



Your neighbourhood

Our local offer to you in Raffles, 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.

“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. 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.

What we are doing:

- We are carrying out regular patch walks with the police and environmental health to identify areas of concern, and take action.
- We have been working with the local council to clear the fly tipping, on Raffles Avenue and Marks Avenue
- We have identified several properties which are privately owned and whose gardens contain excessive amounts of fly tipping and rubbish, which impacts on the appearance of the estate –Our work with the police has enabled action to be taken, and the gardens cleared
- We will be holding a clean up day in March to target other areas on the estate which are most affected by fly tipping.

“We want you to deal with Anti Social Behaviour”

We have been working closely with the police and other partner agencies to tackle Anti Social Behaviour across the estate, and identify hotspots so we can tackle some of the issues

The cut between Shadygrove Road and Raffles Avenue is a frequent area for ASB which includes arson and criminal damage, residents also report feeling frightened to walk through it. The hedges have now been removed to open up the area and CCTV is soon to be installed, the waste ground in between has also been cleared of litter and abandoned bikes and strimmed down. This area is owned by the council, who are now looking at options for development on the land.

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 staff for more advice. You can also report Anti Social Behaviour on our website



“We want you to invest in our properties – especially doors and windows”

Work has already started in Raffles on our planned Window and Door investment programme. We aim to continue these works in the next budget year 2023/24. We are working with our internal teams to determine our investment offer in the coming year, and the order of its delivery, customers will be informed in advanced of any planned works to their property that will take place.



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?

“There are lots of overgrown trees and hedges”

The trees on Raffles Avenue have now been trimmed back at street level so the footpaths are accessible, we are working with the council to look at the long term management and regular maintenance of these trees. We have also identified some other areas on the estate where trees and hedges are an issue, and are looking at the options to manage this.



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 Riverside's 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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