

Your Riverside



Your local update – Morton August 2024

Welcome to your update on the Morton Neighbourhood Plan

In 2022 we surveyed the Morton neighbourhood. This survey was to identify **what matters the most to you** and what **Riverside can do to improve the area** you live in. Acting on your feedback, we developed an action plan, and a summary of the actions were set out in a local offer in the form of a leaflet which was shared with customers in April 2023.

Over the past year, we've been working towards improving your neighbourhood through the action plan. We've delivered some good outcomes but recognise that some actions will take longer to deliver than preferred.

Inside this update, we have listed some of the things we have delivered on following your feedback.

Your home & neighbourhood

- The housing team have trialled some new approaches to **letting properties**, this includes recommendations from existing customers and advertising properties outside of our usual methods, this has enabled us to bring some stability to properties which had a high turnover.
- We have been working closely with partner agencies and the local police, and regularly attending meetings with them to tackle and resolve **anti-social behaviour** on the estate. The local PCSO has also been involved in our estate walkabouts. Please continue to report any instances of ASB to us via our call centre on 0345 111 0000. You can also call Crimestoppers anonymously on 0800 555 111. They'll ask questions about the crime but won't ask about you. If you're concerned your call could be traced, dial 141 before 0800 555 111.
- The planned works investment programme for 2024/25 has started and includes approx. 250 properties that are scheduled to have windows and doors replaced, these are due for completion by the end of March 2025.
- Incidents of **fly tipping** on the estate continue to increase despite our efforts to tackle this. Our Housing Officers are on the estate every week and continue to act on all instances of fly tipping, we have also held several targeted clean up days across the year. However, we do 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. We would encourage anyone who witnesses fly tipping to report it so we can act accordingly.
- We have been completing regular **estate walkabouts** to identify any areas of concern on the estate, talk to customers and monitor our grounds maintenance.

Customer focus

- Our Housing Officers now hold drop-in surgeries every month, at St Lukes Church Hall, surgery dates are available on our website at www.riverside.org.uk/you-your-home/your-community.
- We have produced a support directory for Carlisle. The directory outlines services available to you in your local area to give you that extra support you need as we know times are tough. Each one contains information on food support services, help to get online, debt support services, available grants and much more. You can find the directory at the link above.



Community projects

- Our Community Resilience Officer has been working across Carlisle to identify community groups who operate in your neighbourhood and to promote the **Riverside Foundation Community Fund**. The Community Fund can help fund projects that promote opportunities and wellbeing and tackle poverty in our neighbourhoods. Application forms and guidance can be found on our website at www.riverside.org.uk/community-fund, alternatively if you need support to make an application please email: communities@riverside.org.uk.

Things we are continuing to work on

- We will continue to work to improve the appearance of the estate, taking action to reduce fly tipping, dog fouling and untidy gardens.
- We will continue to seek feedback from customers to help improve our services.
- We will continue to tackle anti-social behaviour.



Customer feedback

We would love to hear what you think of the progress we have made so far, as well as your opinions on any other improvements we can make to your home or neighbourhood. The link below will take you to a survey to provide feedback and should only take a few minutes to complete – the survey consists of 2 questions:

1. How satisfied are you with the progress we have made?
2. Is there anything else Riverside could do to make your neighbourhood a better place to live?

Your feedback will be used to inform new actions in the neighbourhood plan for your area.
<https://forms.office.com/e/19sEWJMj2D>

To find out more or get involved in the neighbourhood plan developed for your area, contact us at neighbourhoodplans@riverside.org.uk