



Your neighbourhood

Our local offer to you in Dovecot

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 Dovecot

We've listened to the issues you have in your neighbourhood and this is what we've done, and plan to do.

"We would like to see more local groups, especially for young people"

Local centres – There are several in the area holding activities and events including the Young Persons Advisory Service (YPAS), Priority Youth, The Drive/The Big Help Project and Deysbrook community centre.

Dovecot Multi Activity Centre (MAC) – The MAC are holding activities for all groups. You can find more information at: www.thelivewelldirectory.com

Street Doctors – The Riverside Foundation commissioned Street Doctors to deliver community sessions for young people to prepare them for emergencies, focusing on areas that highlighted recent knife and street violence incidents.

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 planning for longer term, we're here to help at www.riverside.org.uk/you-your-home/employment-training

Support Directories – For information on local support services, visit our support directory at www.riverside.org.uk/you-your-home/your-community

Setting up a local group – If you are interested in this, please contact your local Housing Officer, or visit: www.riverside.org.uk/you-your-home/have-your-say

Our local offer to you in Dovecot

We've listened to the issues you have in your neighbourhood and this is what we've done, and plan to do.

"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 anti-social behaviour. 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 anti-social behaviour, remember it is important to 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. You can call Crimestoppers anonymously.

You can also report any concerns directly to Merseyside Police here:

www.merseyside.police.uk/ro/report/

You can view our tackling anti-social behaviour policy here: **www.riverside.org.uk/about-us/our-policies/**

Police – Following your feedback, we have set up regular monthly liaison meetings with the police to tackle anti-social behaviour, organised crime groups and other nuisance behaviours such as motorbikes.

Problem solving groups – We are part of the local problem solving group in Yewtree and the newly established one in Dovecot. The group meet regularly with representatives from housing, police, Streetscene and the local council to co-ordinate activities across the neighbourhood.

EVOLVE / Clear hold build – We continue to work as part of the EVOLVE partnership alongside Merseyside Police to improve safety across the area. We are also establishing joint working with Liverpool City Council to tackle race/hate crime.

Youth engagement – We will be exploring further youth projects/activities alongside our partners in the area.

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**.



“There’s too much litter, fly tipping and rats – we want to see improvements made to our surroundings”

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

Refuse disposal – We are exploring ways to improve this, including upgraded bin storage.

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

Clean-up days – Last year we organised four clean-up days in the wider area and are looking to hold future clean up days around Dovecot with our partners.

Infestations – Riverside are now responsible for treating rat infestations within homes. Please contact us on **0345 111 0000** to report home infestations. Liverpool City Council are responsible for any infestations in the wider neighbourhood.

Improving front gardens – We are exploring a pilot gardening event in the Kingsheath area focusing on front gardens, which if successful will be expanded to other areas.

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

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

or contact us on 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, scan the QR code to get started or visit the web version here <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.

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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