



Your

neighbourhood

Our local offer to you in Woolton

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 neighbourhoods working in partnership with local service providers.

We want to say thank you to all our customers for your patience and understanding whilst we have been completing various upgrades and improvements to the buildings and continue to do so.



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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.



"We want to see improvements made to our surroundings"

Green spaces

We will be working alongside our Environmental Services Team and Liverpool City Council to report the issues you have raised around the area and the border on council owned land. To report issues directly, please contact the council directly here:

www.liverpool.gov.uk/environmental-problems/rubbish-and-litter

Fly tipping

It is essential communal areas are always kept clear. There are services locally that can help with removing items. Please find further information here: www.liverpool.gov.uk/bins-and-recycling/bulky-item-collection

Community action/skip days

We will provide free local community action/skip days to support customers dispose of any unwanted items. We will keep you informed of future dates this Spring/Summer.

Recycling information

We have designated bin chutes for recycling and general waste. Riverside have provided local information on how to recycle and dispose of household items which can be viewed on our website here:

www.riverside.org.uk/liverpool-recycle

Internal communal areas

The caretaker service standard is displayed on the noticeboard of each block. We are working with the caretakers to ensure these standards are met.

General waste and dog waste

This has been identified as an issue, and we ask that all pet owners look after their pets in a responsible manner. We are exploring if any general waste and dog waste bins could be provided on site and will keep you updated.

TV aerial

Issues reported for this have now been rectified.

Thank you for your patience whilst working on this.

Car park

We acknowledge the comments around the car park and will be exploring options to improve the car parking situation.



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“We want you to tackle anti-social behaviour (ASB)”

Around the neighbourhood

We work with key partners such as the police and the council to address any reports of ASB. All the action we take is evidence-based, so we can only action if reported – 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.

You can view our Tackling Anti-Social Behaviour Policy here www.riverside.org.uk/our-policies

Police

We have regular monthly liaison meetings with the police called DISARM, to tackle anti-social behaviour and other nuisance behaviours focusing on hot spot areas across the neighbourhood. Our Community Safety Officers work closely with your Housing Officer to support you and 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.

CCTV

It is all operational and covers the buildings not parking areas.

Partnership working

We work with the local PCSO on walkabouts, and we are part of the local TAN group (Teams Around the Neighbourhood) led by Liverpool City Council's Neighbourhood Manager focusing on the local area.

The group meets regularly with representatives from organisations and partners such as housing, police and the local council to co-ordinate activities across the neighbourhood.

Our local offer to you in Woolton



“Where can I go for more support?”

Housing drop-in

Your Housing Officer is at Linksvie the first Wednesday of every month from 9.30-11.30am.

Damp and mould

We now have a specialist Damp and Mould team who will inspect your property when you report damp, mould and condensation, diagnosing and dealing with the problem and letting you know the cause of the problem and providing you with advice.

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.



“How can I 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:

Local residents group

If you would like to be part of a local resident groups focusing on local issues, please contact your Housing Officer, Lorna Cotterill or Norma Hall on **0345 111 0000**. To find out about local groups or information to set one up please visit our website - **www.riverside.org.uk/customer-groups**

LCR regional forum

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**

Please find more information here: **www.riverside.org.uk/have-your-say** or contact us on **involvement@riverside.org.uk**

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

Registered office: 2 Estuary Boulevard, Estuary Commerce Park, Liverpool L24 8RF

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