

Your Riverside



Your local update – Brampton September 2024

Your local update - Brampton Five updates for Autumn 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 Brampton.

Your Housing Team:

Donna Roberts is the dedicated Housing Officer for Brampton. Donna is a very experienced member of the housing team and has worked for Riverside for a number of years. Donna is out and about in the area most days, conducting visits, carrying out inspections and keeping up to date with relevant issues in and around Brampton. Donna is here to support you and help with any tenancy related issues.

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 us!





1. Proactive visits

We have introduced proactive visits as we recognised that several customers have not had any contact with us for some time. If you are contacted about a proactive tenancy visit, your Housing Officer will use this opportunity to make sure all the information we hold about your household is correct and up to date, they will also discuss any issues or concerns you may have. If it is over 12 months since we last had contact with you, your housing officer will be in touch.

2. Fly Tipping

Recently we have received an increase in reports of fly tipping. Not only is it unsightly, but it can also attract pests and create a dangerous environment. The cost of Riverside collecting the items affects our ability to carry out other services. Sometimes the clearance charges are passed back to customers which can increase your weekly charges. Please visit Cumberland Council's website for more information on responsible recycling and waste collection.



3. Tackling Anti-Social Behaviour

Your Housing Officer has regular contact with the police and carries 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 is classed as anti-social behaviour please visit our website: www.riverside.org.uk/asb

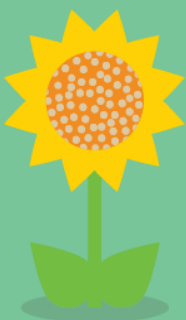
4. Let's Talk

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 Wednesday of each month, between 10am and 12noon, we hold a drop-in session at Brampton Community Centre? Please pop in to see your Housing Officer to discuss any issues or concerns you have face to face. We also have Patch Walks planned for Brampton –

- Wednesday 11 September 12 noon and Wednesday 6 November 2024 1pm meeting at Moot Hall. All are welcome to join.

For more information please call Donna Roberts on 0345 111 0000 or visit www.riverside.org.uk/in-your-neighbourhood/cumbria/