

WHAT'S ON IN MORTON & DENTON HOLME

ASB (ANTI SOCIAL BEHAVIOUR)



Riverside Carlisle takes ASB seriously and has carried out two evictions in relation to ASB in your area over the last year. These evictions were successful due to the help of the residents /witnesses and the evidence they were prepared to give. Evicting someone from their home is always a last resort and can be a very lengthy process due to the court procedures and judges decisions on cases.

ASB Cases in Morton at the moment are at a low, which is a good reflection on the neighbourhood and its residents.

There are 50% less cases than there were last month.



Charlie Shepherd - ex-world boxing champion teaches a group of young people fitness through boxing training.

THE BOXING PROJECT started in January 2008 and is now in its second year of funding from Riverside. It is proving a great success with local young people of all ages and now runs two classes on Tuesday and Thursday nights - 5.30-6.30 for under 12s and 6.30-7.30 for over 12s at Trinity Church on Wigton Road. If you are interested in taking part and getting boxing fit then please drop into the church to talk to Charlie - it really is a great project and you can have fun whilst getting fit!

Meet Your Housing Officer



Karen Best



Sandra Burns

If you need this information in another format (such as large print or audio or another language), please contact us.

☎ **0800 169 3245** or **0345 155 9020**

Paskambinkite mums dėl vertimų

Appelez-nous pour vos besoins en traductions

Jeżeli potrzebujesz tłumaczenia, zadzwoń do nas

Para tradução, telefone-nos

若需翻譯服務，請致電我們。

欢迎电话查询翻译服务事宜。

অনুবাদের জন্য আমাদের টেলিফোন করুন।

ترجمہ کے لئے ہمیں فون کریں

MORTON & DENTON HOLME

ALSO COVERING LONGSOWERBY & DALSTON

Riverside Local Newsletter



DOWBECK PARK

For several years the Dowbeck Park area, to the West of Carlisle has suffered from ASB, crime, neglect and consequently attracted much negative publicity.

The young people were very disillusioned and had virtually no activities, either leisure or sporting to fill their spare time constructively.

To resolve these issues Riverside have been carrying out a series of activities with the young people. We consulted with the youngsters to ask what they wanted in their area and as a result developed, with our Police and Carlisle City Council, a program of events for the week of 14th-17th April. Keith Forrester, Riverside Tenancy Services Supervisor spent several evenings meeting with the young people, to get a real feel for their problems, aspirations and to gather ideas.

The outcome was to provide a BMX track, graffiti wall and youth shelter as the centrepiece of the park. The work was part funded from Riverside's



Community Investment Fund to the sum of £4997. We also provided 2 litter bins at a further cost of £700.

Several Riverside staff took part in the event including Keith Forrester (Housing Management), Sean Crossley (Resident Involvement), Mark Gilbertson (Regeneration) and members of our repairs team.

The event was a great success and attracted publicity on BBC and ITV local bulletins and the News & Star.

Contact us

www.riverside.org.uk
email: carlisle.enquires@riverside.org.uk

Customer Service Team
0800 169 3245
With inclusive call packages or mobile phones, it may be cheaper to call 0345 155 9020

You can also visit the office at
English Gate Plaza, Botchergate, Carlisle CA1 1RP
Opening hours: Mon-Thurs 9am-5pm Fri 9am-4.30pm
Please note the office will be open at 10.30am on the first Wednesday of every month.

We are happy to accept Tynetalk calls

Riverside
Registered office: English Gate Plaza,
Botchergate, Carlisle CA1 1RP

A charitable Industrial and
Provident Society No. 30605R

Tenant Services Authority No. L4924

Part of the Riverside Group Ltd

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STOCK INVESTMENT

Denton Holme / Longsowerby

Riverside is part funding new roof insulation at Denton Holme Community Centre. This will make the centre more energy efficient and make the main hall more comfortable for the centre members.

Plans are also ongoing to fund the youth club at the community centre and widen the range of activities.

Morton Park

Working in partnership with the local residents group (TRAMP) and local councillors Riverside is carrying out a program of road and pavement repairs.

- Broken paving slabs on Dunmallet Rigg are being replaced by tarmac.
- Damaged grass verges on Raiselands Road will be replaced by grassgrids.
- The dropped crossing section on Langrigg Road is being renovated.

These areas have been highlighted as problems on patch walks and comments to our housing management staff. These improvements will reduce trip hazards for the many elderly tenants and residents in Morton Park.

