



Your neighbourhood

Our local offer to you in Wigton Road, 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 dog fouling"

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:

- Our housing officers are on the estates every week to identify any areas of concern and take action.
- We have held targeted clean up days and removed fly tipping and rubbish from the most affected areas.
- Dog fouling – our Housing Officers are identifying the areas most affected and will be approaching the council to discuss the viability of additional bins and signage.

Fly tipping/littering is blocking drains and increasing flood risk

Environmental services will continue maintenance along the Dowbeck water course (banks, hedges and clearing fly tipping and rubbish) and we are working with Environment Agency to ensure the grills do not get blocked.

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

You raised a number of concerns around anti-social behaviour in your neighbourhood, particularly substance misuse and youth ASB.

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.



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

Work has already started in the Wigton Road area on our planned window and door investment programme. We will get in touch with customers in advanced of any planned works to their property that will take place.

With regards to repair and maintenance to boundary fencing and gates, this should be logged in the usual way via My Riverside calling our Customer Service Center.

Lots of overgrown bushes, hedges and trees

We completed work last year on issues identified in our tree survey, the estate is due to be resurveyed in 2024. In the interim if you have any concerns about the condition of the trees please report this to us, and we can assess if further action needs to be taken.

Work has also been completed on some hedges that were becoming unmanageable. We recognise that there are still other areas on the estate where hedges are an issue, and we are looking at the options to manage this.

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?

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 our customer service centre. You can also find out more about getting involved on our website **www.riverside.org.uk/getinvolved**.





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 a year.



The Riverside Group Ltd

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