



# Your neighbourhood

## **Our local offer to you in North Liverpool**



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 North Liverpool

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

*“Young people need more support”*

**Directory** – We have developed a comprehensive support directory which contains details of local services for younger people. This will be made available on the Riverside website shortly.

**Tutors United** – We have also partnered with Tutors United – an organisation that provides Maths and English tuition for pupils in years 4,5 & 6. For more information, please call **03003 654466** Option 1.



*“We want better communication”*

**Customer surveys** – In July, we spoke to 22 % of customers and the feedback you gave us has formed this offer.

**Tackling telephone waiting times** – We know that being able to get through to us on the telephone is important to you. Over recent months, performance has not been as we'd like and we're sorry this has been such an inconvenience. To tackle the problem, one of the key measures we're installing is a new telephone system. We're confident the new system, along with ensuring we're always as near as we can be to having a full complement of team members, will make a real difference and start to reduce those waiting times soon.



*“Food bills are too expensive”*

**Can Cook** – We are working with an organisation called Can Cook to give families an opportunity to purchase affordable fresh ingredients and create nutritious meals from scratch. If you are interested in registering for this project please contact your Housing Officer for further details.

**Our House Walton** – We are also supporting Our House Walton who are a local community hub that offers support and services to combat poverty, social exclusion, disadvantage and discrimination. They provide access to their Hope Pantry and work with food banks in the community. They can be contacted on **0151 521 7722** or by e-mail at **info@ourhouse-walton.co.uk**

Scan the QR code to find out how you can get involved.

Or simply visit [www.riverside.org.uk/getinvolved](http://www.riverside.org.uk/getinvolved)



To see what events are happening in your neighbourhood, search on Facebook for ‘**Riverside Group**’



## Our local offer to you in North Liverpool

What else are we doing to improve your neighbourhood?

*“We want you to tackle  
Anti-Social Behaviour”*

**Anti-Social Behaviour** – In order to help Riverside make your neighbourhood a safer place to live, it is important that you report any instances of ASB that you witness via our call centre on 0345 111 0000. Complainant’s details do not have to be divulged with alleged offenders if you have any concerns.

You can also call Crimestoppers anonymously on **0800 555 111** or the police on 101 or in case of an emergency **999**.

*“There is a problem with rat  
infestations and weeds”*

**Infestations** – You can report any instances of pests and infestations on the Liverpool City Council website Pests and infestation - Liverpool City Council or directly to us via our Customer Service Centre.

**Weeds** – We have approved work in Athol Village to tidy up the communal area along canal walkways. This will include cutting back ivy, strimming weeds/applying weedkiller and removing buddleia growing from canal walls.

## Good to know

**Fly tipping** – We are in the process of putting measures in place that will enable us to charge identified offenders or report them to the council for enforcement.

Fly tipping is a criminal offence and has an impact on service charges. Please report it to Riverside when you spot it.

## Vetting & Allocation of Riverside properties –

We own properties in many local authority areas and must follow a variety of arrangements for the allocation of properties. By law, we need to co-operate with local authorities to meet identified local housing needs and assist in reducing homelessness.

Our lettings policy can be found at

**[www.riverside.org.uk/about-us/our-policies](http://www.riverside.org.uk/about-us/our-policies)**.

## 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



### **The Riverside Group Ltd**

Registered office: 2 Estuary Boulevard,  
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