



# Your neighbourhood

## **Our local offer to you in Halton Brook**



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 Halton Brook

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

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

### — Around local shops and parks —

We are working with key partners such as the police and the council to address reports of anti-social behaviour. Our Asset Services team have also been reducing the height of hedges that block natural or street lights and are crown lifting trees to allow lines of sight across open spaces and increase visibility for CCTV cameras.

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:

Call **999** if you are in immediate danger or concerned for the safety of a neighbour.

The **non-emergency** police number is **101**.

Call **0800 555 111** to report suspicious behaviour to **Crimestoppers**. You can call Crimestoppers anonymously.

You can view our Tackling Anti-Social Behaviour Policy online at:

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



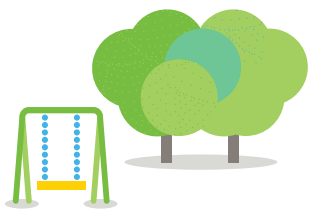
## “Partnership working”

- **Police** – We are working with the community police to tackle anti-social behaviour and other nuisance behaviours like motorbikes. There is a local police community surgery every month led by the PCSO. Everyone is welcome. For the upcoming dates please follow their page on Facebook by searching ‘Halton Brook Police’ or visiting **<https://facebook.com/HaltonBrookPol>**. You can message them anytime for anything non urgent. Alternatively, please report any concerns directly to Cheshire Police: **[www.cheshire.police.uk/residentsvoiceruncorn](http://www.cheshire.police.uk/residentsvoiceruncorn)**
- **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. We work with several partners delivering their services within Halton, for example, Community Shop at Halton Lea & Complete Skills Solutions, who offer free courses: **[www.completeskillssolutions.co.uk/the-progress-academy/](http://www.completeskillssolutions.co.uk/the-progress-academy/)**. To find out more about this support, please visit **[www.riverside.org.uk/you-your-home/employment-training/](http://www.riverside.org.uk/you-your-home/employment-training/)**

## Our local offer to you in Halton Brook

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

- **Halton Brook Residents Group** – Bi-monthly meetings are held in the Halton Brook Community Centre. Information will be displayed within the community centre about the upcoming meetings.
- **4Estates** – This is a local community development charity providing a range of services and activities. The centre has a community cafe open Monday to Friday, with numerous services and activities, including offering groceries and household items at discounted prices, kids boxing training, activities for older people and we can also provide advice around welfare benefits and energy costs. If you would like to find out more, please check out our Facebook page, **FourEstatesRuncorn**, or contact us on **01928 563 441**.



- **Local groups** – to find out about local groups or for information about setting 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/)
- **Activities** – we are looking into developing additional groups/activities to be held locally for young people.
- **Our Community Shop** – is a social supermarket that can help you save over 50% off your weekly shop. Please visit to find out more and reduce your food bills at Priory House, Runcorn, WA7 2FS. It is open Mon - Fri - 8:00am - 4:00pm and Saturday - 8:00am - 3:00pm:  
[www.facebook.com/groups/communityshophalton/](https://www.facebook.com/groups/communityshophalton/)

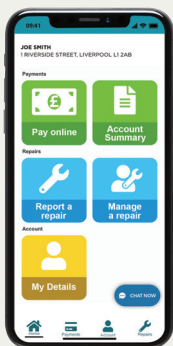


## Our local offer to you in Halton Brook

*“There’s too much litter and fly tipping – we want to see improvements made to our surroundings”*

- **Litter** – Riverside Environmental Services team complete litter picks on the estate. We are working to ensure all parts of the estate are worked on and exploring future litter picking events. We are hoping to install an additional litter bin near to the shops to help tackle the issue in this area.
- **Fly tipping** – We are committed to cracking down on fly tipping. We have processes in place that will enable us to charge identified offenders or report them to the council for enforcement. To help us effectively deal with fly tipping, please report it to Riverside via our Customer Service Centre, open 24/7, on **0345 111 0000**.
- **Maintaining our green spaces** – Cutting trees/ bushes are part of an ongoing maintenance programme and weed clearing will take place in the spring.
- **Skip Days** – We have held skip days in Halton Brook in April and September in partnership with the council.

# Good to know



## My Riverside App

My Riverside is the simple way to manage your account online all in one place. You can update your details, check your rent balance, make a secure payment, report a repair and access live chat.



Simply search for “**My Riverside**” on your app store or scan the QR code to get started or visit the web version at <https://my.riverside.org.uk/login>

## 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.

## 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. There are several ways for you to talk to us and get involved that can be quick and simple from the comfort of your own home or through more involved routes. Please find more information here:

<https://www.riverside.org.uk/you-your-home/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.



## To see what events are happening in your neighbourhood follow us on Facebook

Search for 'Riverside Group'



## Let's Talk – our support offer to you

If you need help with paying your rent,  
managing your debt, finding your dream job and  
more, please visit:

[www.riverside.org.uk/lets-talk/](http://www.riverside.org.uk/lets-talk/)

### The Riverside Group Ltd

Registered office: 2 Estuary Boulevard,  
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A charitable Registered Society under the Co-operative and  
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