



Your

Riverside



Your local update – Princess Old Cantril • February 2026

Your neighbourhood plan update for Princess Old Cantril

We visited your neighbourhood to carry out a survey to find out what matters the most to you and what Riverside can do to improve the area you live in. Acting on your feedback, we developed an action plan and a summary of the actions were set out in a local offer in the form of a leaflet which was shared with customers in November 2024.

Over the past year, we've been working towards improving your neighbourhood through the action plan. We've delivered some good outcomes but recognise that some actions will take longer to deliver than preferred



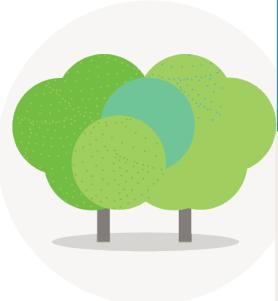
What we have delivered so far

- Working alongside our partners as part of the Teams Around the Neighbourhood meetings and local Problem-Solving Groups. We attend alongside various local partners to tackle issues in the area such as environmental issues and anti-social behaviour. Alan Langan, your Housing Services Manager attends to represent Riverside.
- Local garden surveys have been taking place to provide a focus on garden maintenance across the neighbourhood, involving support and enforcement where necessary. Over 600 have been completed and ensure any vulnerable customers have the right support in place and that gardens are looked after and maintained.
- 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.
- Supported local groups with funding through Riverside's Community Fund, including:
 - Olivia Foundation
 - Smarty's at St Lukes Church to hold children's activities over the school holidays
 - Dovecot Neighbourhood Council
 - Priority Youth



Concerns with anti-social behaviour

- We're working closely with partner agencies and the local police, regularly attending meetings with them to resolve any ASB concerns that arise in your area. Our Community Safety Officer attends local monthly meetings.
- Liverpool City Council are aware of the concerns about street lighting that have been reported to us – for future issues please visit Liverpool City Council's website at www.liverpool.gov.uk/parking-roads-and-travel/report-an-issue or call 0151 233 3001
- 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.
 - Call 999 if you are in immediate danger or concerned for the safety of a neighbour.
 - The non-emergency police number is 101.
 - Call 0800 555 111 to report suspicious behaviour to CrimeStoppers.
 - Contact us to report problems to Riverside or to ask our staff for more advice.



Environment and maintenance within your neighbourhood

- Trees: Riverside have been involved in planting 540 trees across the area as part of an Urban Woodland initiative. We have worked with Dovecot and Blueberry primary schools, to plant trees on their site and delivered environmental sessions with the children.
- Community Action Day: this took place in the Planetree and Feltwood Road area, with skips provided for customers alongside litter picking. This improved the appearance of the area and supported customers dispose of any unwanted household items appropriately. We will look to hold more in the future ones. We will keep you updated with future plans.
- The rears of Kingsheath Avenue and Max Road: we are exploring how this land can be cleared and brought back into use.
- Dog fouling: this has been identified as a significant issue, and we are working with Liverpool City Council to promote positive pet ownership and responsibility.
- Fly tipping: we continue to tackle fly tipping in the area, especially around Gainsford and Ruscombe Road areas and in the communal areas of the flats, such as on Planetree, Feltwood and Mab Lane. Please report any instances of fly tipping to our call centre on 0345 111 0000, open 24/7 or Liverpool City Council via the form on their website; www.liverpool.gov.uk/environmental-problems/rubbish-and-litter/flytipping

Continued...



- Household Items: We have improved information around disposing household items. Please find our leaflet on our website at www.riverside.org.uk/liverpool-recycle, and more information on the Liverpool City Council website. If you are looking to remove items, please have a look at the information provided or contact us for support to prevent any recharges.
- Greenspaces: Our Environmental Services team continue with providing grounds maintenance services across the area with their summer and winter schedules for Riverside communal green spaces. For summer this includes grass and hedge cutting, pruning and litter picking and in winter this includes hedge reductions and grass edging and strimming.
- Pest control: Liverpool City Council provide services relating to pest control, please find more information on their website at www.liverpool.gov.uk/environmental-problems/pest-control. To book a pest control appointment, please call 0151 233 3001. Alternatively, you can report issues regarding pests in your home to us 0345 111 0000, and we will organise an appointment with our specialist contractor.



Things we continue to work on

- We'll continue to work with key partners to improve your neighbourhood, this includes continuous improvement of our processes, for example, when tackling fly tipping.
- We continue to complete our annual gas servicing - when you are contacted about your annual gas safety check, please ensure you allow access, it will only take about 30 minutes to complete and will ensure you and your households safety in your home.
- We'll continue to work with key partners to improve your neighbourhood, this includes continuous improvement of our processes, for example, when tackling fly tipping.
- We continue to complete our annual gas servicing - when you are contacted about your annual gas safety check, please ensure you allow access, it will only take about 30 minutes to complete and will ensure you and your households safety in your home.
- If you wish to speak to a member of the team in person, your local Housing Officer is at the housing surgeries mentioned above. Do get in touch if you want to be more involved locally in your area. You can:
 - Use the My Riverside app or My Riverside online portal, available at www.riverside.org.uk/myriverside.
 - Use our dedicated Live Chat feature on our website; available online, 10am-2pm, Monday to Friday.
 - Email us at info@riverside.org.uk
 - Phone our 24/7 Customer Service Centre on 0345 111 000.