

# *Your* **Riverside**



Your local update – Petteril Bank July 2024

## Your local update – Petteril Bank 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 Petteril Bank.

#### Your Housing Team:

Ruth Carr and Karen Best are the dedicated Housing Officers within Petteril Bank and Harraby with many years of 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

Family Action Fun Day - 31<sup>st</sup> July from 1pm - 3pm at the Petteril Bank Community Centre. All are welcome to join for an afternoon of fun.



## 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](http://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](http://www.riverside.org.uk/letstalk)

## 5. Surgeries & Patch Walks

We have a patch walk planned for Thursday 10 October at 11.30am, meeting at Petteril Bank Community Centre. All are welcome to join.

We also have a housing information surgery/drop in at Petteril Bank Community Centre, Family Action every Monday from 1pm – 2,30 pm.

If you would like to attend either of the above events, or would like any more information, please contact [ruth.carr@riverside.org.uk](mailto:ruth.carr@riverside.org.uk) or [karen.best@riverside.org.uk](mailto:karen.best@riverside.org.uk).

