



Your neighbourhood

Our local offer to you in Stoke Moss Green



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 to see repair issues resolved and improvements made to our homes"

Retaining wall – We are carrying out an in-depth investigation to help inform next steps. We will review the findings and report back to those of you affected by the end of January.

Property improvements – We are in the process of planning the next phase of property improvements. You will be notified once the programme is finalised.



“There’s too much litter and we want to see improvements made to our surroundings”

Litter Picking event – We are working with the local matters group to arrange a litter picking event which will be held around Springtime. Further information to follow nearer the time.

Street Litter Bins – We are speaking with the Council about additional litter bins and asking for more regular litter picks when necessary.

Communal Drying Area – We are working on creating a communal drying area at Pear Place by March.

Garden Competition – A garden competition will be held this year and there will be a prize for the winner and runner-up. Further details to follow around Springtime.



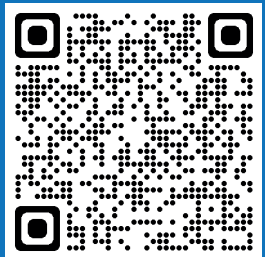
“We want you to tackle anti-social behaviour (ASB)”

Local Park – We are working with key partners such as the police and the council to address reports of anti-social behaviour and the maintenance of the park.

Partnership working – We are reaching out to the local school and working with the community police to tackle littering and other nuisance behaviours.

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 would like to see more community activities”

Community Room – We’ve been working with key partners and the Resident Forum to re-open the community room for groups and activities to re-start.

Kids activities – After school SPLAT sessions for children aged 4-12 are now running again every Thursday from 4:30 – 6:30pm.

For further information visit www.splatstaffs.co.uk
Tel: 07895 605941, Facebook: **@SPLATStaffs**

Sports Activities - We are commissioning a youth outreach provider to do some consultation on sporting activities for kids. This will happen around Springtime. Further information to follow nearer the time.

Good to know

Fly tipping – We are in the process of putting measures in 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. Please report it to Riverside when you spot it.

Vetting & 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.

Our lettings policy can be found at

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, one of the key measures we're installing is a new telephone system. We're confident the new system, along with ensuring we're always as near as we can be to having a full complement of team members, will make a real difference and start to reduce those waiting times soon.

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

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A charitable Registered Society under the Co-operative and
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