

Your Riverside



Your local update – Athol Village • July 2026

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Housing Surgery

We will be at the Athol Village Riverside office on Leigh Bridge Way on 1st Thursday of every month at 10.30-12.30pm. Here you can discuss any tenancy related issues with your Housing Officer, Natalie Daley. We also have Tracey Harrop, Riverside Money Advice Officer, attending to provide advice and support with budgeting, benefits, managing debts and accessing financial assistance. The housing surgery runs alongside the Residents Group coffee morning where you can meet other residents and receive updates on community events everyone is welcome. A community noticeboard has been installed at the Athol Village Riverside Office, which will also keep you updated with local events.



You said, we did

Grass Verges and Green Spaces

Residents have reported that the area has been looking run-down due to overgrown grass verges around the canalside park and other green spaces. In response to this feedback, arrangements have been made to install access gates to allow RES operatives to reach these areas more easily and carry out ongoing maintenance.



Graffiti on the Canalside

Residents also raised concerns regarding graffiti along the Canalside. An action day was carried out in partnership with the Canalside Trust to address this issue. While the removal works were not as successful as hoped, we are pleased to advise that a further action day has been arranged to paint over the graffiti and improve the appearance of the area. The date for this work is currently being finalised and will be confirmed in due course.

Food pantry

A new **Mobile Food Pantry** service, delivered in partnership with New Beginnings, Improving Lives, will be visiting: **Athol Village Riverside Office, 2 Leigh Bridge Way, Liverpool L5 9RH every Wednesday at 1:30pm**

This is a great opportunity to access affordable food. The service offers a range of grocery items at low cost, helping support households during the ongoing cost of living challenges.

No membership required and you can expect: **any 10 items for only £5**; free fruit and vegetables – subject to availability; selection of food items at low prices.

Please remember to bring your own carrier bags. The service operates on a **cash-only basis**. We encourage all residents who may benefit to come along and make use of this valuable community resource.

Your rights – in focus

As a customer you have important rights.

These are set out in your tenancy agreement, lease or license agreement and will depend on what type of home you live in.

Some of these rights are not just written in the tenancy agreement – they're the law.

And it's also our legal duty to remind you of these rights regularly.

So, if you ever want to check out everything you're entitled to, look at your tenancy agreement or check out our handy online guide via the QR code below. Or to request a written copy, just get in touch.



Support to get out in an emergency

Some people may need help to get out in an emergency because, for example, they:

- have a disability or mobility issue
- can't use the stairs easily
- have a sight or hearing impairment.

What to do next...

If you or someone you live with might need help, please contact us today so we can find out more about your circumstances, talk about whether extra support might be needed, and discuss the options for putting it in place.

Contact us

Tel: 0345 111 0000

Email:
info@riverside.org.uk

Web:
www.riverside.org.uk

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