



Your neighbourhood

Our local offer to you in Colshaw Farm



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 deal with the overgrown trees"

A tree survey was carried out on the whole estate during the summer of 2021, which resulted in 142 tree maintenance works jobs planned for this neighbourhood.

This work has now been completed (subject to satisfactory post inspection).

"We want you to invest in our properties"

Kitchen improvement works were scheduled to start on the estate in October 2022, however due to supply chain issues we were unable to secure adequate resources to carry out these works. We have rescheduled these improvement works and all affected customers have been notified of the delays.



“We want you to deal with Anti-Social Behaviour”

We know that nuisances and Anti-Social Behaviour can be upsetting and stressful for all those who are affected by it. So, if you are experiencing any sort of nuisance or anti-social behaviour in your neighbourhood, remember it is important that you contact the right people to deal with your case quickly and efficiently.

- Call **999** if you are in immediate danger or concerned for the safety of a neighbour.
- The non-emergency police number is **101**.
- Call **0800 555 111** to report suspicious behaviour to **CrimeStoppers**.

Alternatively, contact us to report problems to Riverside or to ask our team for more advice. You can also report Anti-Social Behaviour on our website.

Partnership working – Our Customer Safety Officers have been working closely with the housing officers 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 on
Twitter **@Riverside**



“There is too much litter, fly tipping and overgrown gardens with rubbish”

We are committed to cracking down on fly tipping and improving the appearance of the estate. Fly Tipping is a criminal offence and dumping rubbish is a breach of your tenancy. It is so important that you and your neighbours look after your communal areas and act responsibly. If you witness fly tipping, please contact us or Cheshire East Council immediately so we can investigate. You can report directly to the council using their ‘fix my street’ feature

In recent months, incidents of fly tipping across the estate are increasing. We have to pay additional costs for all waste that we have to remove, and ultimately this has an impact on the service charges that you pay.

What we are doing:

- Our housing officers are on the estates every week to identify any areas of concern and take action, our environmental services team also report any issues to the housing team.
- We are working closely with the Environmental Enforcement Officer at Cheshire East Council to identify and prosecute those who are fly tipping.

What's happening in your neighbourhood follow us on **UK** or search on Facebook for ‘**Riverside Group**’

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What else are we doing to improve your neighbourhood?

Good to know

Bins – We had several customers feedback about wheelie bins being left out, blocking pathways and access points across the estate, and generally leaving the area looking untidy. Please be considerate and only put your bins out for the day of collection and then return them to your property once they have been emptied

Customer Involvement – We put our customers at the heart of what we do. It is important for us to listen to you about how we can improve. There are a number of ways for you to talk to us and get involved that can be quick and simple from the comfort of your own home or through more involved routes.

We also support local groups across Riversides neighbourhoods to give customers a voice. Your local group is **CETRA** (Colshaw Estate Tenant and Resident Association) If you wish to join, please contact the Customer Engagement Team by email: involvement@riverside.org.uk or through the contact centre. You can also find out more about getting involved on our website.



Let's Talk, our support offer to you

Our Let's Talk campaign has so far supported over 37,000 customers.

If you need help with paying your rent, managing your debt or help finding your dream job, "let's talk."

There are five key services which can help:

Let's Talk Rent – if you're struggling with rent payments

Let's Talk Money – for advice and support on benefit claims, grants and debt

Let's Talk Employment – for support with jobs, career and CV building

Let's Talk Training – for support with getting you upskilled and prepared for work

Let's Talk Energy – for support with rising energy costs, grants and energy bill debt.

Just visit 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

By phone on 0345 111 0000

Call us 24 hours a day, 365 days



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