

# Your Riverside



Your local update – Penrith August 2024

## Your local update - Penrith 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 Penrith!

#### Your Housing Team:

Jennifer McLoughlin-Guest is the dedicated housing officer for Penrith. Jen has many years' experience. 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 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. Your Housing Officer will use this opportunity to make sure all the information we hold about your household is accurate 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. 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 and possibly a charge that is passed back to customers.

For more information on recycling and waste collection, please visit Westmorland & Furness Council's website: [www.westmorlandandfurness.gov.uk](http://www.westmorlandandfurness.gov.uk).



## 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. Patch Walks

Did you know that we do patch walks around the area on a regular basis, we have the following ones planned which you are welcome to attend:

- Tuesday 10 September at 2pm. Meeting point to be confirmed, please contact Jennifer on [jennifer.mcloughlin-guest@riverside.org.uk](mailto:jennifer.mcloughlin-guest@riverside.org.uk) if you would like to attend.

All welcome. For more information please call 0345 111 0000 or visit [www.riverside.org.uk/in-your-neighbourhood/cumbria/](http://www.riverside.org.uk/in-your-neighbourhood/cumbria/)

