six customers have secured a job. We'll be running another course later this year and are hoping to open it to all residents on the estate.

Support for local community centres

Burnside Community Centre – Last year we helped to fund their volunteering program. We are also helping to support the Everyone Matters - health and well-being project.

Church Hall at All Saints and Martyrs – Our painting contractor Bagnalls is helping to paint the church hall.



Find out how you
can get involved visit
[www.riverside.org.uk/
getinvolved](http://www.riverside.org.uk/getinvolved)

Access services and get in touch – you choose how and when



Online at www.riverside.org.uk

Find help and advice on anything from money to using our payment app, report and manage a repair, get in touch, ask a question or chat to us online. Plus, set up a free personalised account in just a few minutes and you can book, rearrange or cancel repairs, view your rent and charges account – and automatically get any new online services we add in the future.

By phone on 0345 111 0000

Call us 24 hours a day, 365 days a year.



In person

When you do need to see someone face-to-face, we can visit you at home or meet somewhere convenient for you. Call and arrange an appointment.

The Riverside Group Ltd

Registered office: 2 Estuary Boulevard,
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A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

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