



Welcome to an update on the Margate Neighbourhood Plan.

In May 2022, we visited your neighbourhood to carry out a survey to find out what matters the most to you and what Riverside could do to improve the area you live in. With your feedback, we developed a neighbourhood plan for your area and our local offer to you. Over the past year, we've been delivering actions of the plan to improve your neighbourhood.

Some of the things we've delivered following your feedback:

- We've resumed estate walkabouts
- We've resumed drop-in surgeries at Burlington Place
- We held a Fun day bringing key Riverside staff out into your neighbourhood to listen to your concerns about your area
- We commissioned an independent specialist review of the communal access and lift system at Burlington
- We've installed a new door access system at Burlington Place.

Here is what we've delivered regarding concerns relating to anti-social behaviour:

- We're working closely with partner agencies and communities
- We're regularly attending meetings with key partners (e.g. police) to resolve ASB concerns in your area
- We're taking enforcement action to tackle serious cases when all options are exhausted
- We've reinstated the Public Space Protection Order (PSPO) at Union Row
- We are working with the Council's Rough Sleeper Intervention Support programme to help us tackle rough sleeping in communal spaces.





Here is what we've delivered on your feedback on environment and maintenance issues:

- We've removed the old wooden bins and carried out landscaping work (Union Row)
- We've carried out a pest control project due to a mouse infestation (Union Row) - we are in the process of extending this to Addington Street
- Pigeon proofing has been installed to tackle the issue of bird droppings (Burlington Place)
- We've invested in a jet washer and commissioned carpet cleaners
- We're liaising with the council on improving waste collection and we've put up new signage to discourage fly-tipping (Hatherley Court).

Some of the things we are still working on:

- We'll continue to work with key partners to ensure you feel safe in your home.
- We'll continue to work on the lifts and gate access at Burlington Place, thank you for your patience as we work through this
- We are also working on improving our communication through additional use of the notice boards
- We're still working on completing the fencing works at Union Row and improving the flooring at Highfield Court.

To find out more or get involved in the neighbourhood plan developed for your area, contact us at **neighbourhoodplans@riverside.org.uk**.

