

Your Riverside



Your local update – September 2024

Your local update – Currock & Upperby Updates for Autumn 2024

Welcome

We understand the importance of you being kept up to date and fully informed with what is happening in your local community, so we would like to introduce you to your first newsletter specific to Currock & Upperby.

Karen Boak and Emma Davidson are the dedicated Housing Officers for Currock & Upperby. They have worked for Riverside for many years. Both officers are out and about in the area most days, conducting visits, carrying out inspections and keeping up to date with relevant issues in and around the area. They are here to support you and help you with any tenancy related issues.

We also have Debs Hilditch, our fantastic Housing Sustainment Officer, who works with customers who require extra support. Referrals to Debs can be made via your Housing Officers.





1. Proactive visits

We have introduced proactive visits as we recognised that several customers have not had any contact with us for some time. If you are contacted about a proactive tenancy visit, your Housing Officer will use this opportunity to make sure all the information we hold about your household is correct and up to date, they will also discuss any issues or concerns you may have. If it is over 12 months since we last had contact with you, your housing officer will be in touch.

2. Fly Tipping

Recently we have received an increase in reports of fly tipping. Not only is it unsightly, but it can also attract pests and create a dangerous environment. The cost of Riverside collecting the items affects our ability to carry out other services. Sometimes the clearance charges are passed back to customers which can increase your weekly charges. Please visit Cumberland Council's website for more information on responsible recycling and waste collection.



3. Tackling Anti-Social Behaviour

Your Housing Officers have regular contact with the police and carry out joint visits, in relation to anti-social behaviour (ASB) in the area.

We take reports of anti-social behaviour seriously and your Housing Officers will investigate any nuisance behaviour. For more information on what is classed as Anti Social Behaviour please visit our website: www.riverside.org.uk/asb

4. Let's Talk

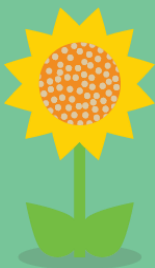
Are you aware of the support we offer through our Let's Talk Campaign?

- **Affordable Warmth** - Our team can help tenants who are struggling due to energy debt or problems with their energy bills. They can advise and assist vulnerable customers who are finding it difficult to heat their homes.
- **Money Advice** - Our team can help with benefit claims and give tips on how to maximise your income.
- **Employment and Training** – Our team can provide information, advice and guidance to customers who are looking for work, or who are working but want to improve their career and increase their household income.



You can find more information about the support we can offer at:
www.riverside.org.uk/letstalk

5. Surgeries & Patch Walks



There will be a housing surgery on Wednesday 9 October from 10am - 12noon in Currock Community Centre on Lediard Avenue. Please pop in to see your Housing Officers to discuss any issues or concerns you have face to face. We also have regular patch walks with the police, if you see us, please do not hesitate to stop us if you would like to chat!

For more information please call Emma Davidson or Karen Boak on 0345 111 0000 or visit www.riverside.org.uk/in-your-neighbourhood/cumbria/