



# Your neighbourhood

## **Our local offer to you in Leicester**

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 Leicester

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 improvements made to our surroundings"*

## **Street litter bins (Newfoundpool & Moat Court)**

– we've talked to the council about more street litter bins. However, there's no additional budget available to provide these. To help keep our places and spaces clean, please report street litter directly to the council via the Love Clean Streets app or website:

**[www.leicester.gov.uk/your-environment/love-clean-streets](http://www.leicester.gov.uk/your-environment/love-clean-streets)**

**Fly tipping** – we're committed to cracking down on fly tipping and 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 to Riverside via our Customer Service Centre, open 24/7, on **0345 111 0000**.

**Maintenance of green spaces** – to provide a better service for our customers, our grounds maintenance team will now be carried out in-house. For further information on visit schedules and services provided, please go to:

**[www.riverside.org.uk/groundsmaintenance](http://www.riverside.org.uk/groundsmaintenance)**



**Untidy gardens** – we’re working on new ways we can better support customers on the maintenance and upkeep of gardens. If you are struggling to maintain your garden, please contact us on **0345 111 0000**.

**Parking issues & permits** – we’re contacting local schools to help tackle parking issues where this is happening. For information on parking permit schemes offered by the council in your area, contact the council on **0116 454 6300** or email **[parkingpermits@leicester.gov.uk](mailto:parkingpermits@leicester.gov.uk)**



# Our local offer to you in Leicester

*“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:

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: **www.crimestoppers-uk.org**

You can also report anything you've seen or heard directly to Leicestershire Police here: **www.leics.police.uk**

For more information on ASB, go to: **www.riverside.org.uk/asb**



*“We want to see better communication and partnership working”*

**Partnership working** – we regularly attend Joint Action Group meetings where these are taking place to ensure we’re working together on incidents of crime. Joint neighbourhood walkabouts will also be carried out where possible.

**Neighbourhood walkabouts** – we’ve organised quarterly walkabouts in parts of your neighbourhood. Dates and times have been published in the Leicester Summer Update which you can view on our website at: [www.riverside.org.uk/yourcommunity](http://www.riverside.org.uk/yourcommunity)

**Housing drop-in surgeries** – we’ve also organised housing drop-in surgeries. For dates and times of surgeries near where you live, please visit our website: [www.riverside.org.uk/yourcommunity](http://www.riverside.org.uk/yourcommunity)

## Our local offer to you in Leicester

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

**Youth engagement** – we’re working closely with our partners in the area to explore further youth projects/ activities and we’ll keep you updated.

**Support Directories** – for information on various local support services, including young people services, please have a look at our Support Directory on our website: [www.riverside.org.uk/yourcommunity](http://www.riverside.org.uk/yourcommunity)

**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/employment](http://www.riverside.org.uk/employment)



**S&C Regional Hub** – is a bi-monthly online meeting with our Head of Housing for customers to consult on policy, strategy and communications and improve neighbourhood issues. If you are interested contact your Housing Officer or email **[involvement@riverside.org.uk](mailto:involvement@riverside.org.uk)**

**Local groups** – to find out about local groups or information on how to set one up please visit our website: **[www.riverside.org.uk/customergroups](http://www.riverside.org.uk/customergroups)**

## 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/getinvolved](http://www.riverside.org.uk/getinvolved)**

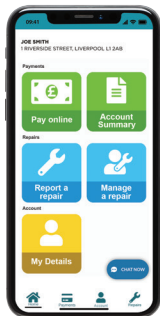
or contact us on **[involvement@riverside.org.uk](mailto:involvement@riverside.org.uk)**

# Winter Toolkit

With winter on the way, check out our Winter Toolkit which has all the information you'll need on our support services:

[www.riverside.org.uk/wintertoolkit](http://www.riverside.org.uk/wintertoolkit)

## Good to know



### New Updated My Riverside

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:  
[www.riverside.org.uk/myriverside](http://www.riverside.org.uk/myriverside)



## 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.

### The Riverside Group Ltd

Registered office: 2 Estuary Boulevard,  
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