

Your **Riverside**



Virginia Quays Local Offer Update – December 2025

Virginia Quays Local Offer – Coming Soon!

A few months ago, Riverside staff visited your area and carried out a survey on what Riverside can do to improve the neighbourhood you live in and what support we can offer. We also sent a text message to customers we didn't get to speak with on the day.

We are now in the process of developing the neighbourhood plan for your area following your feedback. Details of the plan will be sent to you in a local offer for your neighbourhood.

Here is an update on the feedback from the survey.





26% of households across the neighbourhood completed the survey. If you took part in the survey, thank you for taking the time to complete the survey and provide feedback.



What customers told us

The main feedback received from the survey, just to mention a few included:

- Tackling anti-social behaviour such as noise nuisance and drug related activity
- Tackling rubbish, littering and pest issues
- Improving communal cleaning and neighbourhood appearance
- Tackling parking issues
- Developing a quicker responsive repairs service
- Local activities and improved use of the community centre

Following the survey, we have also been contacting everyone interested in our additional services such as money advice, employment & training, fuel tariffs & fuel debt advice and customer involvement opportunities.

What next?



We are currently working on how we can make improvements as part of a neighbourhood plan for your area which will be detailed in our Local Offer for Virginia Quays. This will be available in the new year.

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