



Welcome to your Local Offer for Thirlmere Court

Recently Riverside teams visited your scheme and carried out a survey on what is good about living in your neighbourhood and what Riverside can do to improve the neighbourhood you live in. If you took part in the survey, thank you for taking the time to complete the survey and providing feedback. We are now working on how we can make improvements as part of a neighbourhood plan, which is detailed in this Local Offer.

“We want to see positive improvements made to our surroundings”

- **Grounds Maintenance** - following feedback we have liaised with our specialist teams to discuss improvements and will be looking into providing garden furniture. Please report any dissatisfaction with the service via our Customer Service Centre (open 24 hours a day, 7 days a week) on 0345 111 0000. The team is working on ensuring our grounds maintenance contract details are available in a folder in the communal lounge for all customers to access, with feedback forms for you to complete at any time. These will be checked weekly. The team will be in touch when this is available.
- **Window Cleaning / Gutters** - Information on the 'reach and wash' process our window cleaners use will be communicated. Window cleaners currently attend monthly and gutter cleans take place annually. Please report any dissatisfaction with the service via our Customer Service Centre (open 24 hours a day, 7 days a week) on 0345 111 0000 as soon as possible. Information on the contract with have with the provider will be made available in the communal lounge with feedback forms available for you to complete at any time. These will be checked weekly. The team will be in touch when this is available.
- **Garden improvements** - we will be exploring options for providing garden furniture for customers with you.
- **Indoor cleaning** - will be obtaining quote for cleaning the carpets and upholstery and will update you once we know more.
- **Unwanted Household Items** – to ensure all unwanted household goods are disposed of correctly, please find information here on our website: <https://www.riverside.org.uk/wp-content/uploads/2024/08/Liverpool-Recycle-Info.jpg>.
- **Local groups/activities** - customers are very welcome to set up and arrange their own activities using the communal areas. If you need any support doing this, please speak to a member of the team.



“We want you to improve safety”

- **Visitors Policy** - please ensure you follow this policy when having any visitors to the scheme, including informing us of anyone staying over.
- **Around the neighbourhood** – We work 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 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 or visit <https://crimestoppers-uk.org/>

You can report any concerns directly to Merseyside Police here <https://www.merseyside.police.uk/ro/report/>

You can view our Tackling Anti-Social Behaviour Policy here <https://www.riverside.org.uk/about-us/our-policies/>

Local Support Information

- **Team on site timetable and contact information** – The weekly whereabouts of the team are displayed on the office door window with contact details. This will be updated with any changes in the week. In case of an emergency, please contact our Customer Service Centre (open 24 hours a day, 7 days a week) on 0345 111 0000.
- **Customer meetings** – these take place quarterly and are planned to take place in September and November in the communal lounge. Further information will follow nearer the time and please note dates & times are subject to change. You will be notified of any changes.
- **Support Directories** – For information on local support services, please have a look at our Support Directory on our website <https://www.riverside.org.uk/wp-content/uploads/2025/01/Liverpool-Support-Directory-Jan-25.pdf>.
- **Postal service** – Royal Mail now provide a collection service from your home for letters and parcels with prices starting at 85p. More information can be found here: https://send.royalmail.com/?iid=RM0624_NAV_SEND
- **Local groups** – To find out about local groups or for information about setting one up please visit our website or speak to a member of the team - www.riverside.org.uk/you-your-home/have-your-say/local/customer-groups/
- **Money advice/affordable warmth advice** - our specialist teams 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
- **Training/Volunteering/work opportunities** - Are you looking for volunteering opportunities, training courses, work opportunities or support setting up a new business? Our Employment and Training team provides free support to anyone living in a Riverside home. Please find more information here <https://www.riverside.org.uk/you-your-home/employment-training/>
- **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. Please contact our Customer Service Centre (open 24 hours a day, 7 days a week) on 0345 111 0000.

Good to know

- **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/you-your-home/have-your-say/ or contact us on involvement@riverside.org.uk
- **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.
- **Contact Us** - If you want to make an enquiry, send feedback or make a complaint, please visit https://www.riverside.org.uk/contact_us/



To find out more or get involved in the neighbourhood plan developed for your area, contact us at: neighbourhoodplans@riverside.org.uk

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