



Your

neighbourhood

Our local offer to you in Wigan and Leigh



In October, we spent a day around our neighbourhoods in Wigan and Leigh 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.



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

"We want to see improvements in the grounds maintenance on the estate"

Fortnightly support – We're reviewing the current grounds maintenance offer within neighbourhoods in Wigan and Leigh to see if we can improve the service you receive. We'll be in touch with you to discuss any proposals. We'll continue to visit your neighbourhood on a fortnightly basis.



“Rubbish is an issue around the neighbourhood”

CCTV – We’re hoping to install CCTV at some of our schemes to deter and identify those who are regularly dumping rubbish.

Improvements to the bin store – We’re also working with our asset team to identify a way to secure the bin stores.

Litter picks – We’ll continue to carry out litter picks twice a month and will attend within 24 hours to remove any rubbish on Riverside land. You can report fly tipping to the customer service team on 0345 111 0000.

“We want to see improvements to access to communal areas.”

Security – You told us that security is an issue within some schemes. We are working with our asset team to identify ways to improve it. After consultation with residents we are hoping to install CCTV to the area to identify perpetrators. The meter rooms at some of the blocks will be made secure to prevent unwanted access. Report anyone accessing the blocks that shouldn’t be there to the police on 111 or us through the customer service centre.



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

Specialist support – Our community safety officers work with housing officers to support you and work with the local PCSO and Wigan Council to resolve any issues you report.



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?

Support to manage your tenancy and help to find a job

Our affordable warmth officer, money advice officer and employment and training officer can help and advise customers on Universal Credit, money advice and employment and training opportunities.

To arrange an appointment speak to your housing officer or call our customer service centre.

Your housing officer – We have a housing officer who is in the area most days of the week. You can talk to the officer whilst out on the estate or contact our customer service centre to arrange a visit to you at home.

Customer Surveys – In October we spoke to 27% of you within the neighbourhoods and the feedback you gave us has formed this offer.

We'll be carrying out tenancy visits to all customers over the next two years.

You can also let us know your views anytime via 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

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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