

Your Riverside



Your local update – Harraby July 2024

Your local update - Harraby Five updates for Summer 2024

Welcome

We understand the importance of you being kept up to date and fully informed with what is happening in your local community, so we would like to introduce you to your first EVER newsletter specific to Harraby.

Your Housing Team:

Karen Best and Ashley Thomson are the dedicated Housing Officers within Harraby and have many years' experience between them. The team are out and about daily conducting visits, carrying out inspections and keeping up to date with relevant issues in and around the area. They are here to support you and help you in your tenancy with Riverside.

We also have Debs Hilditch, our fantastic Housing Sustainment Officer, who works with customers who require extra support. Referrals to Debs can be made via your Housing Officer.

In addition to this, there are services accessible to customers in relation to affordable warmth, money advice and employment & training. If this is something you feel you need then don't hesitate to get in touch with your Housing Officer.





1. Proactive visits

We have introduced proactive visits as we recognised that several customers have not had any contact with us for some time. Your Housing Officer will use this opportunity to make sure all the information we hold about your household is correct and discuss any issues or concerns you may have. Some of you will already be aware of our proactive visits and have had your Housing Officer out to complete this, for those who haven't, your Housing Officer will be in touch.

2. Local event

Cumberland Council is hosting a 'Show & Tell' event between 1pm – 4pm on Sunday 7 July 2024. The event will take place at Harraby Cycle Path.

Riverside will be in attendance - Pop along to see us.



3. Tackling Anti-Social Behaviour



The Housing Officers have regular contact with the Police and carry out joint visits, in relation to anti-social behaviour (ASB) in the area.

We take reports of anti-social behaviour seriously and your Housing Officer will investigate any nuisance behaviour. For more information on what constitutes as ASB please visit our website:

www.riverside.org.uk/asb

4. Let's Talk

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

- **Affordable Warmth** - Our 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 finding it difficult to heat their homes.
- **Money Advice** - Our team can help with benefit claims and give tips on how to maximise your income.
- **Employment and Training** – Our team can provide 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.

You can find more information about the support we can offer at:

www.riverside.org.uk/letstalk



5. Surgeries & Patch Walks

Did you know that on the first Thursday morning of each month, between 9.30am-11.30am, we hold a drop-in session at the Community Centre on Edgehill Road? Pop in to see a Housing Officer to discuss any issues or concerns you have face to face.

We also have a patch walk planned for Thursday 26 September at 10am, meeting at Harraby Catholic Club car park.

All welcome. If you are interested in coming along, please email ashley.thomson@riverside.org.uk or karen.best@riverside.org.uk

