



Your neighbourhood

Our local offer to you in Langley

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 deal with Anti-Social Behaviour"

You raised several concerns around anti-social behaviour, in particular relating to young people. We know that nuisances and anti-social behaviour can be upsetting and stressful for all those who are affected by it. So, we work together with Rochdale's Community Safety team and Police to tackle the issue. We are making use of CCTV in some of the areas most affected and attend monthly meetings with the police to progress cases.

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.

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 also report Anti-Social Behaviour at www.riverside.org.uk/asb





“There are not enough parking bays, resulting in grass verges are being churned up and causing potholes”

Over the past few years some work has already taken place to remove grass verges and add parking spaces. We are continuing to seek funding to carry out further work. If we are successful, we will prioritise the areas most affected. Rochdale Council are also working on fixing potholes in the roads.

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

We have a Community Fund which can support local projects. We are currently mapping what provision is currently in place for children and young people, and talking to local organisations who can access the funds, to establish what additional activities or projects we can support. Community groups can also apply to the Community Fund directly. Just visit **www.riverside.org.uk/communityfund**.

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“There is too much litter and fly tipping”

We are committed to cracking down on fly tipping and improving the appearance of the estate. Fly tipping is a criminal offence, and dumping rubbish is a breach of your tenancy. We have to pay additional costs for all waste that we have to remove, and ultimately this has an impact on the service charges that you pay.

If you have any information or evidence that could help us catch fly tippers, please let us know. Just go to www.riverside.org.uk/contactus for ways to get in touch.

What we are doing:

- Our housing officers are on the estate every week to identify any areas of concern and act. Our environmental services team also report any issues to the housing team.
- We have carried out our own street cleaning on Riverside side streets within the estate, as Rochdale council sweeper only operates on the main roads. We have also worked with the community, assisting with a litter picking day, and provided a free skip service to Riverside customers twice this year. As litter is an ongoing issue, we will be looking to repeat that this year in the areas most affected.
- Our Community Foundation provided funding to Burnside following a request to start a community litter picking project

Good to know

Jobs and training

Over the last 12 months our Employment & Training officer has been supporting customers to access job opportunities at the new Keswick Gardens Extra Care Scheme. Those that registered interest in the vacancies were supported by our Employment & Training officer, who helped with writing applications and interview techniques. As a result of this, three customers have been successful and will starting work at Keswick Gardens in January 2024.

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 to get started or call us and ask to speak to one of the teams.

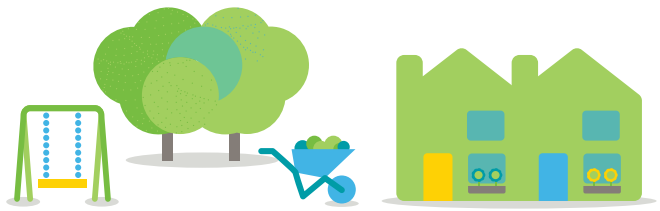
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“There are overgrown trees and bushes, and green spaces are untidy”

Trees & bushes – A tree survey was carried out across the whole estate in early 2022 so we now have mapped records of all the trees. On the back of that, we have created a new maintenance schedule which our contractors will be working through. The estate is due to be re-surveyed in summer 2025. If you have any concerns about the condition of trees or suggestions on planting on the estate, please report this to us.

Green spaces – Our Environmental Services team are maintaining all the spaces which are our responsibility. However, some of the areas which you raised as concerns belong to the council who are responsible for maintaining them. We are working closely with them to address any issues that have been raised.

Support for customers who need help – You informed us that some customers needed some help to manage their gardens. We have been working in partnership with the Community Payback Scheme to address this and they have so far completed work for 13 customers. If you know anyone who may need some help, please speak to your housing officer.



“We want you to invest in our properties – especially doors and windows, and fences”

Work has already started this year on our Planned Investment Programme. We have forecast the delivery of approximately 150 kitchen replacements this financial year (23/24), with a similar amount in the following two to three years. We have also forecast for the replacement of approximately 110 roofs each year up to 2027 to complete our programme.

On repairs and maintenance to boundary fencing and gates, this should be managed in the usual way via My Riverside or our Customer Service Centre.

Customer involvement

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.

We are particularly interested to hear from customers who would like to be involved in our Riverside Customer Voice Executive (RCVE), Equality, Diversity and Inclusion Panels or to be more involved locally.

You can find out more about these opportunities on our website or you can contact the Customer Engagement Team by email:

involvement@riverside.org.uk or through the contact centre.



Healthy homes – tackling condensation, damp and mould

It's clear from recent demand on our services that the top priority for Langley is tackling condensation, damp and mould.

If you have problems with condensation, damp, or mould in your home, you should report it to us immediately. The quickest and easiest way to do this is on the My Riverside app. Alternatively you can contact the Customer Service Centre

What we will do when you report a problem

We will come out to visit your home and complete an inspection to find out what is causing the problem. We will carry out some initial work to clean up the affected areas to keep you safe if it is needed. Ultimately, we need to tackle the root cause of the problem, so it does not return. We will also complete a follow up call to you six months after any works are complete to make sure there are no further problems **with** damp, mould, or condensation.

If the problem is not resolved

If you feel the works carried out have not solved the original problem, please tell us and our maintenance team will reattend and further assess.

What we are doing in Langley:

- We are working to create a plan for the whole of the estate to tackle these issues. We'll publish that soon and write to you to consult you on it.
- Additional investment work has started on targeted properties to install cavity wall and loft insulation.
- We are providing Switchee smart meters to over 200 homes. A switchee device is a small internet-linked unit which helps you understand your home and energy consumption. It provides data that can help you and us calculate the risk of condensation, damp and mould and the efficiency of your property, this data enables us to proactively manage homes and prevent further disrepair.
- **Information Day:** we held a session at Burnside Community Centre in December for customers to report issues, and to provide advice and guidance on preventing, managing, and reporting Condensation Damp and Mould.

The Riverside Group Ltd

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