



Welcome to this edition of **Your Riverside** service update

We're always here to help

There are a number of ways to get in touch with us, manage your account and get the latest Riverside updates.

My Riverside app



My Riverside allows you to view and manage your personal information, repairs, rent and charges, all in one place. Register online at my.riverside.org.uk

Website



Keep up to date with all the latest Riverside news, as well as access our support services www.riverside.org.uk

Phone



Or call us any time, we're open 24/7
0345 111 0000



Feeling the cost of living strain?

Read about our new **£500k fund to support customers in need.** See page 2

LET'S
Talk

Also in this issue of Your Riverside, find out...

- how to get funding for your community projects
- advice to help keep your home in tip top shape
- the latest news on communal energy costs and our digital security
- the simplest and quickest way to get in touch using the My Riverside app
- how to get involved and have your say
- PLUS.... your jubilee celebrations.



inside this issue

Your support

How we can help – Let's talk...

Your home

Tackling damp, mould and condensation

Your online services

My Riverside – sign up in two easy steps

Your support

At the height of the pandemic, with the pressures of lockdown and financial hardship, we launched Let's Talk Rent.

This was our way of reaching out to people who were struggling and highlighting the support available. We had more than 100,000 conversations, helping customers claim additional benefits and keep up with rent payments with more manageable payment arrangements.

Cost of living increases

We are now in the midst of a cost-of-living crisis – everything from filling up your car to paying for gas and electricity is becoming more expensive. We know things are really tough for a lot of our customers at the moment. So, we're now extending our Let's Talk campaign to remind everyone of all the support services available to make sure things don't get on top of you.

What we are doing

Through our new partnership with One Housing, we've made additional funds available to support you, our customers. This includes:

- a new annual **£500k Helping Hand Fund** to support customers in need
- a new **£250k Community Fund** for groups to bid for to fund projects which will support customers.

How you can access support

From help with paying your rent and managing your debt, to training and finding your dream job – we're here for you. So 'Let's Talk'.

It's easy and straight forward to get help, simply go to our website, fill out the form and we'll be in touch when it's convenient for you.

You can find out more online www.riverside.org.uk/letstalk



MONEY and BENEFITS: It's never been more important to keep on top of your finances. This is where our Money and Benefits Welfare advice team can really help.

We can help you understand what benefits you're entitled to, whether you can get help with council tax and how the change over to Universal Credit can affect you.

www.riverside.org.uk/letstalkmoney



RENT: No-one should have to worry about losing their home. In these challenging times it's more important than ever to get help. If you've had a change in circumstances and are struggling or worried about keeping up with your rent, you can reach out to our dedicated team for support.

www.riverside.org.uk/letstalkrent



ENERGY: Read our online guides for tips on how to reduce condensation and damp and reducing energy consumption. You may also be entitled to the Warm Home Discount. The Government has indicated that it is committed to increasing this payment to £150 from 2022 and most people who qualify will no longer need to make an application. We will publish further details once this has been confirmed.

www.riverside.org.uk/letstalkenergy



EMPLOYMENT and TRAINING: Tackling training or job hunting can be a daunting task, but our specialised team give practical help in writing your CV, prepping for interviews, help to further your career and provide apprenticeship and training opportunities.

www.riverside.org.uk/letstalkjobs

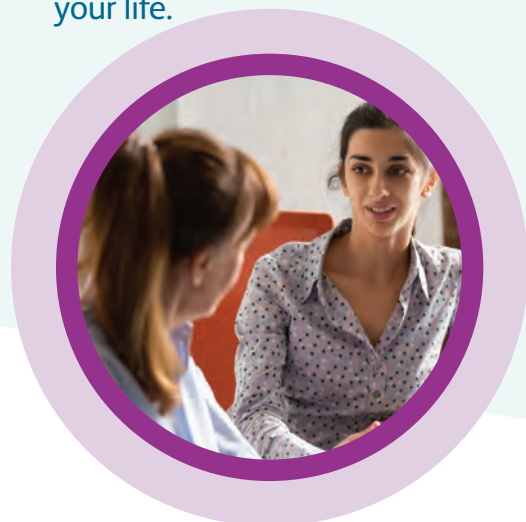
Your support



How we can support you:

“I’m grateful for everything”

We know that circumstances change, and when they do, they have a huge impact to your life.



This is exactly what happened for one of our customers in Merseyside. They were struggling to pay their bills due to the effects of covid and ill health and their rent arrears had reached over £1,000, as well as Council Tax arrears mounting up.

Our Money Advice team was on hand and able to secure funding from our Helping Hand Fund, which was used to tackle Council Tax arrears before any further action was taken. We were also able to support with energy costs thanks to our Affordable Warmth team.

Our Training and Employment team also helped the customer to register for online courses while they were unable to work. And once they were recovered, we helped with CV writing and interview preparation to help them back into full time employment.

