



# Your neighbourhood

## Our local offer to you in Tyne Dock



In September 2020, we spent the day at the 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 Tyne Dock

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 dumping / fly-tipping"*

**Reporting** – We'll remove any fly-tipping on Riverside land within five working days and work with South Tyneside Council to identify those responsible.

We will continue to do joint working with environmental health to tackle fly-tipping.

You can report fly-tipping to us or South Tyneside Council on 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 lights in the back lanes are broken”*

**Street lighting** is the responsibility of South Tyneside Council, you can report an issue online at **[www.southtyneside.gov.uk](http://www.southtyneside.gov.uk)**, or by phone on 0191 427 7000

*“Properties need updating inside (Kitchens/bathrooms/electrics/windows ) and outside (fences/guttering)”*

**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.

**Fences** – It is our responsibility to maintain and carry out repairs on fences which have deteriorated through general wear and tear, these should be reported through the normal repairs service. Any other requests are considered on a case by case basis.



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

## Our local offer to you in Tyne Dock

What else are we doing to improve your neighbourhood?

### **Lucie's Pantry** – 430 Dean Road

Lucie's Pantry is a social supermarket run by Emmaus North East. The pantry is there to provide affordable food and household essentials for local people who are struggling with their finances. You can become a member of the pantry through a referral from your housing officer. As a member you will then pay £2.50 per week and be able to choose food items to the value of £15 each week.

### **The Community Hub** – 459 John Williamson Street

The Community Hub is managed by Bright Futures Young Women's Project. They offer a range of activities and services for all young women aged 11 to 25 years old. They also offer activities for adults in the local community such as drop-in computer sessions, friendship groups and one-off events. More information can be found on the notice boards outside the Hub.



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 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.

**Customer enquiries** – During our door knock 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, speak to your housing officer or visit our website.

## Accessing everything you need is easy



[www.riverside.org.uk](http://www.riverside.org.uk)



Access services anytime, anywhere, from any device. Log in or register for My Riverside at [my.riverside.org.uk](http://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](http://www.riverside.org.uk/getinvolved)

### The Riverside Group Ltd

Registered office: 2 Estuary Boulevard,  
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