

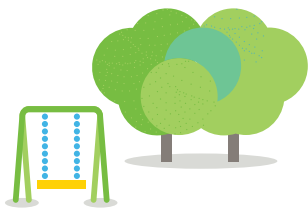


# Your neighbourhood

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

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.





## Employment and training

The team provides free tailored support to anyone living in a Riverside home. Whether you're a young person looking for a first job, would like to gain a qualification or are planning for longer term, we are here to help. Please visit

**[www.riverside.org.uk/you-your-home/employment-training/](http://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.

## 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.



Scan to download the My Riverside app



Scan to go to My Riverside

# Our local offer to you in Halewood

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:**

The local park, Frensham, is owned by Knowsley Council and has a dog control order in place. This requires owners to carry bags, keep dogs on leads, and stay out of certain areas. If you have any enquiries about the park, please contact Knowsley Council on **0151 443 3682** or email **ess.enquiries@knowsley.gov.uk**.

## **Litter/fly tipping**

We are looking into how we can alleviate the concerns about litter and fly tipping in the area alongside Knowsley Council. We will keep you updated.

## **Unwanted household items**

We have information to help you decide what the best option is to dispose of items responsibly. See more information here: **riv.org.uk/knowsley-recycle**.

## **Bulky item collection**

Knowsley Council also provide a paid service and collection days are on Tuesdays and Fridays for Halewood. Please visit here for more information: **www.knowsley.gov.uk/bins-waste-and-recycling/bulky-waste-collection**.

## **Traffic calming measures**

These will be fed back to Knowsley Council such as signs and speed bumps.

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

### **Around the neighbourhood**

We work with the police and council to address ASB, but action can only be taken if you report incidents. Please contact our Customer Service Centre, open 24/7, on **0345 111 0000** or email **info@riverside.org.uk**.

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.
4. 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**.

### **Partnership working**

Our Community Safety Officers work with your Housing Officer to support you. They work with partner agencies such as the police and the council when you report any issues, enabling us to tackle ASB more efficiently.



*Where can I find more support?*

### **The HUB**

Your community space in Camberly Drive, formerly the old Post Office, is now open and offers support for everyone in the area including sessions such as our Riverside housing surgery, community activities for children and young people and digital support, with plans for more. Please call in to have a look.

This has been made possible with funding from organisations including Riverside, Knowsley Council, Liverpool City Region, and the Better Youth Spaces Government Fund. Find out more on their website: [www.explorepartnership.co.uk/index.php/the-hub](http://www.explorepartnership.co.uk/index.php/the-hub).

### **About the HUB**

We will be at the Hub on Camberley Drive on the 1st Friday of each month from 10-11am for you to chat with a Housing Officer.

### **Support directories**

For information on local support services, please have a look at our Support Directory on our website: [www.riverside.org.uk/yourcommunity](http://www.riverside.org.uk/yourcommunity).

# Opportunities to get involved

## Have your say

We put our customers at the heart of what we do and it's 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 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.

To find out about local groups or information to set one up please visit our website -

**[www.riverside.org.uk/you-your-home/have-your-say/local/customer-groups](http://www.riverside.org.uk/you-your-home/have-your-say/local/customer-groups)**.

### Liverpool City Region 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 in joining, contact your Housing Officer or email **[involvement@riverside.org.uk](mailto:involvement@riverside.org.uk)**.

Please find more information here:

**[www.riverside.org.uk/have-your-say](http://www.riverside.org.uk/have-your-say)** or contact us on **[involvement@riverside.org.uk](mailto:involvement@riverside.org.uk)**.

## 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

Registered office: 2 Estuary Boulevard,  
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