



Your neighbourhood

Our local offer to you in Smithdown Streets



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 Smithdown Streets

We've listened to the issues you have in your neighbourhood and this is what we've done, and plan to do.

"There's too much rubbish and fly tipping – we want to keep the area looking nice"

Refuse and recycling collections

Liverpool City Council collects refuse every other day and recycling weekly. Find out more: www.liverpool.gov.uk/bins-and-recycling.

Disposing of household item

We have provided local information on how to dispose of household items. You can view this information on our website at:

www.riverside.org.uk/liverpool-recycle

Greenspace

We are working with partners to address overgrown areas and alleyways. We have cleared Cullen Street greenspace, following your feedback, to bring the space back into community. We are exploring how best to tackle issues with the container and have ensured the site is safe and secure.

Partnership working

We are working closely with Liverpool City Council, Streetscene and other agencies to tackle environmental issues within the area.



Fly tipping

We are committed to cracking down on fly tipping.

To help us effectively deal with fly tipping, please report it to Liverpool City Council here: <http://www.liverpool.gov.uk/flytipping> and if it is about a Riverside home, please contact our customer service centre at info@riverside.org.uk or by calling **0345 111 0000**.

Pest control

We are exploring a local baiting programme with Liverpool City Council to address these issues.

The Council also provide services related to pest control, for more information please visit www.liverpool.gov.uk/environmental-problems/pest-control or book an appointment with them by calling **0151 233 3001**. Alternatively, if pests are within the home, please contact us and we can organise an appointment with our specialist contractor.



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

Around the neighbourhood

We are working 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 neighbour.
2. The non-emergency police number is **101**.
3. Call **0800 555 111** to report suspicious behaviour to CrimeStoppers. You can call CrimeStoppers anonymously. Visit their website here: www.crimestoppers-uk.org.

You can also report anything you've seen or heard directly to Merseyside Police here:

www.merseyside.police.uk/tua/tell-us-about/soh/seen-or-heard.

You can view our Tackling Anti-Social Behaviour Policy here www.riverside.org.uk/our-policies.

Public Space Protection Order (PSPO)

A PSPO is in place in the area, led by Liverpool City Council and Merseyside Police, to address ASB and protect the quality of life in the community.

It focuses on tackling specific issues within the area. For more information, including details in English and Romanian, visit: www.liverpool.gov.uk/communities-and-safety/crime-and-safety/public-space-protection-orders.

Camera surveillance

Two new surveillance cameras have been installed within the neighbourhood. These are monitored by the CitySafe Partnership within Liverpool City Council.

Partnership working

Our Community Safety Officers work closely with your Housing Officer and partner agencies, including the police and council, to respond to and resolve ASB effectively.

Joint meeting

We take part in local Teams Around the Neighbourhood (TAN) and councillor meetings to share information and address crime.

Estate walkabouts

Walkabouts are held with the council and police, and all customers are welcome to attend. We will share future dates.



“We want you to improve the homes in our neighbourhood”

Empty homes

We have successfully secured significant external funding via the Local Authority, alongside our own considerable investment, to bring 29 long-term empty homes back into use in Smithdown Streets.

This funding will support vital repair works, including major roof replacements, transforming the properties into safe, high-quality homes. The investment will help tackle the long-standing impact of empty homes in the area and make a real contribution to reducing Liverpool’s housing waiting list.

Replacement doors

We have listened to your feedback about this and are working with our planned maintenance team.

Private landlord licencing team

Liverpool City Council are leading on tackling issues with private landlords and are taking action where needed. If you need to report any issues with the team, please see more information here:

www.liverpool.gov.uk/housing/report-housing-standards-and-conditions.

“We would like to see more local support/groups, especially for young people”

Youth engagement

We are working with local partners to develop a local project for young people to become involved in.

Support directories

For information on local support services, please have a look at our Support Directory on our website **www.riverside.org.uk/your-community**

LCR regional hub

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 contact your Housing Officer or email **involvement@riverside.org.uk**

Employment and training

Our 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**.

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**.

Good to know

My Riverside app

Did you know that on My Riverside you can update your details, check your rent balance, make secure payments, report repairs and access live chat?

It's the simplest way to manage your account, all in one convenient place. Download from your app store or visit our website to learn more: www.riverside.org.uk/myriversideguide.

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, including repairs to communal areas, is via My Riverside.

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. Talk to us and get involved from the comfort of your own home!

You can find more information at www.riverside.org.uk/have-your-say or contact us on involvement@riverside.org.uk.



Access services and get in touch – you choose how and when

Online at 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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