



Your neighbourhood

Our local offer to you in Picton

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.



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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”

- **Environmental consultation** – we are working with Liverpool City Council who are leading a neighbourhood wide environmental health consultation to all residents in the Picton area. This will work with customers to tackle the high-profile issue of refuse and rodent infestations.
- **Skip Days** – we will work with Liverpool City Council to provide local skip days to support customers with disposing of their rubbish and work in partnership with local community groups to arrange clean-up days.
- **Improving bin management** – Liverpool City Council have installed Euro bins in some areas of Picton. Positive feedback has been received so far.
- **Improving information campaigns around disposing waste** – we will explore how to better inform residents around disposing household waste with Liverpool City Council. Please visit www.liverpool.gov.uk/bins-and-recycling for more information.
- **Infestations** – You can report any instances of pests and infestations at www.liverpool.gov.uk/environmental-problems/pests-and-infestation. For Riverside's communal areas, please contact us via our **Customer Service Centre**, open 24/7 on **0345 111 0000**.

“We want you to deal with 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 or are a victim of via our Customer Service Centre, open 24/7, on **0345 111 0000**. Your details do not have to be divulged with alleged perpetrators. If you are experiencing any sort of nuisance or anti-social behaviour in your neighbourhood, remember it is important that you 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.

Alternatively, contact us to report problems to Riverside or to ask our staff for more advice. You can view our Tackling Anti-Social Behaviour Policy on our website at

www.riverside.org.uk/about-us/our-policies/



Partnership working

Our Customer Safety Officers have been working closely with your Housing Officer to support you and working with partner agencies such as the police and the council when you report any issues, enabling us to tackle ASB more efficiently and effectively.

Estate walk-about

We continue to work in partnership with local stakeholders to identify any issues and we are arranging regular Picton walkabouts in partnership with the local Councillor, local police officers and Streetscene.



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

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Good to know

Support accessing affordable food

We are exploring partnerships with the local Food Network to offer our customers a more sustainable food offer and promote nutritional wellness.

Fly tipping

We are committed to cracking down on 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. To help us effectively deal with fly tipping, please report it to Riverside when you spot it.



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.



Scan the QR code to take you to download the app to any device.

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. Communal repairs can also be reported via the My Riverside app or web version

<https://my.riverside.org.uk/login>.

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 at

www.riverside.org.uk/you-your-home/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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