

# Your Riverside



Your local update – North Bransholme April 2024

## Your local update – North Bransholme updates for Spring 2024

### Welcome

Your newsletter about all things North Bransholme is here.

We understand how important it is that you are kept up to date and informed with everything that is happening in your community so here is the first of your newsletter specific to North Bransholme

#### Your Housing Team

North Bransholme have a dedicated team of Housing Officers with over 20 years' experience between them. The team are out and about daily conducting visits and appointments. They are here to support you and help you in your tenancy with Riverside. We also have Emma our Housing sustainment officer who works with customers who requires extra support.



## Proactive visits

We have introduced proactive visits as we recognised that many of our customers have not had any contact with Riverside for a period of time. Your Housing officer will use the opportunity to make sure all the information we hold about your household is correct and discuss any issues or concerns you may have. Look out for a letter with your appointment in the near future.



## Tackling ASB

We've done joint visits with the Police to speak to the parents of those children identified who were causing a nuisance on the skate park and around the shops on Grampian way.

We also identified some of those responsible for causing the damage to the green spaces in cars and quad bikes and issued warnings.

We take reports of Anti-Social Behaviour seriously and your Housing will investigate reports of nuisance behaviour. For more information on what constitutes ASB please visit our website: [www.riverside.org.uk/you-your-home/asb-hate-crime-and-domestic-abuse/](http://www.riverside.org.uk/you-your-home/asb-hate-crime-and-domestic-abuse/)

## Let's Talk

Are you aware of the support we offer through our Let's Talk Campaign:

- Affordable Warmth: The team can help tenants who are struggling due to energy debt or problems with their energy bills. They can advise and assist vulnerable customers who are struggling to heat their homes.
- Money Advice – Our team can help with Benefit claims and how to maximise your income.
- Employment and Training: Provides information, advice and guidance to customers who are looking for work, or who are working but want to improve their career and increase their household income.



## Patch Walks

Are you aware that the Housing Team conduct a Patch Walk every month and you are invited to join in along with our partners such as Police, Councillors and URBAN The meeting point is at the Pennine Centre at 10am on the date listed here:

- April 15<sup>th</sup>
- May 2<sup>nd</sup>
- June 5<sup>th</sup>
- July 1<sup>st</sup>
- August 1<sup>st</sup>
- September 1<sup>st</sup>
- October 1<sup>st</sup>
- November 1<sup>st</sup>



## Our next surgery

Do you know that every Tuesday at 10am we hold a drop-in session at the Pennine Centre. Pop in to see a Housing Officer to discuss any issues or concerns you have face to face.