



# Your neighbourhood

## **Our local offer to you in Currock and Upperby, Carlisle**

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 year we are looking to deliver some improvements to your neighbourhood working in partnership with local service providers.



## Our local offer to you in Currock and Upperby, Carlisle

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

*“There is not enough parking, and people parking on the grass verges”*

We recognise that parking is limited in some areas of the estate however there are no current plans to add additional parking bays.

We will continue to monitor this and follow up on any funding opportunities to carry out this work.

*“We want you to tackle the untidy gardens”*

Our Housing Officers carry out regular patch walks and identify where untidy gardens may be an issue, we also act on any issues raised. It is your responsibility to look after your garden and keep it clean and tidy, clear of rubbish and well maintained as stated in the tenancy agreement. Once we identify an issue, we follow procedure and begin working with you to help get your garden up to standard. If this does not resolve the issue, we then proceed to more formal action.



*“We want more attention given to the green spaces and help with unmanageable hedges”*

We currently carry out 19 visits a year to your neighbourhood. From April to September this equates to twice per month and includes routine grass and hedge cutting, pruning, flower bed maintenance, litter picking, weed control and removal of fly tipping, as well as responding to any issues that are raised.

From November to March, we carry out one visit per month, concentrating on grass edging, hedge reductions, tree and shrub management, reinstatement of damaged grass, moss clearance and clearance of fly tipping from open spaces.



# Our local offer to you in Currock and Upperby, Carlisle

*“There is too much litter and fly tipping”*

We are committed to cracking down on fly tipping and improving the appearance of the estate. Fly tipping is a criminal offence, and dumping rubbish is a breach of your tenancy. We must pay additional costs for all waste that we have to remove, and ultimately this has an impact on the service charges that you pay.

If you have any information or evidence that could help us catch fly tippers please let us know either through our website or the Customer Service Centre.

## **What we are doing:**

- Our Housing Officers are on the estates every week to identify any areas of concern and take action, our environmental services team also report any issues to the housing team.
- Housing surgeries are held bimonthly at Currock Community Centre where you can report any issues to us.

*“We want you to deal with anti-social behaviour”*

You raised concerns around anti-social behaviour (ASB) in your neighbourhood which included noisy neighbours, dog noise, drug dealing and crime.

We know that nuisances and anti-social behaviour can be upsetting and stressful for all those who are affected by it, so If you are experiencing any sort of nuisance or anti-social behaviour in your neighbourhood, remember it is important that you 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**.

Alternatively, contact us to report problems to Riverside or to ask our staff for more advice. You can also report anti-social behaviour on our website.

**Partnership Working** - Our Customer Safety Officers work closely with the Housing Officers to support you, working with partner agencies such as the police and the council when you report any issues, enabling us to tackle ASB more efficiently and effectively.

## Our local offer to you in Currock and Upperby, Carlisle

*“We want you to invest in our properties and the local community”*

We have started a four-year project carrying out stock condition surveys across Carlisle, data from this will help inform our Planned Investment Programmes over the next few years. Surveys in Currock and Upperby are estimated to start in May / June 2025. Customers will receive a letter if your property is included in these surveys.

With regards to repair and maintenance to boundary fencing and gates, this should be managed in the usual way by contacting our customer services or reporting via My Riverside.

**Community Fund** – Our foundation awarded £37,000 to The Rock Youth Project towards their new building, so they can continue to offer valuable support and opportunities to young people and the local community. The building is set to be completed in early spring.

*“Where can I go for more support?”*

**Support Directories** – We have produced a directory for Carlisle which contains extra support services available to you in your area. The directory contains information on food support, help to get online, debt support services, available grants and so much more, you can access the Carlisle directory at the website below:

**[www.riverside.org.uk/carlisle-support](http://www.riverside.org.uk/carlisle-support)**



## 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.

## We want to have our say

We will continue to produce community newsletters to outline to outline how we are responding to your feedback. The customer voice is important to us and allows us to listen and learn how we can improve. We put our customers at the heart of what we do and we are currently reviewing the range of ways customers can get involved on local, regional and national levels.

We are working with Riverside customers to create a new customer involvement strategy which will provide a number of ways that you can get involved in providing feedback, either from the comfort of your own home or through more involved routes.

If you would like further information on how you can get involved please talk to your local housing officer, or you can contact the Customer Engagement Team by email: [involvement@riverside.org.uk](mailto:involvement@riverside.org.uk) or through the contact centre.

### Good to know

#### 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.

Scan the QR code to take you to download the app to any device.



### Access services and get in touch – you choose how and when



Online at [www.riverside.org.uk](http://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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