

Your house & home

Welcome to your Riverside Scotland service update



We wrote to you in July to tell you we were going to be changing our branding. On Monday 26 July we rebranded as **Riverside Scotland** following consultation with our Customer Panel and Board.

So, what does this mean for our customers?

Nothing will change for customers other than the communications we send will look slightly different with our new branding, such as this newsletter.

Our everyday services will continue exactly as they are now and we will of course continue to improve them. And the decisions about our business will continue to be made locally by our management team and by our Board.

There will be no change to tenancy agreements. This is a branding change only and the legal name of the organisation will remain Irvine Housing Association Ltd.

You may continue to see our old logo in some places for a while as we work to phase in our new branding in the most cost-effective way.

Managing Director Paul Hillard, said:

“This is an exciting development for us and one that makes sense as a natural next step – we’ve been part of The Riverside Group for 10 years now and our business has grown beyond Irvine during that time – so we need a brand which reflects that.

“There are fantastic times ahead for Riverside Scotland. We have exciting projects underway already with a continued focus on further improvements for our customers and lots more expansion to come as we move into the next phase of our journey.”

Just some of the information and advice inside this issue...



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“It’s been a real privilege”

Farewell from Paul Hillard, Managing Director

We are currently in the process of recruiting a new Managing Director, after Paul Hillard announced in July he would be leaving the business in the Autumn to take on a new role with a housing consultancy.

Paul, said: “It’s been a real privilege to lead the Association for the last 16 years. Over that period, I’ve been lucky enough to work with some fantastic colleagues both in the staff team and on the Board.

“Together we’ve taken forward some really big changes. Obviously some of the big things during that time jump out, like joining Riverside, the demolition of the Pennyburn flats, the massive investment in existing homes, the commencement of the tenancy sustainability services and new homes in new areas.

“But the really special moments have been the smaller things, such as when colleagues have intervened in everyday ways to help transform lives for customers. I wish all of my colleagues, our customers and my successor good luck for the future – there’s still much to do and I know you will be well placed to face future challenges.”

Work continues on modular housing development

Work is on-going as we deliver Scotland’s largest social modular housing development in Dundonald.

The project is being delivered by Riverside Scotland and Connect Modular, a division of The Wee House Company and is our first development in South Ayrshire. The development will consist of 63 brand new affordable homes with a blend of house types, including one bedroom flats, three bedroom houses and two bedroom amenity bungalows. The first families are expected to move into their new homes by the end of this year, with seven homes being specifically allocated to military veterans.



The full project is expected to be complete by Autumn 2022.



Your involvement

Join our Online Customer Panel and have your say



The pandemic has required us to find new ways of engaging with our customers and we've focused on improving our digital communications.

We already send our service update newsletters by email where possible; we've started contacting customers by text message and have trialled the use of the WhatsApp messaging service. In addition, we have held online meetings with customers via Microsoft Teams, offered information webinars and invited customers to join our online Customer Panel to take part in surveys and register for volunteering opportunities.

Our Online Customer Panel

Once registered, we will contact you by email with upcoming involvement opportunities throughout the year. This could be inviting you to complete an online survey or letting you know you can register for other digital involvement activities like webinars, online focus groups or scrutiny activities.

So whether you're giving your views about a service area via a survey, evaluating our policies, or making recommendations for improvements through scrutiny, **it can all be done online at a time and place that suits you.**



How to register

Visit our website www.riversidescotland.org.uk and fill out the short form for the Online Customer Panel or email our Customer Involvement Officer lyndsay.mclaughlan@riversidescotland.org.uk for a link to the form.

Benefits of joining our Online Customer Panel

- **Have your say** on the services we provide
- **Improve services** for all Riverside Scotland customers
- **Meet new people** and become part of a community for positive change
- **Gain new skills** and experiences to help enhance your CV
- **We'll support you** if you need help joining the panel
- **Regular prize draws** for a chance to win shopping vouchers

In addition to our prize draws throughout the year, if you are registered on our Online Customer Panel and **take part in three different activities** (online survey, webinar and scrutiny activity), within the **first 12 months** of joining we will automatically send you **£30** worth of shopping vouchers as a thank you.



If you have any questions about how you can access our services, call our 24-hour Customer Service Centre on **0345 112 6600.**

New repairs tracking feature

We have introduced an exciting new tracking feature for repairs appointments to help customers plan, remember and change scheduled appointments.

The new feature is now available to all Riverside Scotland customers, with the exception of customers in Arran, and is being delivered through repairs and maintenance contractor MPS Housing.

When customers book an appointment for a repair, they will receive a confirmation text message containing a link to open up the MCM: Live tracking feature.

If they do so, they will be sent a text message the evening before their appointment, along with another text when their repairs operative is on the way to their home.

The system also allows customers to check via live tracking how far away the operative is from their home and re-schedule the appointment if required.



Regulatory Engagement Plan – meeting our requirements

Following the submission of the Board's Annual Assurance Statement to the Scottish Housing Regulator in November last year, we received notification of our "Compliant" Regulatory Status at the end of March, confirming that we meet our regulatory requirements, including the Standards of Governance & Financial Management.

The Regulator confirmed in the Engagement Plan that it did not require any further assurance from us at that point in time, other than the submission of the annual regulatory returns required from all registered social landlords.

The full copy of our Engagement Plan is available on the Scottish Housing Regulator's website. Just search for "Irvine" in the landlord directory section.

www.housingregulator.gov.scot/landlord-performance/landlords



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You can talk to us and keep up to date by joining us on social media.

Search for '**RiversideScotland**' on Facebook and **@RiversideScot** on Twitter.