



**Welcome to
your home**



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Accessing everything
you need is easy



www.riversidescotland.org.uk



Access services anytime, anywhere,
from any device. Log in or register for
My Riverside at my.riverside.org.uk



Search for ‘**RiversideScotland**’



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



If you need additional help or support, please tell us about it
and we will do our best to meet your needs.

Name

Your reference

Property address

Postcode

Welcome to your home

... A message from Gary Naylor,
... Managing Director, Riverside Scotland



Hello and welcome to Riverside Scotland

It's very important to us to make sure you feel supported from your first day as a Riverside customer and throughout your time with us.

So, we provide every new customer with this welcome pack on day one, setting out all the main services that we offer.

From the basics like how to request a repair and get in touch with us, to the extra support services we offer to you, it sets out our offer to you.

Please read it, keep it in a drawer and refer to it whenever you need help.

Keeping up-to-date and having your say

Of course, our services will evolve over time.

So, there are a couple things I want to encourage you to do in order to stay up-to-date and make the most of your experience as a customer.

The quickest and easiest way to find the latest information from us is to keep an eye on our website – www.riversidescotland.org.uk – where we often post updates and that you may find interesting. Alternatively, sign up for the My Riverside app, which allows you to report repairs, check your rent account and so much more in just a few taps of your smartphone. You can also follow us on Facebook; just search 'Riverside Scotland'. You can always get in touch with your Tenant Partner and local team for any support or advice that you need. Keep an eye out for local updates and correspondence.

Secondly, we believe that listening to our customers is the foundation of delivering excellent services. Your opinions and suggestions help us to understand what truly matters to you and guide the improvements we make. There are many ways to do that, so please check out page 22 or visit www.riversidescotland.org.uk/have-your-say to have your say.

And finally...

We are a responsible landlord that takes our obligations to customers very seriously. We care passionately about providing good customer service and making a difference to the communities we proudly serve. I hope that will be reflected in your customer experience.

On behalf of everyone here at Riverside, thank you for becoming a customer and I hope you are very happy in your new home.

With very best wishes,

Gary

A handwritten signature in black ink, appearing to read 'G. Naylor'.

You can meet the rest of our Leadership team at www.riversidescotland.org.uk/about-us/our-team

Getting started – contacting us

Once you've been given the keys, you can get on with moving in belongings, furniture, appliances... to make your house a home.

If you know you're likely to experience any challenges when you do so, please speak to your Tenant Partner, who will be present at the handover of your keys.

Here's our quick guide to contacting us.

Method	What you can do
Our website – www.riversidescotland.org.uk	— Access the My Riverside app to report repairs, make payments and much more. — Read detailed information about the services we offer, how we can help and your rights as a customer. — Access support services through quick and easy forms. — Keep up to date with news and what we're doing to improve services. — Find open and transparent information about how we're performing. — View our privacy notice to understand how we manage data and communications. — Read about the history of Riverside Scotland.
My Riverside app  Scan the code now to download the app or visit my.riverside.org.uk/register . You'll need your unique tenancy reference number and postcode to get started.	Want to do something quickly and easily? Use the My Riverside app and in just a few taps you can... — report and track repairs. — make payments and check your balance. — get help with rent, benefits, energy, jobs and training. — update your personal information and much more.
Customer Service Centre 0345 112 6600 (or 0800 529 8789 for our Income team if you need help and advice with rent or need to setup payments)	Got a complex issue which you can't report online? Give our Customer Service Centre a call. Our knowledgeable and dedicated team are available 24 hours a day, 7 days a week, 365 days a year.

Note: We also have a Live Chat function on our website, but this is only available at non-peak times. Similarly, we also run a Facebook page www.facebook.com/riversidescotland and you can DM us via Facebook Messenger, however, please do not expect an instant response. Messages through our website, My Riverside and telephone calls will be prioritised.

Your Tenant Partner

Your Tenant Partner is your main contact at Riverside. They are dedicated to your local area and are responsible for helping you to navigate any issues you might come across during your time as a customer.

