



Your neighbourhood

**Our local offer to you in Anfield,
County, Kirkdale, Everton,
Kensington & Fairfield and
Tuebrook & Stoneycroft 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 seven housing officers working in your neighbourhood who can visit you at home. They are Amie Wells, Neil Robinson, Sharon Mordecai, Trish Jacobson, Yasmin McCormack, Suzanne Beesley and Alison Haslam. Our retirement living schemes have staff on site throughout the week.

Online account and reporting – You can access your rent account and report repairs anytime of the day or night through our website.

“There’s work to be done around the neighbourhood”

We’re working to improve the look and feel of the area by carrying out urgent pavement repairs on Riverside land.

We have paid for rat baiting programmes to tackle the vermin problem in Everton, Anfield and Newsham Park neighbourhoods.

“We want to see more events for children”

Cookery and exercise classes – We’re working with Everton in the Community to fund healthy cookery and exercise sessions for young people during the holidays.

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

Partnership working – Our community safety officers work with the police and other agencies to tackle the serious issues you’ve reported focusing on Anfield and Everton. We’re also working with the police to tackle issues around Hampstead Road and Geneva Road in Kensington.

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

CCTV – We’re installing CCTV in the Liverpool 5 area which is linked to Liverpool City Council central control room.

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

Thirlmere Court, Liberton Court and Fountains Court – We’ve recently decorated and provided new furniture for these schemes.

Pet therapy – We’re working in partnership with Dogs Trust to provide pet therapy sessions to improve health and well-being.



“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. We’ve visited 500 properties in Anfield and Newsham Park offering support.

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

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

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

Rent surgeries – Our staff are running annual rent surgeries in our retirement living schemes to offer money advice and support.

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

Shaw Street – We’re running a health and well-being course for customers in our support service. We’ve also set up weekly job clubs. Details to follow.

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What else are we doing to improve your neighbourhood?

Investment programme to improve homes

Home improvements – Over the next 12 months we'll improve 24 kitchens, 38 bathrooms, 24 boilers and paint the outside of 42 homes. Details of who and where will be sent out to individual customers.

We're replacing over 300 front door steps and improving rear boundaries in the Lakes Streets, L5.

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.

We've decorated the communal areas in our supported service in Shaw Street.

New homes

We're building 76 new homes for affordable rent.

We'll be delivering our first all electric development in Liverpool.



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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