



## **Delivering services on the ground**

***As part of Riverside, Impact will continue to provide high quality, local services to tenants and residents across Cumbria and North Lancashire - including repairs, housing management and those extra community services which help people thrive and realise their potential.***

### ***What will the overall approach be?***

We will continue to provide local services through the teams you already know, with Riverside providing extra support, expertise and funding in the background. There will be no immediate changes to the way in which you contact us, the way your repairs are done and how your rent is collected. But over time we will work with Riverside to find ways to improve how we deliver on the ground, looking at how we can provide even better services to both Impact and Riverside tenants across Cumbria and North Lancashire by bringing together our resources and expertise. We will consult with tenants before making any changes.

### ***Will local offices be kept?***

Yes, local office bases in Workington, Carlisle, Penrith and Kendal will continue to be open for customers, and you will still be able to contact us on the usual numbers. However with Riverside having a 24 hour customer service centre, we will look at whether we can make early improvements to the way in which out-of-hours emergency calls are dealt with.

### ***Will the repairs contractors be the same?***

Your day-to-day repairs are currently carried out by a number of local builders, and at first these existing arrangements will stay the same. But with a massive repairs and improvement programme starting, we will want to review these arrangements to ensure you get a great service which provides good value for money. For example as existing arrangements come to an end, Riverside may be able to help through its in-house contractor, Evolve, taking advantage of new technology which means that tenants will be able order repairs online, as well as over the phone or at a local office. This could prove cheaper too, meaning there will be more money to invest in your homes in the long-term.

### ***Will my tenancy agreement or rent change?***

No. Because Impact will join The Riverside Group as a subsidiary, this means we will continue to be your landlord, and your tenancy agreement will not change.

In addition, the partnership between Impact and Riverside will make no difference to the way in which your rent is set and changed each year. This reflects Government rules and what it says in your tenancy agreement. For most tenants, rents will continue to decrease by 1% until April 2019.



If you pay an extra service charge to meet the cost of things like the cleaning and maintenance of shared entrances and outside areas, the way in which this is set and reviewed each year will also stay the same.

***Will community projects and social enterprises be continued?***

We run a number of extra services to support communities in Cumbria and Lancashire with things like money and employment advice, and access to affordable furniture. We also provide specialist housing and support services for a range of vulnerable people of all ages, including Foyer accommodation for young people and Extra Care schemes for the elderly.

Riverside does very similar things, and they have promised to support our key community projects, to make sure they can continue into the future. Riverside will provide financial backing to support valuable projects such as The Oval Community Centre (Salterbeck), Impact Furniture Service, and NGage for a period of at least three years. During this time Impact and Riverside will work together to look at these projects, to see how they can be run on a secure footing in the long-term, exploring whether they could be expanded more widely across Cumbria.

Riverside also has its own charitable trust – The Riverside Foundation – which funds small local projects. They are keen to invite bids from community projects across Impact's neighbourhoods.