



Your neighbourhood

Our local offer to you in Morton, Carlisle



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 letting and vetting for the Riverside Properties"

In response to your concerns we are now trialling local lettings on certain property types which have on some occasions been a challenge to let. This enables us to consider applicants who have been recommended by customers already living in those areas. Any applicants recommended to us through this process will still have the same pre-tenancy checks carried out as any applicant applying for a property through the usual process. Most properties will still be advertised through Cumbria Choice.



“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.

1. Call **999** if you are in immediate danger or concerned for the safety of a neighbour.
2. The non-emergency police number is **101**.
3. 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.

Education -Together with the local PCSO our housing officer gave a presentation year 6 pupils in Newlathes Junior School to raise awareness of Anti Social Behaviour and how it can have an impact on the community.



“We want you to improve the appearance of the estate”

- 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
- There are some parts of the estate where fly tipping and rubbish is an issue – In February we had a clean up day to remove rubbish from the areas most affected
- 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. 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. If you have any information or evidence that could help us catch fly tippers please let us know either through our website or the Customer Service Centre.



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

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What else are we doing to improve your neighbourhood?

“We want you to invest in our properties and make improvements to our homes”

Morton is in our view for improvement works. We have particularly identified the Windows and Doors in the short-term for replacement.

However, we are looking at an overall plan for improvement that will include a wider range of works for the neighbourhood and for that reason it is taking a bit longer to plan and mobilise the resources to deliver these projects.

This will mean, although we have no plans to start improvement projects in this financial year we are looking at the bigger picture so when we do start in the coming years our projects will be more comprehensive and have a greater impact on the neighbourhood than previously completed projects.

However if there are any components failures that occur in the neighbourhood, we will pick these up reactively and resolve on an individual basis.

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 Riverside Customer Voice, Cumbria (based in Carlisle). 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."

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

A charitable Registered Society under the Co-operative and
Community Benefit Societies Act 2014

Details correct at time of print: March 2023

IGD_03/23