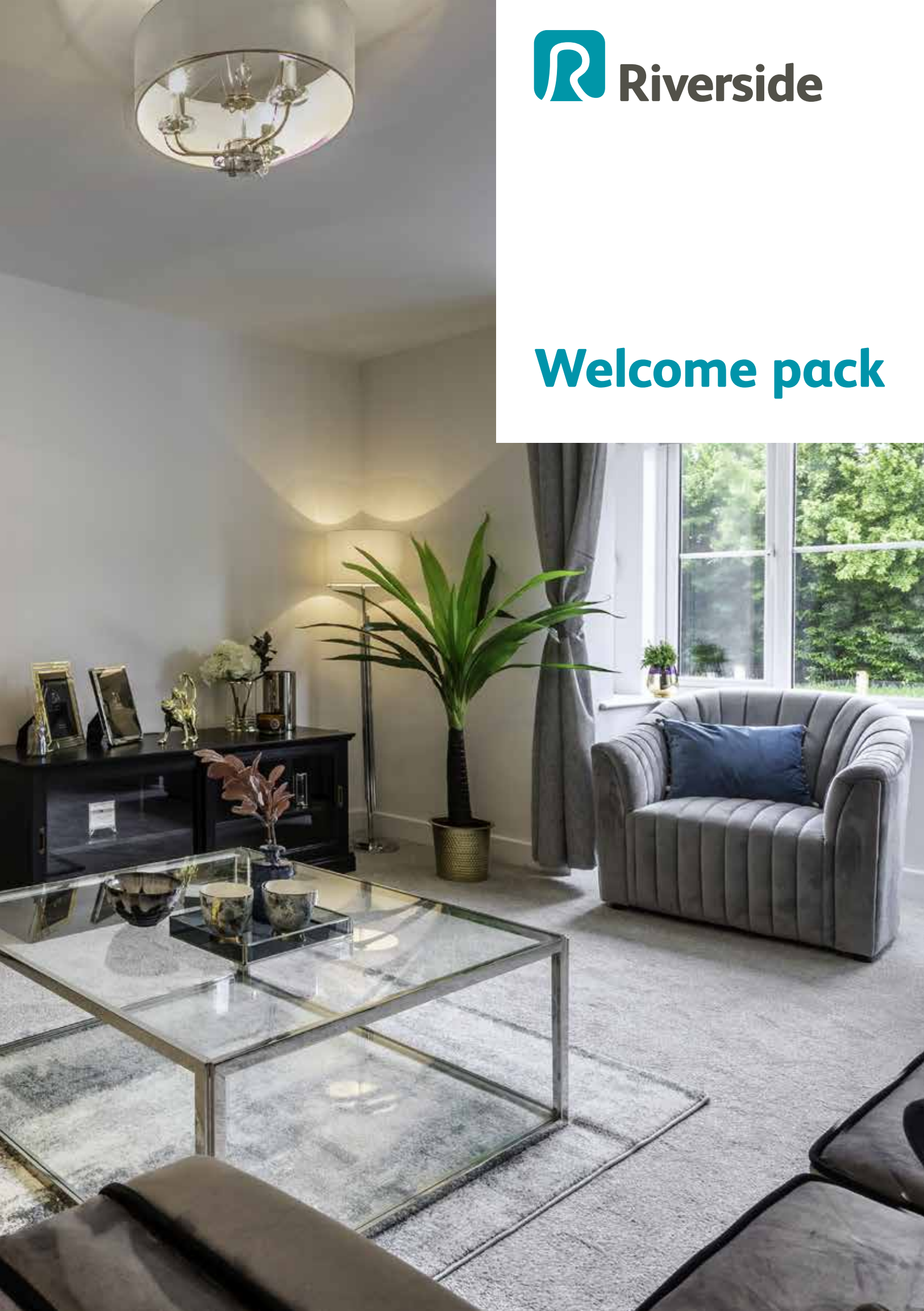


Welcome pack



Contacting us

Our website

Find the information you need on www.riverside.org.uk

There, you'll find a whole range of information from money saving advice and giving us feedback to getting the most from your boiler.

My Riverside

Our online services help you manage your rent, make secure payments, report non-emergency repairs and update your details - whenever and wherever suits you.

You just need an email address to sign up.
Go to my.riverside.org.uk/register to get started.



By phone

Open 24 hours, 365 days a year. So you can call at the weekend or even on Christmas Day. Our advisors are specially trained to help you with anything to do with your tenancy – from your home, to your local area, to your rent. Call us on **0345 111 0000**.

We have a number of dedicated direct lines for specific schemes, these can be found on the back page.

In person – speak to a member of our team

If you'd prefer to talk to a member of our team, please get in touch to book an appointment.

From 4 October the Impact App and Customer Portal will no longer be available.

Please make sure you register for My Riverside to continue paying online, reporting repairs online and checking your rent statements. Register at my.riverside.org.uk/register

Welcome



We're delighted to welcome you as a Riverside customer.

