



# Your neighbourhood

## Local Offer - Princess / Old Cantril Neighbourhood (Yew Tree area)

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.



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

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

**Fly tipping** – We are committed to cracking down on fly tipping. To help us effectively deal with fly tipping, please report it to Liverpool City Council here:

**[www.liverpool.gov.uk/environmental-problems/rubbish-and-litter/flytipping](http://www.liverpool.gov.uk/environmental-problems/rubbish-and-litter/flytipping)**

and if it is about a Riverside home, please contact Riverside Customer Service Centre on **0345 111 0000**. We are happy to look at ways to work with local residents to address this constant issue.

**Improvement of green spaces** – Riverside's Environmental Services team complete general maintenance services in the area on Riverside owned land including grass cutting, hedge/shrub pruning. Several hot spots were identified in the feedback, which we will be focusing on including: Dartford Close, Princess Drive, Aspes Road and green spaces around the Colwell Road area, Ackers Hall Park, and the former allotment/no man's land to the rear of Kingsheath Avenue and Max Road.

**Clean up days** – Last year we participated in 6 clean up days in the wider area; two on Kingsheath Avenue, Princess Drive, Old Riding, Mab Lane and Finch Lane. We will be working with Liverpool City Council and partners on future clean up days.

**Maintaining untidy gardens** – Housing Officers will be focusing more on untidy gardens in the forthcoming year and will work with the Council to tackle private gardens, especially where there is a belief they may harbour rats.



**Tackling infestations** – we received reports about rats in the area and we are working with Liverpool City Council’s pest control team. Advice to tackle this issue:

- Place your bins with the handle to any walls
- Ensure bins are fully closed
- Clear up animal faeces as rats eat these
- Fly tipped areas and untidy gardens provide warm homes for rats
- please report these areas and ensure your own personal gardens are kept clear.
- Liverpool City Council are responsible for rats in the wider environment. Please report them here  
**[www.liverpool.gov.uk/environmental-problems/pests-and-infestation](http://www.liverpool.gov.uk/environmental-problems/pests-and-infestation)**
- If you have rats inside your home, Riverside are responsible for treating these. Please contact us on **0345 111 0000** to report and we will send out our specialist contractor.

**Bins and recycling information** – Riverside have provided local information on how to recycle and dispose of household items which can be viewed on our website at

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

Liverpool City Council have also created a handy guide to explain what goes in which bin, which can be viewed here:

**[www.liverpool.gov.uk/bins-and-recycling/what-goes-in-my-bins](http://www.liverpool.gov.uk/bins-and-recycling/what-goes-in-my-bins)**

and information on bin collection dates can be found here:

**[www.liverpool.gov.uk/bins-and-recycling/bin-collection-dates](http://www.liverpool.gov.uk/bins-and-recycling/bin-collection-dates)**

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**Dog fouling** – this has been identified as a significant issue, especially around Haydn and Max Roads, and we are working with Liverpool City Council to promote positive pet ownership and responsibility. If you have a dog, please clear up its mess.

**Improving gardens/alleyways** – we are introducing a focus on garden maintenance across the neighbourhood with support and enforcement where necessary. This includes ensuring alleyways are free from obstruction e.g. secured gates.

**Improving homes** – We are currently undertaking major improvements to homes in Kingsheath Avenue, Haydn and Max Roads plus areas of Finch Lane.



*“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. All the action we take is evidence-based, so we can only action it if you report it – so for any instances of ASB that you witness, or are a victim of, please report 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.

**If you are a victim of a crime or witness a crime:**

1. Call **999** if you are in immediate danger or concerned for the safety of any person.
2. The non-emergency police number is **101**.
3. 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](http://www.merseyside.police.uk/ro/report)**

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

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**Police** – Following your feedback, we have regular monthly liaison meetings with the police to tackle anti-social behaviour, organised crime groups and other nuisance behaviours like motorbikes, focusing on hot spot areas across the neighbourhood.

**Traffic and street lighting** – We are working closely with Liverpool City Council’s Neighbourhood Managers to focus on these issues. Please report any street lighting problems here: [www.liverpool.gov.uk/parking-roads-and-travel/report-an-issue/street-lights-and-traffic-lights](http://www.liverpool.gov.uk/parking-roads-and-travel/report-an-issue/street-lights-and-traffic-lights)

**Problem Solving Groups** – We are part of the local Problem Solving Groups in Yew Tree/Deysbrook focusing on the local area. The Group meets regularly with representatives from housing, police, Streetscene and the local council to co-ordinate activities across the neighbourhood. If you are interested in attending this group, please contact your Local Housing Officer.

**EVOLVE / Clear Hold Build** – we continue to work as part of the EVOLVE partnership alongside Merseyside Police, improving safety across the area, and are exploring joint working with Liverpool City Council to tackle race/hate crime.



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

**St Lukes** – is holding activities available for all groups. Please contact your Housing Officer who can provide more details on:

- parent and toddler group on Mondays and Fridays 9.30-11.30, £3.50 per family,
- over 50’s lunch club on a Thursday 12-2pm, £3

**YPAS North Hub/Mabby** – The youth centre is located on Croxdale Road, L14 8XX and has a number of sessions for young people. Please contact **0151 220 7283** for more information.

**Smartys** – an activity group for children aged 6-11 on Tuesdays and Thursdays 4-5.30pm, run by volunteers at the Mabby. Please contact your Housing Officer who can provide more details.

**Ackers Hall Park** – we will be working with Liverpool City Council and partners on improvements to the park.

**Estate Walkabouts** – We are happy to arrange estate walkabouts with local customers to identify further improvements to the area and/or to services. Please contact your Housing Officer if you are interested in finding out more.

**Support directories** – For information on local support services, please have a look at our Support Directory on our website.

**[www.riverside.org.uk/wp-content/uploads/2024/07/Liverpool-Support-Directory.pdf](http://www.riverside.org.uk/wp-content/uploads/2024/07/Liverpool-Support-Directory.pdf)**

## Opportunities to Get Involved

**Have Your Say** – We aim to 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. These include:

**LCR Regional hub** – This 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 to set one up please visit our website. Please find more information here:

[www.riverside.org.uk/customergroups](http://www.riverside.org.uk/customergroups) or contact us on [involvement@riverside.org.uk](mailto:involvement@riverside.org.uk)

## Our Services

**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) – our specialist teams can support you with any benefit queries/appeals and energy bills/debt or affording to heat your home. Visit our website for more information.

[www.riverside.org.uk/you-your-home](http://www.riverside.org.uk/you-your-home)

**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 via our website.



**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, Estuary Commerce Park, Liverpool L24 8RF

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

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