



# Welcome pack



# Contacting us

## Our website

Find the information you need on  
**[www.riversidehomeownership.org.uk](http://www.riversidehomeownership.org.uk)**

There, you'll find a whole range of information.

## My Riverside

Our online service helps you check your statement, make secure payments and update your details – whenever and wherever suits you. Go to **[my.riverside.org.uk/register](http://my.riverside.org.uk/register)** to get started.



## By phone

Open 24 hours, 365 days a year. So you can call at the weekend or even on Christmas Day. Our advisors are specially trained to help you with anything to do with your lease. Call **0345 111 0000**

If you'd prefer to talk to a member of our team, please get in touch to book an appointment.

# Welcome



## We're delighted to welcome you as a Riverside customer.

As you know Impact Housing has been part of Riverside for the past three years and now we have fully integrated.

This means that there are a number of staffing changes but you now have a dedicated team of advisors to contact as set out on the contacting us page.

We hope you will be happy as a Riverside customer and we look forward to building a strong working relationship with you.

Riverside's aim is to transform lives and revitalise neighbourhoods. We have a strong local presence in Cumbria and we are committed to providing great services and opportunities in your neighbourhood.

Finally, in this welcome pack, we'll explain all you need to know about being a Riverside customer.

Please read through the pack carefully, keep it somewhere safe and, if you have any issues, contact us using any of the methods provided.

# A busy life can get you in a spin...

**We've all got a lot on our plate these days.  
Why not make life easier?**

Make your payments by Direct Debit – it's one less thing to remember and it runs itself. And we'll always give you advance notice of any change to your payments.

Don't have a bank account? We could even help you set one up.



# Paying your rent and charges

Rent and other charges are paid in advance and it's important you make these payments on time.

To make it as simple as possible, we offer lots of ways to pay so you can choose the one that's right for you.

## If you struggle to make payments

We want to help you before things get on top of you. Get in touch straight away and get help.

For independent advice, you can contact the National Debtline on 0808 808 4000.  
[www.nationaldebtline.org](http://www.nationaldebtline.org)

## How can I pay?



### Direct Debit – The simplest way to pay

Pay automatically, so you never forget and won't risk falling behind. And you choose when the money comes out of your account, each week or month. Plus, we'll always let you know in advance if your payment changes.

Call us to set up your Direct Debit now.

## Recurring card payments

Set it up and pay automatically on the dates you set up. And there are no charges if there isn't enough money to cover the payment. You only need to change things when your card expires. Get in touch to set it up today.

## Pay with a debit or credit card

### Online – My Riverside



Check your account and pay wherever you are at [my.riverside.org.uk](http://my.riverside.org.uk)

### By phone

Call us and pick the payment option from the list. You'll need your Easypay number.

### In person

Pay by cash or card at any Post Office or where you see the PayPoint sign. You'll need an Easypay card from us to show the cashier.

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## Checklist:

- Set up a Direct Debit or make a payment using the other options on this page.
- Visit our website or talk to us about help managing your money, opening a bank account or getting online.



# Getting involved

At Riverside, our customers are at the heart of what we do and we are committed to delivering a high-quality service. We want to hear your views about our services and your neighbourhood.

If you're interested in having a say, there are number of ways of doing this in your local area and nationally. You can find out more about these on our website or from your home ownership officer.

## Voice iCommunity



You can have your say when Riverside is asking customers what they think about a service simply by joining our **online** Voice iCommunity.

## Forums and groups



If you would like to get involved in discussions with other customers then you may want to join your local forum if there is one.

The Riverside Customer Voice Executive is the main route for Riverside to consult with customers. They are consulted on Riverside's policies and make us accountable through scrutiny. This is called co-regulation.

## Local activities



Please speak to your home ownership officer if you are interested in getting involved locally or have any good ideas or suggestions. You are welcome to come with us on a patch walk and we're happy to meet with customers to talk about our local and national services.

## Neighbourhood plans



We're planning to talk to as many of you as we can during 2021 and 2022. We'll be asking what you think about where you live – what you like, what you don't like and what improvements you'd like to see.





# Repairs & maintenance

We aim to deliver a high-quality quick and friendly repairs service to make sure you're safe and comfortable in your home.

To report a repair in a communal area, call our Customer Service Centre on 0345 111 0000 - they're open 24 hours a day, 365 days a year. You can also contact us to find out what is happening with an ongoing repair or for any other related enquiry.

For more information about repairs, visit our website.

## Your responsibilities



We are only responsible for the repairs and maintenance of any communal or shared areas. For full details of repair obligations, you must refer to your lease. For any other help, clarification or advice on repairs, please contact our Customer Service Centre.

## Improvements to your home



Although you're a leaseholder, if you wish to carry out improvements in your home, you still need to obtain approval from us first. To do this, please contact our Customer Service Centre and ask for an Improvement Application Form.

## Customer satisfaction



We are always looking for ways to improve our repairs services. Following any repair or improvement work you may receive a text message asking if you are satisfied. Please take the time to respond to these messages as it helps us understand if we are doing a good job and if not, what we need to do to improve.



# Your neighbourhood

We believe that everyone has the right to enjoy their home and neighbourhood.

## Shared or common areas



We will look after any common or shared areas on your estate and in your building.

We inspect these regularly to make sure they are safe. Please let us know if you have any concerns.

These services will continue to operate as they currently are.

## Community safety



We believe that everyone has the right to enjoy their home and neighbourhood and we work with local communities and agencies to help tackle and prevent nuisance and anti-social behaviour.

We hope you never experience any nuisance or anti-social behaviour, but if you do please get in touch. Even if we can't help directly we'll help find someone who can.

Please report any acts of violence, or threats of violence, to the police immediately.

## Personal support



If you are struggling to pay your bills, need help getting into work or are struggling to keep your home warm, please contact us as we may be able to help.

## Accessing everything you need is easy



[www.riversidehomeownership.org.uk](http://www.riversidehomeownership.org.uk)



Access services anytime, anywhere,  
from any device. Log in or register for  
My Riverside at [my.riverside.org.uk](http://my.riverside.org.uk)



[@RiversideHO](https://twitter.com/RiversideHO)



Search for '[RiversideHomeOwnership](#)'



We are happy to accept **Relay UK** calls