



# Your neighbourhood

## **Our local offer to you in Spitalfields**



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



# Our local offer to you in Spitalfields

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"*

## **Community Action Day**

On 29 September, Riverside teams joined forces for a community clean-up day. Despite the rainy weather, we managed to clear rubbish, jet wash the community centre's exterior, clean windows, and carry out minor repairs. We've since returned to plan further works identified during the event.

## **Rubbish & Oil Spills**

Issues with commercial properties dumping rubbish and causing oil spills on pavements have been reported to the Council. If you spot similar problems, report them directly at Tower Hamlets Council [website](#).

## **Communal Area Maintenance**

Our Estate Management team is onsite Monday to Friday for regular cleaning. Check communal notice boards for further details. Please help us keep shared spaces tidy: avoid littering, dispose of waste correctly, and report any concerns.

## **Trees (Flower & Dean)**

We have completed a review and plan to carry out a survey of all trees and green spaces in the local area that we are responsible for. This will help identify where improvements can be made.

## Tackling Infestations

Some residents are experiencing issues with rats. For free pest control visits, contact Tower Hamlets Council at their **website** or call **020 7364 5007**.

John Sinclair residents should report pest issues to their Service Manager or onsite staff.

Tips to prevent infestations:

- Report fly-tipping and keep gardens tidy, as untidy areas provide shelter for rats.
- Position wheelie bins with handles against the wall
- Keep bin lids closed - missing lids are being replaced
- Place all food waste inside bins
- Clear up after pets - dog fouling is a health hazard
- Don't leave food out for pigeons; this attracts rats
- Put bird feeders out of rats' reach or bring them in at night

For all residents reporting other pest issues, please contact us on **0345 111 0000** or through the **MyRiverside App**.

## Recycling Information

Local recycling and disposal advice has been provided to residents and is available on our website at **[www.riverside.org.uk/spitalfields-recycle.pdf](http://www.riverside.org.uk/spitalfields-recycle.pdf)**.



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

**Tackling ASB** means working with the police and council. While we don't have police authority, we work together to resolve ASB using evidence-based actions, which may take time.

**If you witness of a crime:**

Call **999** for emergencies.

Call **101** for non-emergencies.

Report suspicious behaviour anonymously via CrimeStoppers: **0800 555 111**

Report criminal activity to your local police and let us know at **info@riverside.org.uk**. Direct reporting helps identify problem areas. More info:

**www.met.police.uk/how-to-report-a-crime.**

Get updates or connect with local officers at **www.metengage.co.uk**.

**Security Patrols**

Parkguard patrols Flower & Dean daily, responding to incidents.

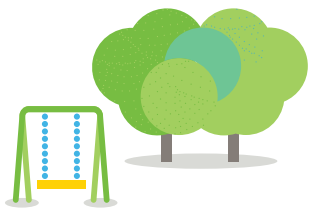
**Estate Walkabouts**

Join our walkabouts with residents and council teams - contact the housing team to join.

**Traffic & Maintenance**

We're improving parking, lighting, pavements, and inspecting gates at Flower & Dean and Green Dragon Yard; we'll share updates.

See our Anti-Social Behaviour Policy at **www.riverside.org.uk/our-policies.**



*“We would like to see more activities at the Community Centre”*

### **Making improvements**

We're working to keep the Flower & Dean Community Centre inviting. The centre has been cleaned, painted, cleared of rubbish, and now features a new notice board.

### **Activities and booking the Community Centre**

The centre is open to all. For activities or bookings, visit [www.riverside.org.uk/you-your-home/your-community/](http://www.riverside.org.uk/you-your-home/your-community/) or email [communitycentres@riverside.org.uk](mailto:communitycentres@riverside.org.uk).

### **Housing drop-in sessions**

We held housing drop-ins on **11 December** and **20 February**, with the February session attended by more residents than previous. These drop-ins provide a welcoming space for residents to access support, ask questions, and discuss any concerns. We'll be in touch with details of the next drop-in and look forward to seeing even more residents there!

### **Have Your Say**

We aim to put our customers at the heart of what we do and we value your feedback and welcome suggestions for improvement. You can connect with us easily from home or through local groups.

Learn about or start a local group at [www.riverside.org.uk/customer-groups](http://www.riverside.org.uk/customer-groups).

For more details, visit [www.riverside.org.uk/get-involved](http://www.riverside.org.uk/get-involved) or email us at [involvement@riverside.org.uk](mailto:involvement@riverside.org.uk).

# Our Services

## Winter toolkit

For help during harsh weather, see our toolkit with useful videos at

[www.riverside.org.uk/healthy-homes-toolkit](http://www.riverside.org.uk/healthy-homes-toolkit).

## Damp and Mould

Report issues to us and our specialist team will inspect, resolve, and advise you.

## Lets Talk!

Free personalized support for Riverside residents. Whether you need advice on benefits, energy bills or you're seeking jobs or qualifications.

Visit [www.riverside.org.uk/letstalk](http://www.riverside.org.uk/letstalk).

## My Riverside App

Manage your account, make payments, request repairs, and access live chat online. Download “My Riverside” or use the web version at

[www.riverside.org.uk/myriverside](http://www.riverside.org.uk/myriverside).

## Keep Your Details Up to Date

Accurate records help us better support you. Update via My Riverside, by contacting Customer Service, or

visit [www.riverside.org.uk/contact\\_us](http://www.riverside.org.uk/contact_us).

## 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 here

[my.riverside.org.uk/loginPage](http://my.riverside.org.uk/loginPage).

## 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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