



Your neighbourhood

Our local offer to you in Thanet North



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.

"We want you to improve on repairs"

We recognise the significant issues you've experienced around lifts, gates, communal doors and fob access systems and have listened to your concerns on this. In recognition of the need to improve the way we manage our shared spaces, we recently introduced a new dedicated **Repairs & Incident team for Shared Spaces**.

Lifts – We have commissioned independent consultants to carry out a review of the lifts. We will review the findings and report back to you in the new year on next steps.

Gates, communal doors and fob access system – We are also carrying out a review of these and we will be working on the next steps in the new year.



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

Walkabouts – Quarterly estate walks are now being carried out with key stakeholders. The first estate walk was on 19 October and the next one is on 18 January 2023.

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 council, when you report any issues.

Public Space Protection Order (PSPO) – We are working with the council and police to enforce the PSPO at Union Row to help address ASB in the area.

“There’s too much litter and bins are overflowing” (Hatherley Court)

Seagull proofing – Anti-seagull flaps and metal plates have been ordered to make sure rubbish is directed into the bins, and not down the sides. This will be installed by December 2022.

Road marking and signage – We have met with Thanet Council’s Waste Team who will schedule and install road markings at the site entrance to ensure access is not blocked on waste collection days. We have also put up ‘no parking’ signs to help enforce this.



“We want to see improvements made to our surroundings”

Jet-washing – We have invested in a jet-washer to clean ‘hot-spots’ to improve appearance of surroundings.

Grounds works – We have cleared the old wooden bins and shrubs at Union Row that used to suffer from littering and have replaced with paving. Phase 2 of the works which will involve removal of the remaining wooden bins and further landscaping will start in the new year.

Specialist Cleaning – Specialist cleaning to areas affected by rough sleeping and drug-related activity has been carried out.

Carpet Cleaning – We have now commissioned a local carpet cleaner for the area. Cleaning has commenced to carpeted communal areas, and this will be done twice a year.



To see what events are happening in your neighbourhood follow us on Twitter **@RiversideUK** or search on Facebook for **‘Riverside Group’**

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What else are we doing to improve your neighbourhood?

“We want better communication and to see you in the neighbourhood more often”

Housing surgeries – We have started drop-in sessions on Wednesdays, 11am to 2pm at Burlington Place. These take place every four weeks with the next session on 30 November. Details for other sites will be displayed on the site notice boards.

Notice boards – We are working on ensuring that all communal notice boards contain information that is relevant and up to date by the end of March 2023 and this will be checked every three months.

Customer surveys – In May, we spoke to 34% of customers and the feedback you gave us has helped form this offer.

Contacting us – We’ve moved to a new telephone system which aims to improve call handling and customer experience.

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



Or simply visit
www.riverside.org.uk/getinvolved

Good to know

Services at your doorstep – As part of the selection process, all bidding contractors must evidence they have the capability to deliver services to whichever area they are bidding for. Whilst some contractors' head office may be located in another area, they have local bases for the areas they will deliver services.

Fly tipping – We are committed to cracking down on fly tipping. We are in the process of putting measures into 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.

Vetting and allocation of Riverside properties – We own properties in many local authority areas and must follow a variety of arrangements for the allocation of properties. In accordance with housing legislation, we are required 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.

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



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