



Your neighbourhood

Our local offer to you in Cleadon

In September 2020, we spent the day at the Cleadon 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 Cleadon

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, fly-tipping and dog fouling"

Reporting – We will remove any fly-tipping on our land within five working days and we will work with South Tyneside Council to tackle fly-tipping and identify those responsible. You can report fly-tipping to us or South Tyneside Council online at **www.southtyneside.gov.uk** or on the numbers provided below.

Dog fouling – South Tyneside Council is committed to tackling the issue of dog fouling and will respond to reported incidents. You can report dog fouling to them on their website, telephoning 0191 427 7000 or by text to 07786 200 802.





“Anti-Social Behaviour (ASB) is an issue on the estate”

Partnership working – We are working to improve our partnerships with Northumbria Police and other agencies, so we can work more effectively to tackle issues in our estates.

We have a **dedicated community safety officer** who works alongside our housing officers on high level ASB cases where required. Please report any issues online or to your housing officer.

“The condition/appearance of the estate seems to have deteriorated”

Housing officer – Our dedicated housing officer will be monitoring the estate regularly on their customer visits and walkabouts.

Estate walks – We aim to carry out estate walkabouts every three months. If you would like to join in a walkabout please contact your housing officer

Caretaker – Our caretaker will be on site every week, keeping the estate clean and reporting any issues.

“The trees in the gardens are overgrown, some gardens are too big to maintain”

Trees – Trees within the gardens of properties remain your responsibility as a tenant. However if the trees are causing a health and safety risk or are causing damage to the property, these need to be reported to us and necessary works will be considered on a case by case basis.

We will be carrying out a rolling programme of works to trees in the communal areas that are our responsibility over the next few years.

Gardens – Neither Riverside nor the council provide a service to help you with your gardening. The council do, however have details of independent companies who may be able to help with gardening. The list that the council has is provided for guidance only and we recommend that you do your own research.



“What is happening with the fire damaged properties on Forber Avenue?”

There are a number of different options we are currently looking at. This will take some time but once this is completed and as things move forward, we will be back in touch with those of you that live close by to keep you informed.



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

Our local offer to you in Cleadon

What else are we doing to improve your neighbourhood?

Sutton Hall – 210 Prince Edward Road

Sutton Hall is a community centre which hosts a range of activities and clubs for people of all ages, including fitness / dance classes, martial arts, youth groups (provided by Bright Futures) and older people's events. The hall is currently closed due to government guidelines around the Coronavirus pandemic but will be re-opening soon. The centre will be available for event bookings. You can contact them through their Facebook page: **The Sutton Hall Cleadon** for further information.

Community allotments – An allotment is a great way to ensure you get a regular and cheap supply of fresh fruit and vegetables, and also a great form of exercise. We have an allotment site which is behind the flats on Forber Avenue. There are nine plots in total, a few of which are currently available. If you are interested in taking on a plot, please contact Karen Hutchison on 07580 814 345.



Find out how you
can get involved visit
**[www.riverside.org.uk/
getinvolved](http://www.riverside.org.uk/getinvolved)**

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

We're in the process of contacting customers by phone to see if they require help or support with affordable warmth, money advice or employment and training. 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



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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