



# Your neighbourhood

**Our local offer to you in Central, Riverside, St Michael's, Princes Park, Picton, Greenbank and Kensington & Fairfield wards**



We want to create good neighbourhoods, offer services that are relevant to you and improve your lives. This local offer shows what we've done and plan to do to meet your needs in your area.



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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.

*“We want to access services from home”*

**Housing officers** – We have six housing officers working in your neighbourhood who can visit you at home. They are Alison Haslam, Donna Dinwoodie, Emma Francis, Gayle Smith, Kayleigh Radford and Lorna Jackson. We're recruiting for another officer as well.

Our retirement living schemes have staff on site throughout the week who you can speak to.

**Online account and reporting** – You can access your rent account and report repairs anytime of the day or night through our website. By setting up a personal online account you can check the details that we hold are correct. We are training our housing officers to help you do this.



*“There's work to be done around the neighbourhood”*

**Basement wells** – We're looking to clear the basement wells in all our properties in the Georgian Quarter.

**Day of action** – We've hosted a Partnership Day of Action in Carter Thackeray, Toxteth to find out about the issues you have in your neighbourhood and get local people involved in the clean-up of the area.

**Pavement work** – We are working to improve the area by carrying out urgent pavement repairs on our land.

*“We want to see more community events”*

**Community events** – We're working with Granby Toxteth Development Trust to run community activities on our land.





*“We want to work with Riverside to make our neighbourhoods great places to live”*

**Partnership working** – Our community safety officers and the police visited some of you to see how we can improve security in the Alexandra Park flats. We are looking to upgrade the door entry system.

**Specialist support** – Our community safety officers work with housing officers to support you and work with partner agencies if you experience any issues.

*“We want to know about the homelessness services for young people”*

**Refurbishment** – We’ve recently refurbished the homelessness support service for young people at The Powerhouse Foyer. We’ve also introduced a weekly job club.

**Housing First** – We’re working with Liverpool City Region Combined Authority to provide homes for those in need of them most.

*“We want to know more about retirement living schemes in the area”*

**Alexandra Court and Linnet Court** – We’ve recently decorated and provided new furniture to the schemes.

**Pet Therapy** – We’re working in partnership with Dogs Trust to provide Pet Therapy sessions to improve the health and well-being of those living in retirement living schemes.



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

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What else are we doing to improve your neighbourhood?

*"I need support to pay my rent and other bills"*

**Money advice** – We can check if you are in receipt of the right benefits whilst our affordable warmth officers can help you save money on your utility bills.

**Support into work** – Our employment and training officers can support you to find work or training opportunities.

**Rent surgeries** – We're running annual surgeries in our retirement living schemes to offer you money advice and support.

**Universal Credit** – If you need help with your move to Universal Credit our housing officers can assist.

**Loan shark support** – Our housing officers have been trained to spot signs of loan shark activity in your neighbourhoods.

## Investment programme to improve homes

**Home improvements** – Over the next 12 months we'll improve 131 kitchens and 103 bathrooms, change 60 windows, 45 doors, 132 boilers and paint the outside of 52 homes. Details of who and where will be sent out to individual customers.

We are actively looking at ways we can invest in and improve our converted flats to reduce issues with noise nuisance and improve the design layout.

We have decorated the communal areas in our supported service, The Powerhouse Foyer.



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](http://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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