



# Your neighbourhood

## **Our local offer to you in Netherley, Belle Vale and Lee Park**

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 neighbourhood working in partnership with local service providers.



## Our local offer to you in Netherley, Belle Vale and Lee Park

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 positive improvements made to our surroundings"*

**Maintenance of green spaces** – We complete general maintenance services on Riverside owned land including grass and hedge cutting, shrub pruning and weed clearing.

**Litter** – We complete litter picks on Riverside owned land as part of our annual maintenance programme.

**Fly tipping** – We are committed to cracking down on fly tipping. We have processes in place that will enable us to charge identified offenders or report them to the council for enforcement. To help us effectively deal with fly tipping, please report it via our Customer Service Centre, open 24/7, on **0345 111 0000**.

**Dog fouling** – We are working with Liverpool City Council to promote positive pet ownership and responsibility.

**Riverside owned land** – We will be exploring how best to improve these areas.

**Communal areas** – We are working to ensure quality and consistent standards of service across our communal areas.

**Estate walkabouts** – We are organising walkabouts in parts of our neighbourhood each month and welcome anyone to join us to discuss potential improvements. Please contact your Housing Officer through the Customer Service Centre or at one of our drop-ins if you are interested in joining us.



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

**Around the neighbourhood** – We are working with key partners such as the police and the council to address reports of ASB. It is important that you report any instances of ASB that you witness, or are a victim of, via our Customer Service Centre, open 24/7, on **0345 111 0000** or email **info@riverside.org.uk** or **haveyoursay@riverside.org.uk**. If you are experiencing any sort of nuisance or ASB, remember it is important to 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. You can call Crimestoppers anonymously. Visit their website here: **<https://crimestoppers-uk.org>**

You can also report anything you've seen or heard directly to Merseyside Police here:

**[www.merseyside.police.uk/seen-or-heard](http://www.merseyside.police.uk/seen-or-heard)**

You can view our Tackling Anti-Social Behaviour Policy here: **[www.riverside.org.uk/policy](http://www.riverside.org.uk/policy)**

## **Our local offer to you in Netherley, Belle Vale and Lee Park**

**Partnership working** – We are part of the local Belle Vale forum. The group meets regularly with representatives from housing, police, the local council, DWP and local support groups to co-ordinate activities across the neighbourhood.

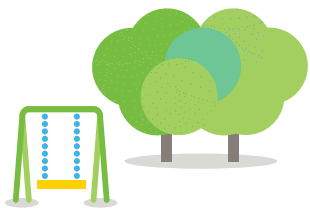
**Police** – We are part of the DISARM Liverpool South meetings chaired by Merseyside Police to ensure we're working together on incidences of crime. The police run a Community Advisory Group (CAG) where members of the community are being asked to join forces with local groups and businesses and their neighbourhood inspectors to help disrupt serious organised crime in Liverpool. For more information and to join the meeting, please email:

**[liverpool.cag@merseyside.police.uk](mailto:liverpool.cag@merseyside.police.uk)**

**Drop-in surgeries** – Riverside housing officers will be at the below locations every Wednesday morning from 10 - 12. They will be happy to answer any queries you may have.

— Joseph Williams Mews Community Cafe,  
2 Braehurst Way, L25 2NB

— Childwall Valley EMB, 172 Hartsbourne Avenue,  
L25 1NE



*“We would like to see more local groups, especially for young people”*

**Youth engagement** – We work closely with our partners in the area to explore further youth projects/ activities, including the Netherley Youth & Community Initiative ([www.nyci.co.uk](http://www.nyci.co.uk)) and the Young Person’s Advisory Service ([www.ypas.org.uk](http://www.ypas.org.uk))

**Local groups** – To find out about local groups or information to set one up please visit our website [www.riverside.org.uk/you-your-home/have-your-say/local/customer-groups](http://www.riverside.org.uk/you-your-home/have-your-say/local/customer-groups)

**LCR Regional Hub** – We host a bi-monthly online meeting with our Head of Housing for customers to consult on policy, strategy, communications, and general neighbourhood issues. If you are interested contact your housing officer or email [involvement@riverside.org.uk](mailto:involvement@riverside.org.uk) for more information.

## Our local offer to you in Netherley, Belle Vale and Lee Park

**Support Directories** – For information on local support services, please have a look at our Support Directory on our website  
[www.riverside.org.uk/you-your-home/your-community](http://www.riverside.org.uk/you-your-home/your-community)

**Employment and Training** - Our team provides free tailored support to anyone living in a Riverside home. Whether you're a young person looking for a first job, would like to gain a qualification or are planning for longer term, we are here to help. Please visit  
[www.riverside.org.uk/you-your-home/employment-training](http://www.riverside.org.uk/you-your-home/employment-training)

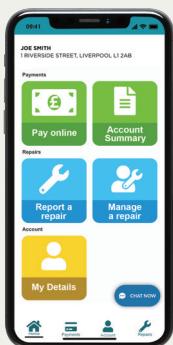


# Good to know

## Become Involved

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 several 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. Please find more information here:

[www.riverside.org.uk/you-your-home/have-your-say](http://www.riverside.org.uk/you-your-home/have-your-say) or contact us on:  
[involvement@riverside.org.uk](mailto:involvement@riverside.org.uk)



## My Riverside App

My Riverside is the simple way to manage your account online all in one place. You can update your details, check your rent balance, make a secure payment, report a repair and access live chat.

Simply search for “**My Riverside**” on your app store or scan the QR code to get started or visit the web version at <https://my.riverside.org.uk/login>



## Repairs - Is it an emergency?

Call us immediately on **0345 111 0000** – our Customer Service Centre is open 24/7. Want to report a non-emergency repair? The quickest and easiest way to report a repair is via our app.

Need to report a communal repair? You can do this via My Riverside either via our app or the web version.

# Customer Involvement

It is important for us to listen to you about how we can improve. There are a number of ways for you to get involved that can be quick and simple from the comfort of your own home. We are particularly interested to hear from customers who would like to be involved in our Riverside Customer Voice Executive (RCVE), you can find out more about this on our website by emailing: [involvement@riverside.org.uk](mailto:involvement@riverside.org.uk) or through the contact centre.

## 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:



If you're struggling with **rent payments**



For advice and support on **benefit claims, grants and debt**



For support with **jobs, career and CV building**



For support with getting you upskilled and **prepared for work**



For support with rising **energy costs, grants and energy bill debt.**

Just visit [www.riverside.org.uk/letstalk](http://www.riverside.org.uk/letstalk) to get started or call us and ask to speak to one of the teams.

#### The Riverside Group Ltd

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