PATCH WALKS

Patch walks are an important element of estate management as they allow us to pick up on any problems which are occurring on estates and give residents an opportunity to meet up with their housing officer to express their concerns about the area in which they live.

We will have a regular slot in the newsletter where we will report back to you on the key issues raised during patch walks.

During the last patch walk untidy gardens were identified as the key issues and we would like to remind tenants that keeping gardens tidy is a key element of sticking to the terms of your tenancy agreement. Anyone with an untidy garden will receive a letter asking them to tidy it up - so if you get a letter please respond to it and sort your garden out or let us know why you can't and we may be able to help.

The next patchwalk is 2 July at 10am. All residents are very welcome to attend as we value your input and we will meet up outside the shop at Newlaithes.

RIVERSIDE FUND WILDLIFE AREA

Riverside has funded the outdoor wildlife area at Newlaithes School. This will allow the school to run a gardening club for the pupils.

The aim of the project is to encourage pupils to learn about environmental issues through a practical and fun medium delivered as a part of the curriculum. It is hoped that an additional benefit is to encourage pupils to take a more active role in looking after the environment in general and more specifically in looking after their own gardens.

Pictured is Mark Gilbertson the Riverside Officer from Riverside Carlisle presenting a cheque for £1000 to Mr Chris Barnfield - Headmaster of Newlaithes School.



SERVICE CHARGES

Sometimes we provide additional services to tenants that are charged on top of the rent. This is called a service charge.

Examples of these services include

- maintenance of communal garden areas and grounds
- door entry systems in some blocks of flats
- communal lighting
- communal television aerial systems

Tenants in sheltered housing schemes receive a more extensive range of services than those listed above.

It is important that everyone who receives these services pays for them so the cost is shared.

To ensure the charge is fair we apply a variable service charge. We set the amount by estimating how much we think the service will cost us to provide. In future the service charge may go up or down depending on the actual cost of providing the service.

By operating in this way we ensure that tenants only pay for the actual cost of the services they receive.

We consult with tenants each year regarding what the service charge will be for the coming year and the new charge takes effect from April.

At Riverside we want all our tenants to understand their service charge. A survey carried out in 2007 showed that only 31 % of our tenants who receive these services understood how their service charge had been calculated. A recent survey in 2009 showed that 65 % of tenants understood how the charge was calculated.

If you need further details of our service charge policy please contact Alistair Mackay, Tenancy Services Manager on 01228 882812

**Sick of Arguments?
Tired of Trouble?
Conflict getting you down?
Would you like to sort things out?**

MEDIATION MAY BE THE ANSWER!

MEDIATION is a way of dealing with disputes in a way that helps everyone involved decide how things get sorted out.

MEDIATION helps people learn skills that can be useful in handling future disputes.

MEDIATION can help resolve things without the expense and stress of going to Court... giving people the chance to sort things out for themselves so that everyone is a winner!

MEDIATION gives people the chance to patch things up!

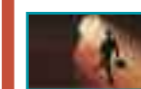


Contact a Riverside Officer
on 0800 169 3245 for more information



Do you want to learn new skills and improve the quality of your life? Then why not try one of our **FREE 12 Hour Courses!**

(each course is normally 2 hours per week)



My Life... My Future

A personal career planning course which helps you recognise your strengths, skills & qualities to help you start to find a job.



Managing your Money

A practical user friendly course designed to help you understand and manage your finances, including your benefits, household bills and credit card bills.



Basic Word Processing

A basic starters guide for people interested in developing their Word Processing skills.



Communicating with Confidence

A confidence building course which helps you communicate more clearly.

Food will be provided **FREE OF CHARGE** at each session. It's first come, first served. So please be quick to register!

Please note the courses are aimed at people who are currently looking for a job and/or possess less than 5 GCSE's

For further details please contact Heather on 01228 882849

A limited number of funded childcare places will be available upon request



GROUNDS MAINTENANCE NEWS

New Improved Grounds Maintenance Contract

This year promises to be our best year yet as Riverside Carlisle is committed to improving services delivered to Customers and especially the Environmental quality of our neighbourhoods.

We have invested in a bigger workforce, more new equipment and a new way of working through our partnering contract which allows Riverside Carlisle and contractors to share resources leading to cost savings and carry out more improvement work.

The Contract is for 5 years and now covers 18 Neighbourhood estates, 21 Rural estates, 7 Partial Dependency Homes, and 400 Vacant Property Gardens per year.

A key feature of the contract is the Fast Response Team which will be able to react more quickly to problem areas in our estates.

Keeping your Neighbourhood Tidy!