As you know Impact Housing has been part of Riverside for the past three years and now we have fully integrated.

This means that there are a number of staffing changes but you now have a dedicated team of advisors to contact as set out on the contacting us page.

We hope you will be happy as a Riverside customer and we look forward to building a strong working relationship with you.

Riverside's aim is to transform lives and revitalise neighbourhoods. We have a strong local presence in Cumbria and we are committed to providing great services and opportunities in your neighbourhood.

Finally, in this welcome pack, we'll explain all you need to know about being a Riverside customer.

That includes everything from how you can report a problem and request a repair to what to do if, for example, you need a home adaptation due to an illness or disability.

It also sets out some things that we expect from you as a customer – all things designed to help you stay safe – such as what to do if you want to do a spot of DIY and how to deal with gas and water safety issues.

Please read through the pack carefully, keep it somewhere safe and, if you have any issues, contact us using any of the methods provided.

Paying your rent and charges

Rent and other charges are paid in advance and it's important you make these payments on time.

To make it as simple as possible, we offer lots of ways to pay so you can choose the one that's right for you.

Where your Care or Support provider collects the rent on behalf of Riverside, how you pay your rent will remain the same.

How can I pay?

Direct Debit – The simplest way to pay

Pay automatically, so you never forget and won't risk falling behind. And you choose when the money comes out of your account, each week or month. Plus, we'll always let you know in advance if your payment changes.

Call us to set up your Direct Debit now.

Recurring card payments

Set it up and pay automatically on the dates you set up. And there are no charges if there isn't enough money to cover the payment. You only need to change things when your card expires.

Get in touch to set it up today.

Online – My Riverside

Check your account and pay anytime, anywhere and on any device. Registration is quick and easy just head over to my.riverside.org.uk/register to get started.

By phone

Call us and pick the payment option from the list. You'll need your Easypay number.

In person

Pay by cash or card at any Post Office or where you see the PayPoint sign. You'll need an Easypay card from us to show the cashier.

Do you claim Universal Credit or Housing Benefit?

We will let the Department for Work and Pensions (DWP) or your Housing Benefit office know that Impact will become Riverside from 1 October 2021; you do not need to notify them of the change. You may see your claim details change to show that Riverside is your landlord, and you may see your Universal Credit reference change.

If you receive either benefit and there is an issue with your payments after 1 October, then please check with the DWP or your local authority to ensure that the necessary changes have been made. It is your responsibility to make sure that your claim is accurate and correct so that your rent/housing costs are paid.

If you make a claim for either Universal Credit or Housing Benefit after 1 October 2021, please remember to state that your landlord is Riverside. Need more advice around benefits? Please visit our website.

If you struggle to make payments

We want to help you before things get on top of you. Get in touch straight away and get help.

For independent advice, you can contact the National Debtline on 0808 808 4000. www.nationaldebtline.org

A busy life can get you in a spin...

We've all got a lot on our plate these days. Why not make life easier?

Make your payments by Direct Debit – it's one less thing to remember and it runs itself. And we'll always give you advance notice of any change to your payments.

Don't have a bank account? We could even help you set one up.



Checklist:

- If you're eligible, apply for Housing Benefit or Universal Credit. You'll need a copy of your Tenancy Agreement and Service Charge breakdown for this.
- Set up a Direct Debit or make a payment using the other options on this page.
- Visit our website or talk to us about help with managing your money, opening a bank account or getting online.

Our house, your home – working together

It's important you keep your Tenancy Agreement in a safe place. It covers all of the responsibilities we have to you as a landlord and your responsibilities as a tenant.

Repairs

We make sure you're safe and comfortable in your home, so you don't have to worry. By helping us look after your home, we can look after you.

One of our key responsibilities is to deliver a high-quality, prompt and efficient repairs service. As you know we have a stock investment plan to upgrade our homes. The commitment still remains and the stock investment team will continue to communicate with you directly regarding the future programme.

When you report a repair you will be provided with all the details you need including a convenient appointment slot. We ask that you work with us or your care provider to provide reasonable access to your home to enable us to carry out repair works.

Remember though, you may be responsible for carrying out, and paying for, the smaller running repairs on your home. There may be some differences in tenancy agreements to Riverside customers but your terms set out in your tenancy agreement are protected.

Still not sure?

Please just get in touch.

And remember, you can report a repair 24 hours a day through My Riverside.

Sign up at my.riverside.org.uk/register

Your repairs will continue to be carried out by your current contractor (PPM) on the same timescales until Summer 2022.

Annual gas servicing

By law you must allow us access once a year for safety checks or maintenance on gas appliances or flues. If you smell gas, call the National Gas Emergency Service on **0800 111 999**.

DIY in the home

If you're looking to do any DIY in your home (from upgrading your kitchen, installing a satellite dish or laminate flooring), it's important you tell us first.

