



# Your neighbourhood

## Our local offer to you in Peel Road



We want to create good neighbourhoods, offer services that are relevant to you and will help to improve your lives.

We've spoken to some customers and asked local teams delivering services how we can improve. Over the next two years we are looking to deliver some improvements to your neighbourhoods working in partnership with local service providers.



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We've listened to the issues you have in your neighbourhood and this is what we've done, and plan to do.

*“We want better communication”*

**Customer surveys** – In October, we spoke to 23% of customers and the feedback you gave us has formed this offer.

**New Telephony System** - We have recently introduced a new telephony system – details can be found in the Good To Know section of this leaflet on page 6.

**Drop-in housing surgery pilot** – Your Housing Officer, Neil Bull, will be available every fortnight at St Leonards if you wish to speak to a member of staff in person. The drop-in service will commence on 16th March 2023 and is scheduled for every second Thursday from this date between 11:30am-1:30pm. This pilot will last for three months and will be evaluated to see how successful this has been which we will share with you.



*“There is a problem with rat infestations, rubbish and fly-tipping”*

**Funding** – We have provided an additional £10k funding from our Community Fund for an environmental project in and around Poets Park. We are currently in the process of developing the details of the project and will keep you informed of future plans when they are finalised.

**Infestations** – In the first instance you should report pests and infestations on the Sefton Council website Pest control ([sefton.gov.uk](http://sefton.gov.uk)) or directly to us via our Customer Service Centre on 0345 111 0000.

**Estate walk-about** – We continue to work in partnership with local stakeholders on the Poets Park project and attend monthly estate inspections to identify any issues.

**Fly-tipping** – We are committed to cracking down on fly tipping and improving the appearance of the area. Fly Tipping is a criminal offence and dumping rubbish is a breach of your tenancy. If you witness fly tipping,



*“We want you to tackle Anti-Social Behaviour and Nuisance”*

**Anti-Social Behaviour (ASB)** – In order to help Riverside make your neighbourhood a safer place to live, it is important that you report any instances of ASB that you witness or a victim of via our call centre on 0345 111 0000. Your details do not have to be divulged with alleged perpetrators if you don't want us to. You can also call Crimestoppers anonymously on 0800 555 111 or the police on 101 or in case of an emergency 999.

**Partnership working** – Our Customer Safety Officers have been working closely with your Housing Officer to support you and working with partner agencies such as the police and the council when you report any issues, enabling us to tackle ASB more efficiently and effectively.



To see what events are happening in your neighbourhood follow us on Twitter **@RiversideUK** or search on Facebook for **'Riverside Group'**



## Our local offer to you in Peel Road

What else are we doing to improve your neighbourhood?

*“Young people need more support”*

**Support Directory** – We have developed a comprehensive support directory which contains details of local services for younger people. This will be made available on the Riverside website shortly. In the meantime, you can contact us directly for a copy via our **Customer Service Centre** on **0345 111 0000**.

**Tutors United** – We have also partnered with Tutors United – an organisation that provides free Maths and English tuition for pupils in years 4,5 & 6. For more information, please call **03003 654466** Option 1 or visit <https://tutorsunited.org/parents-families/register-your-child/>

*“There are illegal money-lenders operating in the area”*

**Loan sharks** – If you think an unauthorised money lender is operating in your neighbourhood, you can speak in confidence to the **Illegal Money Lending Hotline** on **0300 555 2222**. You can also email the Illegal Money Lending Team at [reportaloanshark@stoploansharks.gov.uk](mailto:reportaloanshark@stoploansharks.gov.uk) or text loan shark and your message to 60003.

If someone who has lent you money threatens you or is violent, contact the police straight away. Do this even if it's an informal loan from someone you know, such as a friend or family member.

## Good to know

**Allocation of Riverside properties** – We own properties in many local authority areas and must follow a variety of arrangements for the allocation of properties. By law, we need to co-operate with local authorities to meet identified local housing needs and assist in reducing homelessness. We attend the local lettings forum and work with the council to improve the lettings process. Our lettings policy can be found at [www.riverside.org.uk/about-us/our-policies](http://www.riverside.org.uk/about-us/our-policies).

**Tackling telephone waiting times** – We know that being able to get through to us on the telephone is important to you. Over recent months, performance has not been as we'd like and we're sorry this has been such an inconvenience. To tackle the problem, a key measure we've installed is a new telephone system. This new smarter system will help us to route your calls more effectively and we're confident, along with ensuring we're always as near as we can be to having a full complement of team members, it will make a real difference and start to reduce waiting times.

## Let's Talk, our support offer to you



Just visit [www.riverside.org.uk/letstalk](http://www.riverside.org.uk/letstalk) to get started or call us and ask to speak to one of the teams.

## Access services and get in touch – you choose how and when

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

By phone on 0345 111 0000

Call us 24 hours a day, 365 days



### The Riverside Group Ltd

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