



Thanet Local Offer

Gemma Foster
Regional Projects Officer

We are Building. We are Connecting. We are Renewing. We are Riverside.



Riverside

- Major provider of affordable housing in England and Scotland
- We have around 55,000 homes
- Operate across 160 local authorities
- Provide homes to 90,000+ people



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Our Region

- Covers properties in the South and the Midlands
- We have identified six priority neighbourhoods, including **Thanet (Thanet North)**
- Our priority neighbourhoods were identified following research based on internal and external factors

As a result, we have collaborated with marketing to create Local Offer leaflets, to be sent to customers and shared with stakeholders

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Thanet Local Offer

Our local offer to you in Thanet

What else are we doing to improve your neighbourhood?

Improvements to your home and the area you live in

Communal Improvements – We're going to improve communal lighting, and carry out work to communal areas, such as tree surgery work and the removal of old disused bin stores to create more open spaces in some of our neighbourhoods.

Planned works – We're spending £720,000 in Thanet on replacing bathrooms, boilers, doors, kitchens and windows. We'll be in touch with you if your home will be having work done.

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



Online at www.riverside.org.uk

Find help and advice on anything from money to using our payment app, report and manage a repair, get in touch, ask a question or chat to us online. Plus, set up a free personalised account in just a few minutes and you can book, rearrange or cancel repairs, view your rent and charges account – and automatically get any new online services we add in the future.

By phone on 0345 111 0000

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



In person

When you do need to see someone face-to-face, we can visit you at home or meet somewhere convenient for you. Call and arrange an appointment.



Your neighbourhood

Our local offer to you in Thanet

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.



Find out how you can get involved visit www.riverside.org.uk/getinvolved

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

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Our local offer to you in Thanet

We want to ensure that we are providing the support you need and resolve any issues. Here is what we have done, and what we plan to do.



"We want to know about homelessness provisions in the area."

Porchlight – We're working in partnership with Porchlight to deliver Kent Homeless Connect. This is the single point of access for people with complex needs who are at risk of homelessness, currently homeless or recovering from the impact of homelessness.

Live Well Kent – Porchlight also deliver other support services, including mental health support (Live Well Kent), health and wellbeing services as well as education, training and employment support. We're working with them to offer support to you if you need it.

"We want more community events for children."

SportInspired – We'll be partnering with SportInspired to deliver sports-based and community led activities in local schools by encouraging young people to get involved in community games to improve physical and mental well being. There will also be opportunities for young people to take part in coaching sessions so that they can lead on activities going forward. We'll let you know when this programme starts.

"We want to work with Riverside to make our neighbourhoods a great place to live."

Passive Infrared system – At Coventina House we've installed a new alarm system that will alert us should you need urgent care.

Tackling the issues – We've obtained a Public Spaces Protection Order (PSPO) in one of our neighbourhoods in Thanet to help reduce issues that you've reported.

CCTV – We've upgraded CCTV in some of our neighbourhoods.

Door entry upgrades – We're going to upgrade the communal entry door access to some blocks of flats.

"We want to access services from home."

Wi-Fi installed – We've installed Wi-Fi at local supported schemes to enable you to access online services such as reporting repairs or viewing your rent statement.

"I need help to pay my rent and bills."

Money advice – We can check if you are in receipt of the right benefits whilst our affordable warmth officers can help you save money on your utility bills.

Support into work – Our employment and training officers can support you to find work or training opportunities.

Our employment & training, money advice and affordable warmth teams recently visited neighbourhoods in Thanet. We'll let you know of any further events coming up soon.



To see what events are happening in your neighbourhood follow us on Twitter @RiversideUK or search on Facebook for 'Riverside Group'



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Promoting our Offer

- Shared on our Facebook page (@rcustomervoice)
- Front line workers to hand deliver leaflets to our customers
- Sent to our supported schemes and staff in the area
- Shared internally with key stakeholders
- Shared at Kent Engagement Group meeting



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Thank you J

Follow me on Twitter! [@GemmaRiverside](#)

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