The customer said “If it wasn’t for the fact I talked to people I wouldn’t be where I am now. Everyone has been amazing right through my situation and there for emotional and financial support. I’m grateful for everything.”

The images used on pages 1 & 3 do not show actual customers.

Community Fund – bid now...

Our £250k Community Fund is now open.

Do you run a community group, club, not-for-profit or any small organisation that supports Riverside or One Housing Group customers?

If so, you could benefit from our new £250k Community Fund.

Through the Riverside Foundation, we’ve made £250,000 available in 2022/23 to help fund projects that promote opportunities and wellbeing and tackle poverty in our communities.

So, if you’ve got an idea that could make a difference, we want to hear from you.

The process is simple.

All you have to do is go online, read our guidance and fill in an application form at www.riverside.org.uk/communityfund

There are three levels of funding:

- **under £3,000**, which has a relatively simple bidding process
- **between £3,000 – £10,000**, which requires slightly more input
- **grants above £10,000** for which we’ll require some more detailed information to ensure the money will make a really big difference to our customers.

There’s no closing date and we’ll come back to you as soon as we’ve assessed your application.



Love your home

The effect of moisture on your home

We all want to live in a nice, clean, well-maintained home that we can be proud of. And with more than 50,000 properties across the UK – and a huge team of people responsible for repairing and maintaining them – we know a thing or two about the causes of problems which can damage to properties.

There's no doubting what our biggest enemy is in trying to ensure all properties are kept at their best. It's unquestionably... water.

Water can have a damaging effect on a home if not piped, plumbed and managed properly.

Where that happens, it can cause damp, mould and condensation which can impact both the property and those living in it.

For the latest information visit www.riverside.org.uk/loveyourhome

In this feature, we'll look at what we're doing to tackle the problem and how you can help us prevent damp, mould and condensation from occurring in the first place.



Our investment



As part of the new partnership between Riverside and One Housing, one of our key pledges was to invest an additional £2.5m in tackling water-related issues like damp and mould.

So, how are we putting that money to good use? Take a look below.

£1.5m for ventilation

Some moisture is inevitable in every home – like the steam that comes from your shower. The key to ensuring it doesn't affect the fabric of the property is ventilation – ensuring air circulates around the home to dry out the moisture. So, we're investing an initial £1.5m in ventilation in the properties that need it the most.



£50k for training and equipment

We're training all our teams – not just repairs people – to spot signs of damp, mould and condensation so, if they visit your home and spot a warning sign –they can report it so we can put in place a plan to tackle it at an early stage to prevent the situation worsening. We're also buying new equipment that can test for signs of moisture.



£30k for building surveys

We're working to make sure that our properties are safe and dry by completing detailed surveys using an expert team. If you report an issue with damp, our first action will be to complete a building survey.



£5k for IT software for true property identification

We're investing in new technology such as smart thermostats which allow us to collect more data and predict where damp and mould may begin to develop.



Tackling the problem – **How you can help**

If you're worried about condensation or damp in your home, there are some simple things you can look out for which help to identify a problem. There are also some key things you can do to prevent problems from ever occurring.

Take a look at our checklist and tips below and have a look around your home...



And finally...

Heating your home effectively using your central heating is the most important preventative measure you can take. However, we also know that energy prices are at an all time high and many customers are facing real financial challenges to meet the cost of recent price rises. If you're struggling with energy costs, please check out pages 2 & 3 for advice on how to get help.



Checklist – keep an eye out for...



- Streaming moisture on windows and walls.
- Damp areas appearing on walls.
- Peeling wallpaper.
- Blackened window frames.
- Soft furnishings and fabrics starting to show signs of mould.



Tips for preventing moisture-related problems

- **Heating your home is key.** Leave your central heating on a low setting during colder months.
- **Avoid paraffin or Calor gas heaters** as an alternative to central heating as they can add moisture
- **Try to avoid drying clothes inside and over radiators.** If you don't have outside space, then place clothes on a rack in a room next to an open window and close the door.
- **If you have a tumble dryer,** make sure it is properly ventilated and that the condenser is regularly emptied.
- Ensure the **bathroom extractor fans** are always switched on.
- **Wipe away any condensation** from windows and doors to prevent mould.
- **Keep your furniture away from walls** to allow air to flow around.
- **Cover your pans** when you're cooking and leave your extractor fans on.



Saving you money on communal energy costs



We know many Riverside customers are concerned about the rising price of energy.

(See pages 2 & 3 on how to get help.)

But we've got a piece of good news which we hope will be of some benefit to the many Riverside customers living in blocks of flats, apartments or other shared living facilities who pay a service charge for energy costs to heat and light communal areas.

Through effective planning and some smart thinking by our Procurement team we've managed to significantly limit energy cost increases this year by agreeing a fixed price energy deal prior to the global explosion in prices.