Litter and Waste disposal is a costly problem and sadly deflects valuable resources away from other works paid for by tenants. If there was less litter and fly tipping in the estates then more money would be available for other improvements.

Please be responsible and clean up after your dog. Take action - report owners who don't. Dog mess can cause blindness in children and owners who don't clean up after their dogs can be fined by the Local Authority too!



Did you know that infections caused by fouling can lead to blindness in 100 children a year in Britain!

Summer is here!

Summer is here and so we will be moving to a major part of our grass mowing programme. This will involve carrying out a fortnightly mowing regime and using mowers which not only cut the grass but mash the grass encouraging its quicker breakdown, which means that it then composts down and feeds the new grass. Although we have received a number of complaints in the past about us leaving grass cuttings on site the vast majority of grass plots are maintained by this method as it is the most cost efficient, labour efficient and environmentally friendly approach.

Residents who have routine maintenance concerns can contact the ISS Helpdesk 0845 2702300 or Riverside Carlisle 0800 1693245 or 0345 155 9020

Key gardening jobs for Spring/Summer

- 1 Sow carrots, parsnips and bulb onions under cloches. Source seeds for salad leaves and start them off under glass.
- 2 Chit potato tubers
- 3 Net crops and fruit bushes especially raspberries and blackcurrants to keep the birds off
- 4 Mow the lawn
- 5 Divide bulbs such as snowdrops once they've stopped flowering
- 6 Renovate overgrown deciduous hedges
- 7 Sterilise pots and trays ready for seed sowing



T.R.A.M.P

The Residents Association, Morton Park

TRAMP continues to grow and new members join regularly. We have a membership list of over 120. Members do not have to attend every meeting, but receive monthly minutes and agendas for future meetings so that they can decide if they wish to attend or not, depending on their interests. We receive up to date reports from RC, the local police and have speakers each month on various subjects. We also have a raffle to raise funds for the group with prizes donated by the members. We were able recently to donate £500 to the Police / City Council Community Support SAFE team to run a very successful two nights at Morton School where over 90 children enjoyed evenings of fun and games supervised by qualified staff. If you would like more information about TRAMP, please contact Peter Farmer on 01228 515988.



Meet Your Grounds Maintenance Team

ISS carry out grounds maintenance for Riverside Carlisle and the team who carry out work in your area are pictured above - they are (from left to right) Stewart Henderson, Perry Green, Michael Walsh, Ronnie Carrick.

On a safety note we would remind you to ask any people claiming to be from Riverside Carlisle or ISS Waterers to show you their proof of identity - there have been instances of people saying that they are from our grounds maintenance team with the intent of extorting money - so be careful and ring Riverside or the Police if you have any concerns.

Barras Close Redevelopment

As you may be aware from recent consultation and media coverage, we are looking at redeveloping Barras Close. We are currently awaiting planning confirmation from Carlisle City Council and confirmation of grant funding from the Homes & Communities Agency. If the development is able to go ahead as planned, we could be working on site this Summer. With this in mind, we thought it was timely to consider whether the development should be given a new name, and if so what should it be called. If you have any thoughts on if we should change the name of the proposed development at Barras Close, and any suggestions for a new name then please complete the slip below and return to our office at English Gate Plaza by Friday 19th June 2009.

Name:

Address:

Should the development be given a new name? Yes No (Please tick)

If yes, suggested names:

Other comments:

MONEY MATTERS

Due to the credit crunch many of us are struggling to make ends meet. So it's more important than ever that we all make the most of the money we have got.

The Now Lets Talk Money campaign is about helping everyone in Cumbria to do just that. The county council, local authorities, credit unions, debt advice agencies and housing associations are

working together to make sure everyone can make the right choices for them. Have a look at how you compare against our checklist?

- I have a **bank account**
- I **save** a little amount regularly
- I have low cost **home contents insurance**
- I know how to access **affordable loans** in an emergency
- I know where to get the **information I need** to help me manage my money

These 5 things really make money stretch further and could make a real difference for you now and in future.

If you don't have access to any of the above and want to know more contact **DRAMA** (debt rescue and money advice) on **01900 607500** or speak to **Tracy Andrew** at Riverside on **01228 882807** or go to **www.nowletstalkmoney.com**



Have you heard of DRAMA Handy Loans?

Perhaps you need a loan to help you out of financial difficulty or to pay for an essential item for you or your family. Many people on a low income feel they will be unable to access affordable credit and turn to doorstep lenders thinking this is the only solution. The Cumbrian Credit Unions have joined forces to offer loans to those on a low income at an affordable rate.

