



Your neighbourhood

Our local offer to you in West Derby, Yew Tree, Knotty Ash, Page Moss, Swanside and Childwall 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 access services from home”

Housing officers – We currently have seven housing officers working in your neighbourhood who can visit you at home. They are Abigail Catherall, Dawn Adams, Magda Konieczka, Ross Maloney, Tony Sammon, Trevor Gardner and Joanne Oliver.

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

Extra support – We’ve been in touch with all of our customers over 75 years old to see if they need extra support and we’re offering assistance where needed.

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 too much litter on the estate”

Green spaces – Our environmental team will continue to maintain the green spaces within your neighbourhoods.

Hedge maintenance – A series of regular area inspections will be introduced during 2020.

Driveways – We’ve added in driveway access on Princess Drive to prevent damage to grass verges.

Communal bins – We’ve put up notices and educational information on the use of communal bin areas.

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

Partnership working – Our community safety officers carry out walkabouts with the police and other agencies.

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



“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. We have weekly job clubs in Dovecot MAC and Deysbrook Village Centre every Wednesday 1pm to 4pm and at the Dovecot MAC on Thursday 10am to 3pm.

Universal Credit – If you need help with your move to Universal Credit speak to your housing officers.

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



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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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.

Investment programme to improve homes

Home improvements – Over the next 12 months we'll improve 23 kitchens, 20 bathrooms, eight boilers and paint the outside of 1,042 homes. Details of who and where will be sent out to individual customers.

We are carrying out physical and environmental improvements to the north of Yew Tree Ward.

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

New homes

We are building around 40 new homes on Ackers Hall Avenue in partnership with Liverpool City Council's Housing Company, Foundations, and also building 25 new homes for rent in Finch Dene.

Retirement living scheme

Art Classes – we have a regular art class at Sandfield Hey scheme, promoting Health & Wellbeing. Speak to staff at the scheme for more detail.

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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