Your Tenant Partner is:

.....

Tenant Partner contact number:

.....

Your contact details

As well being able to contact us – it's also important that we can contact you. That means you'll be able to get updates on the services we provide and any key messages about your home. We gather your contact information when you sign your tenancy agreement, however, if your phone number or email address changes, it's important you let us know. You can use any of the methods above – the easiest way is via My Riverside.

• You can find more information about contacting us at www.riversidescotland.org.uk/contact_us



Before you move in we do a number of checks to make sure your home is clean, safe and secure. Take a look around and make sure these standards are met. Let us know if anything isn't up to standard. www.riversidescotland.org.uk/what-to-expect-in-your-new-home

Update your contact details in just a few taps

**My Riverside. The quick
and easy way to get things
sorted. Leaving more time for
the finer things in life.**

- ✓ Report repairs quickly and easily
- ✓ Check and manage your account and charges
- ✓ Pay securely online
- ✓ Update your contact details
- ✓ Live Chat with us



My Riverside

Anytime | Anywhere | Any device



Register now at

my.riverside.org.uk/register

Already registered?

Download the app and make life even easier.

Getting started – paying your rent

Paying your rent and other charges on time is important and we're here to support you with that.

We offer a range of payment options as well as a dedicated Income Management Team who are here to support you with whatever financial issues you may be facing.

The only thing we ask is that you pay on time and when your rent is due in line with your payment frequency. You likely will already have been asked to pay rent prior to moving in. If you haven't done so, please do so straight away.

If you do run into trouble with payments, it's vital you contact us as soon as possible so we can provide the best advice and support to you.

You can contact our Income Team on **0800 529 8789**.



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 choose. Unlike a Direct Debit, there are no charges if there isn't enough money in your account to cover the payment. You only need to change things when your card expires or the charges change. Get in touch to set it up today.

Online via My Riverside

Check your account and pay anytime, anywhere and on any device. Registration is quick and easy just head over to My Riverside via our app or online system to get started

By phone

Call us and pick the payment option from the list. You'll need your Easypay number which can be found on any rent letters from us.

Universal Credit

You will usually get a monthly payment direct to your bank account which will include any help you get towards your housing costs. Whether the payment covers all or part of your rent and other charges, you must pay your full charge to us. We suggest setting up a Direct Debit payment to us for the day your Universal Credit payment arrives in your bank account.

Housing Benefit

You can ask Housing Benefit to pay us direct. This may cover all or part of your rent. Whether the payment covers all or part of your rent and other charges, you must pay your full charge to us.





**Need to make a benefit claim?
Our Affordability Officer can help.
Just get in touch on 07974 751 084.**

If you struggle to make payments

Get in touch with us straight away via our freephone number **0800 529 8789** to see how we can help and discuss the options available to you.

You can find more information on our website at www.riverside.org.uk/letstalkrent. We are partners with the Money and Pension Service who provide free, confidential debt advice. To access this service please ask a member of our team and we will refer you immediately for support.

Checklist

- If you're eligible, apply for Housing Benefit or Universal Credit. You may need a copy of your Tenancy Agreement and Service Charge breakdown for this.
- Remember, Universal Credit and Housing Benefit payments are made in arrears, so you'll need to make sure your payments are up to date.
- Set up a Direct Debit or make a payment using the other options on this page.
- Visit our website or talk to us about getting help managing your money, opening a bank account or getting online

For more information, visit
[www.riverside.org.uk/
letstalkrent](http://www.riverside.org.uk/letstalkrent)

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.



Setting up your home

To help make sure you get off on the right foot, and are safe and happy in your new home, here's a few tips to get started.

Checklist

Moving in can be exciting, but also stressful. The checklist below may help you remember some of the essentials as you move into your new property.

