

Our local offer to you in Raffles

What else are we doing to improve your neighbourhood?

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

Our regional services team is in the process of contacting all of our general needs customers to see if you require help or support with any of these services. You can also self-refer by calling our customer contact centre

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 phone calls exercise in March, 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

Registered office: 2 Estuary Boulevard,
Estuary Commerce Park, Liverpool L24 8RF

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 **Riverside**

Your
neighbourhood

Our local offer to you in Raffles

In March 2021, we contacted customers from the Raffles estate in Carlisle via telephone to ask 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 Raffles

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"

Reporting – We will remove any fly-tipping on our land within five working days and we will work with Carlisle City Council to tackle fly-tipping and identify those responsible.

You can report fly-tipping to us or Carlisle City Council by contacting the Customer Contact Centre on 01228 817200 with the exact details of where it occurred, what you saw and the vehicle registration (if appropriate). **Your details will remain confidential.**

Where appropriate, we will work with Carlisle City Council to investigate fly-tipping offences and take action against those responsible. A successful prosecution can result in a fine at a Magistrates Court of up to £50,000 and/or six months imprisonment.



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

Partnership working – We are working in partnerships with Cumbria Police, Social Services, Carlisle City Council and other agencies, so we can work more effectively to tackle issues on the estate.

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

"To improve opportunities for social contact"

Community group – We will regularly attend the Belle Vue Community Group meetings and engage in partnership working to provide our customers with access to the services available within their local community.

Community support – We will support local community groups post Covid-19 restrictions to engage with the local community and provide the services required the most by the community.



"The condition / appearance of the estate seems to have deteriorated"

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

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

Skip day – We will organise a skip day to allow you to clear rubbish from your gardens and properties.

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



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