



# Your

## neighbourhood

**Our local offer to you in  
Blundellsands, Church, Derby,  
Ford, Linacre, Litherland,  
Netherton & Orrell, St Oswald  
and Victoria 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 five housing officers working in your neighbourhood who can visit you at home. They are Andrew Marsden, Christine Clifford, Heather Dunne, Lynne Davies and Neil Bull. The housing services manager is Jon Farrell.

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”*

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

**Bootle in Bloom** – We’re working with local project, Taking Root in Bootle to tidy Riverside land as part of Bootle in Bloom.

**Car park** – We have resurfaced the car park and footpaths in Stonehouse, Crosby.

*“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. We’re working with Merseyside Police as part of Operation Lamprey to tackle issues against organised crime groups.

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

**Crescent Court** – We’ve recently decorated and provided new furniture at our retirement living schemes.

**Eye care** – We’re working with Spec Savers who will provide eye care sessions to customers living in our retirement living schemes.

*“We want to know about the homelessness services”*

**Homes** – We are working with Sefton Council to house homeless families in Sefton funded by the Riverside Impact Fund.



*“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.

**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. We’re working in partnership with the Illegal Money Lending Team and Prima to highlight the dangers of using loan sharks to access money.



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?

## Investment programme to improve homes

**Home improvements** – Over the next 12 months we'll be improving some kitchens, windows, bathrooms, front doors, boilers and we'll also be painting the outside of homes. We'll contact you if this work affects you.

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're looking to build new homes for rent, shared ownership and extra care in Southport and South Sefton.



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,  
Estuary Commerce Park, Liverpool L24 8RF

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

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