



# Your neighbourhood

## Our local offer to you in Newcastle East



In July, we spent a day around Newcastle East 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 Newcastle East

We've listened to the issues you have in your neighbourhood and this is what we've done, and plan to do.

*"There's too much rubbish  
on the estate"*

**Removing rubbish** – We'll continue to work with Newcastle City Council to prevent and/or remove any fly-tipping within your area.

If you spot fly-tipping, report it to us or contact Newcastle City Council:

- If you have details of the person or vehicle you have witnessed fly-tipping, please email [psr@newcastle.gov.uk](mailto:psr@newcastle.gov.uk) or telephone 0191 278 7878 and ask for 'environmental health'.
- For waste to be cleared call 0191 278 7878 and ask for 'Envirocall'.
- Textphone: 0191 211 4944.
- Post: Civic Centre, Newcastle upon Tyne, NE1 8QH.



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

**Dedicated housing officers** – We have one officer, who is regularly out and about in Newcastle East. You can talk to the officer directly on the estate or contact our customer service centre to arrange a home visit.

**Customer surveys** – In July we spoke to 20 % of customers and the feedback you gave us has formed this offer. We will be carrying out tenancy visits over the next 24 months. You can also let us know your views anytime via your housing officer.

**Estate walks** – We’ll host two walkabouts every year. We will invite councillors, police and other partner agencies. If you would like to be involved in these please contact your local housing officer who will contact you with details in advance of future walkabouts.

**Getting your voice heard** – In July our staff spoke to you about how to get involved and we were able to sign nine of you to our online Customer Panel. There are a variety of ways you can have your say on our services. See your housing officer for more information.



## *“Working together”*

**Partnership working** – We work in partnership with the police, fire service, Newcastle City Council and social services to resolve any issues within your neighbourhood.

**Specialist support** – Our community safety officers work with our housing officers to support you when you report any issues.

**Whitworth Park** – Newcastle Parks and Allotments Trust manage the park. We’re working with them to explore solutions to address residents’ concerns about the condition of the park.



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

## Our local offer to you in Newcastle East

What else are we doing to improve your neighbourhood?

### Support to managing your tenancy and help to find a job

**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.

Please contact us to arrange an appointment or speak to your housing officer.



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**

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