- **Set up your utility providers and give them all the relevant readings.**
- **If you're moving to a new area register with a doctor and dentist. To find one by you visit www.nhs.uk.**
- **If you receive benefits make sure you update your details to ensure your claim is up to date.**
- **Register with the local council for your Council Tax and to vote.**
- **Update your address details with your bank, work, TV licensing, DVLA, car insurance etc.**

Home contents insurance

Are your belongings insured if there's a fire or break-in? Remember it's up to you to arrange this.

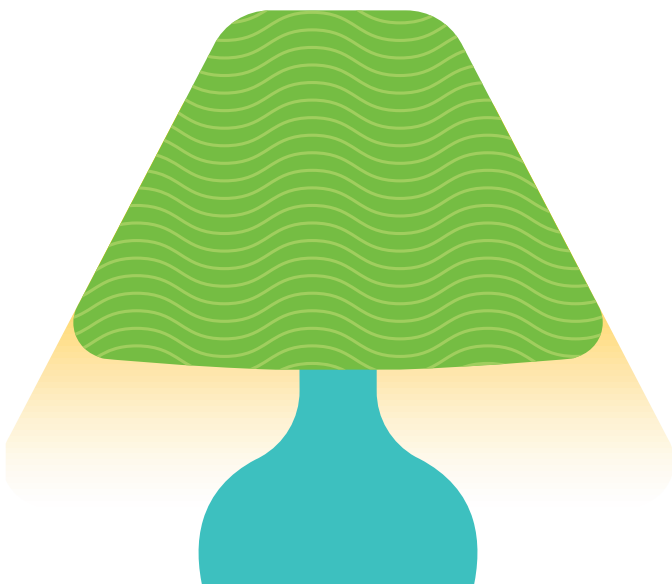
Switching on your gas supply

When you first move in, we will let you know if the gas supply has been turned off or 'capped', which can be a health and safety requirement for some homes. Getting your gas uncapped is very simple, but also very important to ensure that you have heating and hot water. Just follow these steps.

- **Set up the gas and electricity account in your name by contacting the suppliers. Use the information given to you, and in this booklet, to get you started.**
- **Got a pre-payment meter (card or key)? Top up your supply to ensure there is credit on the meter.**
- **Call us on 0345 112 6600 and we'll arrange for an engineer to uncup your gas at a time convenient for you.**

To avoid a delay in having your gas turned on, we recommend that you follow these steps as soon as possible once you have signed for your property. We cannot uncup the gas supply until there is credit on both gas and electric meters. Appointments usually take place 48 hours from when they are booked.

Not all of our homes will have an individual gas supply so you may not need to have it uncapped. We'll let you know if you need to organise the gas to be uncapped.



Setting up your suppliers

One of the first things you will need to do, once you have signed your tenancy agreement, is set up your utility accounts. We hope you find this guide helpful when doing this.

Gas and electric

Before you start, what type of meter do you have?

- **Pre-payment** – you pay for your supply up front and load credit onto your meter.
- **Standard** – you receive regular bills charging you for your usage.

We allow you to change the type of meter you have where possible. You should check with us whether you can do this where you live. If it is possible, this is something you arrange directly with your supplier.

You are free to choose who supplies your gas and electric. We recommend using price comparison websites to find the best deal for you.

What you'll need:

- **Your old address**
(and account number if you have one)
- **Your new address and contact details**
- **Your type of meter**
(pre-payment or standard)
- **The current meter reading**
- **Your bank account details**
(for standard meters only to set up a direct debit)

You will need to contact the supplier of your choice and tell them that you are moving in and that you want to set up your gas and/or electric account. They will help you through the rest of the process and will normally contact the old supplier to terminate that contract (if applicable).

If you have a 'Pay as you go' meter, the supplier will arrange to send you a new key (electric meter) and card (gas meter) which you use to top up your supplies at your nearest PayPoint or Post Office branch. Some newer 'Pay as you go' meters are smart meters and can be topped up online or through an app on your smart phone, but the supplier will confirm this to you.

Don't forget to contact your old supplier to tell them you are moving out and give final meter readings.

If you find it difficult to keep your home warm and bills are getting expensive, get in touch. We may be able to help.



