



Your

neighbourhood

Our local offer to you in Toxteth

We want to create good neighbourhoods, offer services that are relevant to you and will help to improve your lives.

We've spoken to some customers and asked local teams delivering services how we can improve. Over the next two years we are looking to deliver some improvements to your neighbourhoods working in partnership with local service providers.



Our local offer to you in Toxteth

We've listened to the issues you have in your neighbourhood and this is what we've done, and plan to do.

“There's too much rubbish and fly tipping – we want to keep the area looking nice”

Skips/action days – our action day in July provided skips to help customers dispose of unwanted household items and prevent fly tipping in the area. The day was also supported by Riverside Environmental Services to ensure all items were removed. We will be working in partnership with Liverpool City Council in the future to improve the environment.

Bins and recycling information – Riverside have provided local information on how to recycle and dispose of household items which can be viewed on our website at www.riverside.org.uk/yourcommunity under Liverpool and recycle information. Liverpool City Council have also created a handy guide to explain what goes in which bin, which can be viewed here: www.liverpool.gov.uk/bins-and-recycling/what-goes-in-my-bins

Fly tipping – We are committed to cracking down on fly tipping. To help us effectively deal with fly tipping, please report it to Liverpool City Council here: www.liverpool.gov.uk/environmental-problems/rubbish-and-litter/flytipping and if it is about a Riverside home, please contact Riverside Customer Service Centre on **0345 111 0000**.

Trees – We are working with our specialist teams to focus on trees that need attention in the area.

Replacement front and back doors – We have listened to your feedback about this and are working with our planned maintenance team.



Local park – Improvements are due to take place by Liverpool City Council. They will be in touch directly with any updates.

Howard Gayle mural – Mandela8 successfully secured funding from the Riverside Foundation’s Community Fund to contribute towards the costs of creating a mural of Liverpool Football Club’s first black player Howard Gayle. We hope the messages carried by the mural creates a feeling of hope and inclusion, and opportunities for discussion whilst celebrating an iconic local role model.

Estate walkabouts –

We are organising walkabouts and welcome anyone to join us to discuss potential improvements. We will be meeting in the car park in Hillaby Close on the following dates at 12pm:

Thursday 28 November

Thursday 17 April



Our local offer to you in Toxteth

“We want you to tackle anti-social behaviour (ASB)”

Around the neighbourhood – We are working with key partners such as the police and the council to address reports of anti-social behaviour. It is important that you report any instances of ASB that you witness, or are a victim of, via our Customer Service Centre, open 24/7, on **0345 111 0000** or email **info@riverside.org.uk** or **haveyoursay@riverside.org.uk**. If you are experiencing any sort of nuisance or anti-social behaviour, remember it is important to contact the right people to deal with your case quickly and efficiently:

1. Call **999** if you are in immediate danger or concerned for the safety of a neighbour.
2. The non-emergency police number is **101**.
3. Call **0800 555 111** to report suspicious behaviour to CrimeStoppers. You can call Crimestoppers anonymously. Visit their website here: **www.crimestoppers-uk.org**

You can also report anything you've seen or heard directly to Merseyside Police here:

www.merseyside.police.uk/tua/tell-us-about/soh/seen-or-heard

You can view our Tackling Anti-Social Behaviour Policy here

www.riverside.org.uk/our-policies

Partnership working – Our Community Safety Officers have been working closely with your Housing Officer to support you and working with partner agencies such as the police and the council when you report any issues, enabling us to tackle ASB more efficiently and effectively.

Joint meetings – We are part of the DISARM meetings chaired by Merseyside Police to ensure we’re working together on incidences of crime.

Street lighting – We are work with Liverpool City Council teams to improve any street lighting in the area. To report any issues please visit www.liverpool.gov.uk/parking-roads-and-travel/report-an-issue/street-lights-and-traffic-lights/street-lights



Our local offer to you in Toxteth

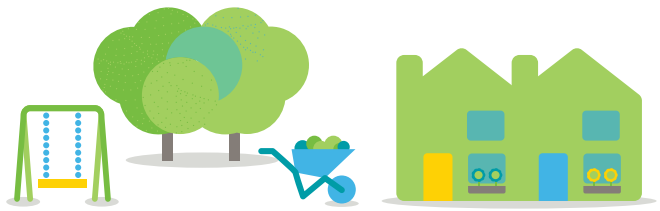
“We would like to see more local support/ groups, especially for young people”

Youth engagement – Firefit, run by the Torus Foundation, provides facilities for young members and the wider community, access to a wealth of sporting and wellbeing opportunities, seven days a week. Find out more here: www.firefithub.org.uk/about

Squash – Squash is an arts and health initiative that promotes creative health education through workshops, courses, events and training located next to Toxteth TV. Please find more information here: www.squashliverpool.co.uk

Support directories – For information on local support services, please have a look at our Support Directory on our website www.riverside.org.uk/your-community

LCR regional hub – This is a bi-monthly online meeting with our Head of Housing for customers to consult on policy, strategy and communications and improve neighbourhood issues. If you are interested contact your Housing Officer or email involvement@riverside.org.uk



Local groups – To find out about local groups or information to set one up please visit our website www.riverside.org.uk/you-your-home/have-your-say/local/customer-groups

Employment and training – Our team provides free tailored support to anyone living in a Riverside home. Whether you're a young person looking for a first job, would like to gain a qualification or are planning for longer term, we are here to help.

Please visit www.riverside.org.uk/you-your-home/employment-training

Money advice/affordable warmth advice – Our specialist teams support you with any benefit queries/appeals and energy bills/debt or affording to heat your home.

Visit our website for more information

www.riverside.org.uk/you-your-home

Good to know

My Riverside App

My Riverside is the simple way to manage your account online all in one place. You can update your details, check your rent balance, make a secure payment, report a repair and access live chat.

Scan the QR code to take you to download the app to any device.



Repairs – Is it an emergency?

Call us immediately on **0345 111 0000**, our Customer Service Centre is open 24/7. Want to report a non-emergency repair? The quickest and easiest way to report a repair is via our app. Simply search for “**My Riverside**” on your app store to get started. You can also scan the QR code. Need to report a communal repair? You can do this via **My Riverside** either via our app or the web version.

Become Involved

We put our customers at the heart of what we do. It is important for us to listen to you about how we can improve. There are several ways for you to talk to us and get involved that are quick and simple and from the comfort of your own home.

Please find more information at www.riverside.org.uk/have-your-say or contact us by email involvement@riverside.org.uk

Access services and get in touch – you choose how and when



Online at www.riverside.org.uk

By phone on **0345 111 0000**

Call us 24 hours a day, 365 days a year.



The Riverside Group Ltd

Registered office: 2 Estuary Boulevard, Estuary Commerce Park, Liverpool L24 8RF

A charitable Registered Society under the Co-operative and Community Benefit Societies Act 2014

Details correct at time of print: September 2024

TRG4016-IGD0924