We need to make sure it's safe for you to do so, give you permission to go ahead and any information that will be useful for the work.

For example, some of our properties might have asbestos due to their age. As long as it's in a good condition and undamaged, it's safe.



By letting us know before you start, we can check for asbestos and that it's safe for you to do the work. If you've damaged something that you think contains asbestos, please don't touch it or try to clean it up.

Close the door, if you can, and call us straightaway. Read more about asbestos and how we manage it on our website, or get in touch if you have any concerns.

Water safety

If water sources aren't used regularly, like shower heads and outside taps, they can sometimes cause illness if the water isn't kept fresh. A bacteria called Legionella can build up and make you ill.

For tips about keeping water systems clear and reducing the risk in your home please visit our website.

Shared or common areas

We will look after any common or shared areas on your estate and in your building. We inspect these regularly to make sure they are safe. Please let us know if you have any concerns.

If you have an agreement for grounds maintenance this will continue to be carried out, however you may notice the team wearing Riverside uniforms and some new team members.

Being a good neighbour

We believe that everyone has the right to enjoy their home and their neighbourhood.

By being both considerate and tolerant of others we can appreciate and recognise that everyone is different and lives their lives in a different way. Often people don't realise they may be disturbing others and aren't doing it on purpose. By respecting these differences we can live together and help build strong communities.

We hope you never experience any nuisance or anti-social behaviour, but if you do please get in touch. Even if we can't help directly we'll help find someone who can.

Please report any acts of violence, or threats of violence, to the police immediately.

Feedback and complaints



We try to give high quality service to everyone, but we realise sometimes things can go wrong. We need to know when this happens so we can put things right and not make the same mistakes again.

We use your comments to help identify where we're providing great service and where we can still improve. We hope you never need to use it, but we also have a formal complaints procedure.

Getting involved

At Riverside, our customers are at the heart of what we do and we are committed to delivering a high-quality service. We want to hear your views about our services and your neighbourhood.

If you're interested in having a say, there are number of ways of doing this in your local area and nationally. You can find out more about these on our website or speak to one of our colleagues.

iCommunity



You can have your say when Riverside is asking customers what they think about a service simply by joining our **online** iCommunity.

Forums and groups



If you would like to get involved in discussions with other customers then you may want to join your local forum if there is one. There are other involvement opportunities as a Riverside Customer Voice member.

The Riverside Customer Voice Executive is the main route for Riverside to consult with customers. They are consulted on Riverside's policies and make us accountable through scrutiny. This is called co-regulation.

Local activities



Please speak to your housing officer or support worker if you are interested in getting involved locally or have any good ideas or suggestions. You are welcome to come with us on a patch walk and we're happy to meet with customers to talk about our local and national services.

Neighbourhood plans



We'll be asking what you think about where you live – what you like, what you don't like and what improvements you'd like to see.

We'll consider what you tell us and get back to you to let you know what we're going to do in response.

Extra services, help and support



We want you to continue to live independently in your home. If you find you need a little extra help and support in your home, there are ways we could help.

Managing your home

If you find your circumstances change and you are struggling to pay your bills, need help getting in to work or are struggling to keep your home warm, please contact us as we may be able to help.



Adaptations

Long-term illness or disability may mean you have difficulty using facilities in your home. An adaptation, extra fitting or minor alteration to your home could make a huge difference to your comfort and quality of life. It could be anything from a grab rail to a vibrating smoke alarm. Your local authority social services team can arrange for an occupational therapist to assess your needs.

Alternative housing

We'll do everything we can to make sure we meet your needs in your current home.

If your circumstances change and your home is no longer suitable, we may be able to help you find a new place to live.

If you are currently applying for a change of home through **Cumbria Choice**, Choice Base Letting scheme, you will now see Riverside – this does not affect your rights, your application or your current band.

If you have a care provider acting on our behalf they should be able to assist you.

If you have any questions at all, get in touch today.

Useful phone numbers

If you need to contact a scheme directly you can still use the following phone numbers. If your scheme is not on here please use the contact us information or speak to your support worker direct.

Bramble Court 01697 263120

Close Street 01228 549966

Eden Rural Foyer 01768 861650

Jenkins Cragg Court 01539 729591

Oval Centre (for community use or room bookings only)
01946 834713

Rowan Court 01539 432557

South Lakes Foyer 01539 741002

Warwick Square 01228 591995

Whitehaven Foyer 01946 834714

The following information is advice on certain phone numbers and their charges. Always check with your call package and provider before making any calls.

Phone numbers beginning with:

0800, 0808

Calls are free from landlines and mobiles.

0845, 0870

You may be able to find an alternative 01, 02 or 03 number for the company, check their website for details.

For more information on inclusive minutes check with your provider and what's included with your call package.

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 '[RiversideGroup](#)'



We are happy to accept **Relay UK** calls

The Riverside Group Limited

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