While we can't insulate ourselves from price increases forever and do expect to see an impact next year, we hope this will come as a welcome short-term relief.

For more information on service charges and how we calculate them, please visit www.riverside.org.uk/service-charges



Malware update:

Boost in battle against cyber attacks

Last year, Riverside suffered a devastating criminal attack on our IT systems. While it thankfully didn't lead to any data loss, the incident had a catastrophic effect on our ability to deliver the services customers need for more than a month and is still subject to police investigation.

This type of cyber-attack has been a common problem for businesses across the globe and we're doing everything we can to try to prevent this from happening again.

So, we're pleased to announce we have now achieved Cyber Essentials Plus certification.

Backed by the Government's National Cyber Security Centre, Cyber Essential Plus helps protect organisations, against a whole range of the most common cyber-attacks by addressing five key areas – access control, secure configuration, software updates, malware protection and firewalls and routers.

We were assessed by a team of independent technical experts who conducted a full audit of our IT systems including a vulnerability scan.

We hope this additional protection reassures you, our customers, that we're doing everything possible to prevent such an incident from reoccurring.

Read more about Cyber Essentials at www.ncsc.gov.uk/cyberessentials

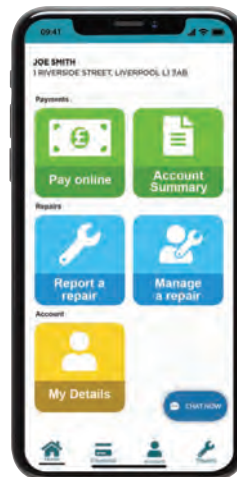
Your online services

Have you downloaded the **My Riverside** app?

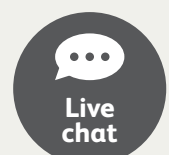
We've worked hard with our customers and colleagues to bring you an app that allows you to access everything you need, anywhere, on any device. And so far, over 7,000 of you have downloaded it.

We know how important it is for you to be able to contact us easily and get things sorted quickly. The **My Riverside** app makes requesting repairs, paying rent and getting in touch much easier in just a few taps, so you can get on with your day.

Download the **My Riverside** app today.
Free from Apple's App Store and Google Play Store.



Everything you need at your fingertips



Sign up in just two simple steps...

Step 1 Register

To get started simply visit my.riverside.org.uk/register



Step 2 Download

Get the app and let's start making life easier



Your involvement

icomunity – have your say

Tell us how we can improve the service we deliver to you. Talk to us about your ideas.
www.riverside.org.uk/getinvolved



The online way to have your say

Join us
Get involved

Your views matter... help us improve

Think we could do better?

Be a voice for your community

Customer Voice

Riverside
Your opinions count

Your celebrations



Helping customers celebrate the Queen's Platinum Jubilee

With the Platinum Jubilee celebrations taking place in early June, we wanted to ensure customers had the opportunity to put on their own community parties to celebrate the special, once-in-a-lifetime event, with friends and family.

Our Community Planning and Resilience team helped a number of community groups secure in excess of £6,000 funding through the Riverside Foundation.

Around 2,000 Riverside customers took part in these community events over the Jubilee weekend – activities included a tea dance, fun fair, bouncy castles, face painting, live music, raffles, quizzes and much more.

As you can see the events, which took place in Cheshire, Merseyside, Cumbria and Humberside, were a huge success.

I just want to say thank you to everyone who organised this event. The kids have had such a fun time, it is a day they will never forget, it has made me all emotional!

Angela from Runcorn



Seeing the residents singing along to the old music whilst having an afternoon tea was very heart-warming.

Joanne from Wilmslow



Find us on Facebook and Twitter

You can talk to us and keep up to date by joining us on social media. Search for '**Riverside Group**' on Facebook and **@riversideuk** on Twitter.

Listening to you...

Our performance in the spotlight



We're often asked to be accountable – to openly declare how we're performing as a business.

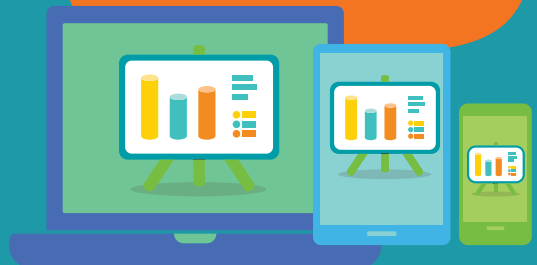
We've listened to that feedback and we're now doing more than ever before.

Every quarter we're publishing our top 10 key performance statistics.

You can check them out on our website and understand exactly how well we're serving you – our valued customers.

TOP 10

- ✓ Key statistics
- ✓ Annual report
- ✓ Our charitable contributions
- ✓ Financial statements



www.riverside.org.uk/performance