

Our local offer to you in Barrack Road

What else are we doing to improve your neighbourhood?

Supporting residents – Our affordable warmth, money advice and employment and training officers can help and advise on Universal Credit, money advice and employment and training opportunities.






We're in the process of contacting customers by phone to see if you require help or support with any of these services. You can also self-refer by speaking to your housing officer.

Coronavirus has had an effect on many individuals and families finances. Food banks can help you if you are struggling, they give food parcels to people while they get help to sort out their situation.

To receive a food parcel you will need to be referred, by a professional such as a housing officer. Please speak to us if you're struggling.

Customer enquiries – During our door knocking exercise in September, we received a number of referrals/enquiries about our services. We have made contact with all of you who expressed an interest and provided the appropriate follow up. If you would like any information about any services, please speak to your housing officer or visit our website.

Accessing everything you need is easy

-  www.riverside.org.uk
-  Access services anytime, anywhere, from any device. Log in or register for My Riverside at my.riverside.org.uk
-  [@RiversideHousing](https://twitter.com/RiversideHousing)
-  Search for 'Riverside Group'
-  We are happy to accept **Relay UK** calls



Get involved and give feedback through the iCommunity

The iCommunity is a way for us to get regular feedback from you through online surveys. For each survey you complete you will be entered into a prize draw to win £20. The surveys are quick and simple and can be completed in the comfort of your own home. Visit www.riverside.org.uk/getinvolved

The Riverside Group Ltd

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 **Riverside**

Your
neighbourhood

Our local offer to you in Barrack Road

In September 2020, we spent the day at the Barrack Road estate 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 Barrack Road

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 fly-tipping"

Reporting – We'll remove any fly-tipping on our land within five working days and we will work with Newcastle City Council to identify those responsible. You can report fly-tipping to us or Newcastle City Council on 0191 278 7878.

Caretaker – We have our caretaker on site every week, keeping the estate clean and reporting any issues.

"There are overgrown hedges and trees blocking the light"

We have surveyed all the trees on the estate, and a five phase programme of work is nearing completion. Some additional work will be carried out over the next few months on the cherry trees as they need to be pruned in the summer.

"We'd like more activities for older people"

Now that restrictions are starting to ease, your Retirement Living Co-ordinator will be in touch to find out what kind of activities you would like to take part in. Activities may be organised by your co-ordinator and provided by other organisations in your area or funded by us.

Issues affecting the Barrack Road Flats



"There are issues with non-residents parking (match days) and a lack of signage"

By June we will have marked out parking spaces in the area in front of the wall opposite the entrance to the flats. We will also, put up 'Residents Parking Only' signage. Although this will not be enforceable, we have seen a reduction in non-resident parking on other estates where we've done this.

"The area outside the flats needs improving ...there is no drying area any more"

We're going to reinstate the designated drying area. By June we will have marked out a new drying area and installed fixed poles for you to attach your own washing lines to.

"The concrete wall is an eyesore"

We recognise that the concrete wall doesn't look great. Unfortunately the wall is unsuitable for painting, but we will have the wall jet washed by June and we'll continue to do that once year.

"Properties need updating inside (kitchens/bathrooms/heating) and outside needs to be better maintained (paintwork/windows)"

Planned investment – While there are no works planned for your homes for the year starting April 2021 to March 2022, we are currently reviewing what works we will carry out from April 2022 onwards. The works that will take place will be identified based on property condition information gathered from surveys.

The Coronavirus pandemic has had a big impact on improvement programmes and it is expected this will have a knock-on effect on the delivery of planned works going forward. For those of you in a property where planned works is identified as being needed, you will hear from us in writing up to 12 months before works are due to start.



To see what events are happening in **your neighbourhood** follow us on Twitter **@RiversideNorth1**