



# Your neighbourhood

## **Our local offer to you in North Bransholme, Kingston Upon Hull**



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 neighbourhood working in partnership with local service providers.



## Our local offer to you in North Bransholme, Kingston Upon Hull

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 letting and vetting for the Riverside properties”*

We are required to co-operate with local authorities to meet the identified local housing needs and assist in reducing homelessness. Our lettings policy can be found at: [www.riverside.org.uk/policy](http://www.riverside.org.uk/policy)

Our properties in North Bransholme are advertised through Hull City Council's (HCC) choice-based lettings, who send the applicants to our centralised lettings team. The team contact applicants in the order they have been prioritised by HCC. Properties are only offered following the appropriate checks.

Riverside do not hold a waiting list and all lettings are done centrally, not by local housing officers.

*“There are not enough parking bays”*

We recognise that parking is limited in some areas of the estate however there are no current plans to add additional parking bays. We will continue to monitor this and follow up on any funding opportunities to carry out this work.

*“We want you to improve the grounds maintenance & deal with overgrown trees”*

Over the last 18 months, we improved estate maintenance, however some areas remain the responsibility of the council, whose maintenance schedule is different to ours – we will continue to work with them on any areas of concern.

Between April and October we will be on site daily carrying out a range of cutting, pruning and general maintenance. Attendance on site between November and March is reduced and focused on the maintenance of the 'green' areas and seasonal issues such as moss removal.

A survey of all trees on North Bransholme, including the Ash Plantation, was completed in January. We are currently awaiting the survey outcomes and will act on any recommendations.

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*“There is too much litter and fly tipping”*

Fly tipping is a criminal offence and a breach of your tenancy. We pay additional costs for waste that we must remove, which has an impact on the service charges you pay. If you have any information that could help us catch fly tippers, please let us know either through our website or Customer Service Centre.

### **What we are doing:**

- Our housing officers are on the estate every week to identify any areas of concern and act accordingly.
- We continue to provide a weekly drop-in session at the Pennine Centre every Tuesday between 10am and 12pm, where you can report any issues to us.
- We carry out litter picking twice a week in high volume areas.
- We are looking to have a clean-up day by the end of August, working in partnership with the council and other agencies.

*“We want you to invest in our properties”*

We know work is required to some roofs, as well as some cyclical painting. We'll be back in touch with you over the next few months with information about when this work will be taking place.

With regards to repair and maintenance to boundary fencing and gates, this should be logged as a repair item via the Customer Service Centre.

*“We want more activities / facilities for children and young people”*

Riverside have a community fund which can support local projects. We are currently mapping what provisions are in place for children and young people in the area and talking to local organisations to establish what additional projects we can support in your community.

We welcome any applications from local community groups.

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### *“We want you to deal with Anti-Social Behaviour”*

You raised a number of concerns around anti-social behaviour (ASB) in your neighbourhood which included youth ASB and vandalism.

We know that ASB can be upsetting and stressful for all those who are affected by it, so if you are experiencing any sort of nuisance in your neighbourhood, remember it is important that you 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. These calls can be anonymous.

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/)

### *“What we have been doing in North Bransholme”*

We have been working in conjunction with the HCC and Humberside police to identify several children involved in anti-social behaviour. Joint visits have been carried out to the homes of all those identified and the following actions were taken:

- Parents were made aware of the issues.
- Support and referrals to social care were offered if needed.
- Advice on available local activities were given.
- Tenancy warnings were issued.

A meeting was held at the local community centre with Riverside, HCC, police, residents and Urban to identify issues and consider solutions.

To try and engage young people in more positive activity, external funding was sourced to provide extra equipment for ‘Friends of Furness’ and provide a place for young people to congregate after school. As of January, there have been no further issues.

# Customer Involvement

It is important for us to listen to you about how we can improve. There are a number of ways for you to get involved that can be quick and simple from the comfort of your own home. We are particularly interested to hear from customers who would like to be involved in our Riverside Customer Voice Executive (RCVE), you can find out more about this on our website by emailing: [involvement@riverside.org.uk](mailto:involvement@riverside.org.uk) or through the contact centre.

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

Our Let's Talk campaign has so far supported over 37,000 customers. If you need help with paying your rent, managing your debt or help finding your dream job, "let's talk."

### There are five key services which can help:



If you're struggling with **rent payments**



For advice and support on **benefit claims, grants and debt**



For support with **jobs, career and CV building**



For support with getting you upskilled and **prepared for work**



For support with rising **energy costs, grants and energy bill debt.**

Just visit [www.riverside.org.uk/letstalk](http://www.riverside.org.uk/letstalk) to get started or call us and ask to speak to one of the teams.

#### The Riverside Group Ltd

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