

WHAT'S ON IN YOUR AREA

Meet Your Housing Officer



Sandra Burns
Brampton,
Longtown & Scotby



Lyndsey Ferry
Belah



Peter Tweedale
Burgh by Sands



Your Police Community Officer

BRAMPTON

PC Lee Carson
PC Anita Owen
PC Liz Turner

LONGTOWN

PC Terry Hall
PCSO Pete Aiston

WARWICK BRIDGE

PC Paul Baye
PCSO Tracy Watt

BELAH YOUTH GROUP has relocated to the former St Augustine's Social Club and now takes place on Tuesday evenings. 11-13 year olds from 6.30-8pm and 14 to 18 year olds from 8-9.30pm.



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

CHAMPS CAMP BOXING SESSIONS

are now taking place in the community centre on Tuesdays and Thursdays. The under 12s session runs from 4-5pm and the session for over 12s from 8-9pm. For more details contact the community centre on 791876 or call in and talk to Charlie Shepherd who runs the sessions.

THE LONGTOWN YOUTH PROJECT

which is partly funded by Riverside is still very active! It now runs on Mondays, Tuesdays and Fridays between 6 and 9pm and activities include: table tennis, DJ classes and mountain biking. For further details please contact Nigel on 791876.

RURAL & EAST

COVERING BRAMPTON, LONGTOWN, SCOTBY
BELAH, CORBY HILL AND BURGH BY SANDS

Riverside Local Newsletter

Summer 2009 Edition



THREE CHEERS FOR BRAMPTON YOUTH PROJECT

Brampton Youth Project (BYP) is a highly successful youth group based at Union Lane Community Centre.

The project has been funded by Riverside for 4 years and we have committed to fund it for at least 2 more years, after which further funding can be applied for.

The group attracts 11-19 year olds and offers a broad range activities such as:

- cheerleading
- mentoring
- trips out
- drug, alcohol and sexual health education
- a tuck shop promoting healthy eating

Or you can simply drop into the project to just chill out with friends in a safe and friendly environment!

The group works to instill a sense of community involvement, responsibility and positive citizenship and attracts up to 30 young people per session. It has a membership of almost 150, from all areas of Brampton and meets 2 nights a week.



For more info contact
Bev or Emma
on 016977 45023

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

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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。
歡迎電話查詢翻譯服務事宜。
অনুবাদের জন্য আমাদের টেলিফোন করুন।

ترجمہ کے لئے ہمیں فون کریں

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.

As a result of parking issues being picked up on the Longtown patch walk additional parking spaces have been made available at the Albert Street and Burn Street flats. This has successfully relieved congestion!

Untaxed vehicles are being left at the Moor road flats and the council is working with Riverside to sort out this problem.

NEXT PATCH WALKS...

Longtown - 26th August 2009
at 2pm from Ladysat
Belah - 2nd October 2009
Brampton - 21st October 2009

All tenants are invited to attend

ASB (ANTI SOCIAL BEHAVIOUR)



Riverside takes ASB very seriously and if you need to report ASB you can do this by ringing our 24 hour number 0345 155 9020 any day of the week, or speak to your housing officer.

As a result of the action which Riverside has taken in relation to youth nuisance in the area only low level problems are now occurring which is both a positive reflection on us and the community - as tenants have worked closely with us to solve problems. Diversionary activities have also been organised as a response to youth nuisance - especially over the Summer holidays - an example of this is the 'Cage' project.

THE CAGE - SUMMER YOUTH ACTIVITIES



In collaboration with The Living Well Trust Riverside Carlisle organised a youth diversionary project over the summer months in 2008 which funded 2 project workers who organised a series of activities and games for 3 hours once a week over the school summer holidays. The 'Cage' was erected on the grassed area in the

Lochinvar estate and was well attended by Longtown youths. As a result of this success, which resulted in far lower levels of youth nuisance, the scheme is being extended and will take place in Summer 2009 in the following locations on the dates specified below.

