

Date: Friday 24 September 2021

Dear Customer

I'm delighted to welcome you to Riverside.

As you know, over the last three years Impact Housing has been part of Riverside, however, from Monday 4 October, the Impact brand will no longer exist, and Impact customers will become Riverside customers. All the services you receive, any letters or correspondence, and the systems you use will be with Riverside.

To help you understand what this means, we've pulled together some information in the attached welcome pack which we hope will answer some questions and you'll find both helpful and reassuring.

We understand that you want a local service and to know that you are valued as customers. As a Riverside customer, you are automatically a member of the Riverside Customer Voice. This means there are opportunities for you to get involved and feedback on the services you receive in a way that suits you and for as little or as much time as you prefer.

We would like to draw your attention to a few key points:

**Repairs** - We wanted to advise you that whilst speaking to the Customer Service Centre to report repairs or using My Riverside to report repairs online, you may see reference to repair timescales of 56 days; this is a temporary timescale for existing Riverside customers due to the Covid pandemic and this will revert to 28 days when resources allow. We can confirm however, that as a previous Impact customer you will continue to receive your repairs service from PPM until Summer 2022, and they will continue to deliver the repairs services within our usual timescale of 28 days. We will be monitoring this closely to ensure the contractors are meeting their existing delivery standards.

**Home Ownership Officer** – We understand that in the past a local Housing Officer was your contact, this has now changed to a Home Ownership Officer who you can contact by calling 0345 111 000.

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### **Limited service on Friday 1 October to 9am Monday 4 October**

Over the weekend from 9am on Friday, 1 October, until 9am on Monday, 4 October, we will only be providing emergency repairs whilst we transfer all our systems and data across to the Riverside IT systems. The contact number for emergency repairs is **0345 111 0000**. You can, however, still use the Impact App or the Impact website over the weekend to pay your rent until midnight on Sunday at which point the Impact App will then be switched off and customers will need to register with My Riverside – there's more information on this within the welcome pack.

From Monday 4 October at 9am you will need to use the contacts detailed within your welcome pack.

Should you have any questions, please get in touch by emailing us on [info@riverside.org.uk](mailto:info@riverside.org.uk) or visit [www.riversidehomeownership.org.uk](http://www.riversidehomeownership.org.uk)

Yours sincerely



Michelle Wood  
Director of Riverside Home Ownership

### **Struggling to read the information**

We've also uploaded the welcome pack on to our website so you can use online tools to help you read the information. If you need any further help, then please get in touch with us.