The aim of the Handy Loans is to help you out of financial difficulty and to prevent you from feeling that doorstep lenders are the only option. For further information on the Handy Loans service call 01900 607500.

This table indicates how much you would pay back each week for loans of £100 to £600

On a loan of £500 you would pay £10.93 per week for 12 months, the total you would pay back is £567.90. If a loan of the same amount was taken with the Provident you could end up paying £855 back.

LOAN AMOUNT	52 WEEK HANDY LOAN 26.82% APR.		
	Weekly Payment	Interest Charged	Total Amount
£100	£2.19	£13.52	£113.52
£200	£4.37	£27.14	£227.70
£300	£6.56	£40.70	£340.70
£400	£8.74	£54.35	£454.35
£500	£10.93	£67.90	£567.90
£600	£13.11	£81.54	£681.54

If you are interested in writing a column or even a 'one off' article for the newsletter please call Jane Mindar on 01228 882845. Local Newsletters are an important way of looking at local issues and tenant contribution is very much valued. You can use them as an opportunity to open up discussion or to explore local history or other information.

CARLISLE WEST CHILDREN'S CENTRE NOTICE BOARD

STAY, WEIGH AND PLAY

These sessions allow you and your child to interact and enjoy the company of other parents and their babies, whilst the health visitor will be available to weigh your baby. Yewdale Community Centre

Every 1st & 3rd Wednesday
1.30pm - 3.00pm
and

Morton Manor Community Centre
Every 1st & 3rd Thursday
1.30pm - 3.00pm
and
Raffles, Living Well, Shadygrove Rd
First Monday in Month
1.00pm - 2.30pm

RHYME TIME SINGING & NURSERY RHYME GROUP

We sing rhymes, play and do simple crafts

Suitable for any child under 5
Helps your child with learning to talk
All of these sessions are free
6 week sessions - Starting soon
For more details contact Christine on 01228 223418

DOES YOUR CHILD EVER FEEL OVERLY ANGRY, SAD OR WORRIED?

Is some of your child's behaviour concerning you?
Do you want information on emotional wellbeing?

WOULD YOU JUST LIKE SOMEONE TO TALK TO?

Visit Health Drop in at Carlisle Library
2nd & 4th Monday
of every month
1.00pm - 3.00pm

For more information contact Jane 01228 223418

Working in Partnership with Primary Mental Health Worker Service

THE FAMILY SUPPORT TEAM

Offer families help & support in their own homes when facing challenges and are involved in delivering specific group activities and courses such as Triple P Positive Parenting Programme & Pow Wow Group, for those living with or having experienced Domestic Abuse
For more information contact the team on 01228 223421

PREGNANCY PILATES

Every Friday
at Morton Community Centre
9.30am - 11.00am

For further info contact:
Julie Tiffen Community Midwife
07920701681

BEST BUDDIES GROUP

Encourages children aged 5-8 years to build positive relationships & friendships with others and to develop awareness of personal safety in fun & interactive sessions

For more information contact Pam Hutton 01768 242145
East Cumbria Support Association

TOP TIPS FOR TODDLERS

Feeding, Toileting, Sleep, Boundaries, Routines & Play

For children aged 1-2 years
4 Week Course - Starting soon
To book a place please ring Gill or Fiona on 01228 608048
Childcare may be Available

POSTNATAL PILATES

Every Friday
at Morton Community Centre
11.00am - 12.30pm

For further info contact:
Julie Tiffen Community Midwife
07920701681

For mums whose babies are under 6 months

DEVELOPMENT MOVEMENT PLAY FOR BABIES & TODDLERS

Every Monday (Term time only)
10.30am - 11.15am
at

Denton Holme Community Centre
Morley Street

These sessions allow babies and toddlers from birth to 5 years, to move in their own way, have fun with fabric and soft play equipment and most of all enjoy spending time with you.

For more information call Teresa on 01228 223418

VOLUNTEERS NEEDED

Could you help: by driving families to activities? At play sessions? With family support?

In return we offer: Training, Professional support, Expenses, Work experience with Britain's best known children's charity & the chance to make a real difference!

Interested? Contact 01228 223420 or 07810533735

TRIPLE P PARENTING COURSE

Triple P Positive Parenting Programme promotes good communication and strong relationships between parents and children and offers information, support and practical answers to everyday parenting concerns.

For more information contact the Family Support Team on 01228 223421

We have many more groups and activities within the Carlisle West area, for more details please feel free to call in at the Children's Centre (behind Morton Manor Community Centre) or give us a ring on 01228 223417