**LONGTOWN - Tuesdays - July: 28th;
August: 4th, 11th, 18th, 25th**

**BELAH - Thursdays - July: 30th;
August: 6th, 13th, 20th, 27th**

WARWICK BRIDGE - Chapel Close - 27th July

CORBY HILL - Millriggs - 3rd August

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



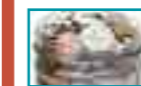
**Do you want to learn new skills and improve the quality of your life?
Then why not try one of our
FREE 12 Hour Courses!**

(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 is committed to improving services delivered to Customers and especially the Environmental quality of our neighbourhoods in Carlisle and the surrounding areas.

We have invested in a bigger workforce, more new equipment and a new way of working through our partnering contract which allows Riverside and contractors to share resources leading to cost savings and the ability to 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



INVESTING IN YOUR AREA

Longtown

Moor Road Flats have had their communal area upgraded with new flooring and decoration.

Albert Street flats now have an improved parking area.

Brampton

Milton - new rear roads have been added and lighting upgraded to improve visibility and feeling of safety.

Corby Hill

Tree Stumps have been removed from pavements and holes filled with tarmac. Some cobbled areas have been tarmaced over too.



Beautiful display of Spring bulbs at Millriggs in March 2009

If you have a photo you have taken of an area of local beauty and would like to have it printed in this newsletter please contact Jane Mindar on 01228 822 845

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.



Gas Safe Register replaces CORGI

CORGI used to be the company who were responsible for the registration of companies and individuals who were qualified to carry out work relating to gas installations of appliances. This contract has now been awarded to a new company called Gas Safe Register. The orange logo of CORGI has now been replaced with a yellow and black logo featuring a yellow triangle which says 'Gas Safe'.

All contractors working for Riverside on gas installation or appliances are registered on the new scheme so we are compliant with the legal requirements regarding the registration. Please bear this in mind if you are planning to have any work carried out relating to gas as CORGI exists as a company undertaking other fields of work. All fitters who are legally allowed to undertake work of any kind on gas installations must now be signed up members of the Gas Safe Register.



Further details of the scheme can be obtained from the website www.gassaferegister.co.uk or by phoning 0800 408 5577

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

GARDENING COMPETITION 2009

The competition is open to all residents and groups living or working in a Riverside neighbourhood (to check if your group or organization is eligible to enter, please speak to either Mark or Tracy on the numbers below).

THE CATEGORIES ARE:

- Best Garden
- Best Low Maintenance
- Most Improved Garden
- Best Garden Ornaments
- Best Communal Garden
- Best Container/Hanging Basket
- Best wildlife friendly Garden
- Best Community Venue



There will be some fantastic prizes given to 1st, 2nd and 3rd places for each category! And there will be a prize given to the Best Overall Garden. Candidates will need to get their entries in by Friday 24th July for judging the week commencing 27th July.

We look forward to your entries.

GOOD LUCK!!



GARDENING COMPETITION 2009 ENTRY FORM

Name:

Address:

Post Code:

Phone Number:

Classes entered (please tick)

- Best Garden Best Low Maintenance Garden
- Most Improved Garden Best Garden Ornaments

I have sent in my photos

I would like you to take my photos



Please return to Mark Gilbertson:
Riverside, English Gate Plaza, Botchergate, Carlisle CA1 1RP
by Friday 24th July 2009

You can pick additional entry forms up from our Botchergate office or the BAT office, 11 Merith Avenue. Simply complete the form and return with a maximum of 3 photos to be entered into the competition. Judging will be based upon the photos that are sent in. If you are unable to take pictures please contact either Tracy or Mark on the above numbers and we can arrange to come and take some pictures.

Tracy Andrew - Tel 01228 882870 - email tracy.andrew@riverside.org.uk
Mark Gilbertson - Tel 01228 882739 - email mark.gilbertson@riverside.org.uk

Would you like your written information in a different format?



When we send out information please can you let us know if you would like it in a different format:

Please Tick

- In large print (16 point print) On audio CD In a written language other than English please state which language
- On audio tape In Braille
- (Please note this is only available when English is not understood within the household)

Name

Address

Tel No

Please return this completed form to:
Heather Conroy, Riverside, English Gate Plaza, Botchergate, Carlisle CA1 1BR