



Your neighbourhood

Our local offer to you in Murdishaw



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 you to improve our surroundings and green spaces"

Bushes and hedges – We are investing in a new wood chipper and will complete a hard prune this winter which will be completed by the end of March.

Littering – Our Environmental Services team will continue to litter-pick once a week. We will also work in partnership with local community groups to arrange clean-up days.

Inspections – The Housing Team are regularly out and about around Murdishaw to identify issues and report them to the relevant department to follow up on.



“We want you to improve the parking”

Hard prune – We are exploring opening up space in the parking areas by making major reductions of foliage and shrubbery during the winter pruning programme – this should be completed by April 2023. The works will also clear walk-ways making them safer and more accessible.

Road markings and signage – We are also looking into the possibility of repainting the parking bays to make them clearer and putting up signs to promote responsible parking.

“We want better communication”

Customer surveys – In May, we spoke to 28 % of you in person and by text. This local offer shows what we have done and plan to do in response.

Contacting us – A new telephony system is being introduced in the Customer Service Centre. This aims to improve call handling and enhance the customer experience.



“We want more community events”

Lone parent families – We are working with Jobcentre Plus and local partners to organise an event in 2023 to support lone parent families in Murdishaw.

Community Fun Day – We supported local partners with the community fun day in August.

Jubilee Event – Held in June at Brookvale Recreation Centre in partnership with local housing providers.

Community Café – We are working with the residents’ group and Onward Homes to support the Community Café opening.

Scan the QR code to find out how you can get involved.

Or simply visit www.riverside.org.uk/getinvolved



To see what events are happening in your neighbourhood, search on Facebook for ‘**Riverside Group**’



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What else are we doing to improve your neighbourhood?

“We want you to tackle ASB”

Anti-Social Behaviour – We have customer safety officers who work alongside our housing officers, it is important that you report any instances of ASB to us via our call centre on **0345 111 0000**. Complainant’s details do not have to be divulged with alleged offenders if you have any concerns.

You can also call Crimestoppers anonymously on **0800 555 111** and the police on **101** or in case of an emergency **999**.

What else is happening?

Fly-tipping – We are committed to cracking down on fly tipping – it is a criminal offence that affects you and your community. You can report any instances of fly-tipping or abandoned supermarket trollies to Halton Borough Council via their website Contact Us (halton.gov.uk) or directly to us via our Customer Service Centre.

Fencing – We don’t renew fences as part of our planned investment programme. Please report any broken or damaged fences to us to be assessed for repair. .

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Good to know

Services at your doorstep – As part of the selection process, all bidding contractors must evidence they have the capability to deliver services to whichever area they are bidding for. Whilst some contractors' head office may be located in another area, they have local bases for the areas they will deliver services.

Fly tipping – We are committed to cracking down on fly tipping. We are in the process of putting measures into place that will enable us to charge identified offenders or report them to the council for enforcement. Fly tipping is a criminal offence and has an impact on service charges.

Vetting and allocation of Riverside properties – We own properties in many local authority areas and must follow a variety of arrangements for the allocation of properties. In accordance with housing legislation, we are required to co-operate with local authorities to meet identified local housing needs and assist in reducing homelessness. Our lettings policy can be found at www.riverside.org.uk/about-us/our-policies.

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

Online at www.riverside.org.uk



By phone on 0345 111 0000

Call us 24 hours a day, 365 days



The Riverside Group Ltd

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

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