Repairs, safety and home improvements

Repairs and works to maintain your home are an essential part of our service to you.

We are here to help you look after your home and deliver a high-quality, prompt and efficient repairs service.

We also invest millions of pounds every year through our planned investment programme to help keep your home safe, looked after and repair-free for longer.

Repairs

We offer very competitive repairs timeframes as set out below. We may be able to attend more quickly in some cases – these are our minimum standards.

Health & Safety repairs –

We'll aim to attend within four hours.

Fire, gas leak, boiler fumes leak, water mains/major leak within property (or flat above), no power, insecure property, blocked or broken WC (if only one in property), community alarm failure or any other health and safety related matters.

Emergency repairs –

We'll aim to attend within 12 hours.

Water leak, part power failure, leaking radiator (not a major leak), no hot water, faulty drainage, common stair lighting failure, major rain penetration through roof or any other safety related matters.

Urgent repairs –

We'll aim to attend within five days.

Issues with general lighting/wiring that is not exposed, any hazard in a communal area e.g. slip or trip hazards, containable leaks including water penetration from roof.

Routine repairs –

We'll aim to attend within 28 days.

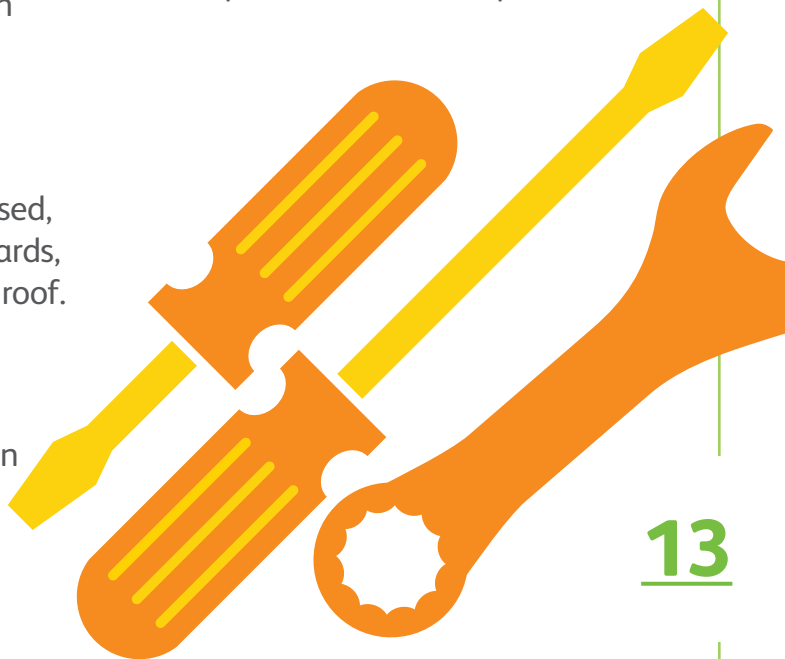
Fence repairs, kitchen repairs e.g. replacing a section of worktop, bathroom repairs e.g. resealing a wash hand basin, and all other non-urgent repairs.

Planned works

As well as repairing your home when it needs it, we also invest millions every year in maintaining our homes through our planned works programme.

From kitchens, bathrooms and windows to other essential items, we track and monitor the life cycle of all the components to ensure they are replaced at the appropriate time.

We'll write to you directly when a component is due for replacement.



Repairs responsibilities

Maintaining your home is a shared effort between us and you. We make sure you're safe and comfortable in your home, so you don't have to worry. By helping us look after your home, we can ensure your home stays in good condition.

Here's a quick overview of our respective responsibilities.

Our responsibilities

We take care of the main fabric of your home, ensuring everything is in top condition.

This includes:

- roof, walls, windows, and doors
- floors and ceilings
- gutters, pipes, and drains
- external features like paths and rear fencing.

We also handle key installations such as:

- baths and toilets
- electrical wiring
- gas and water pipes
- heating systems
- smoke alarms and more.

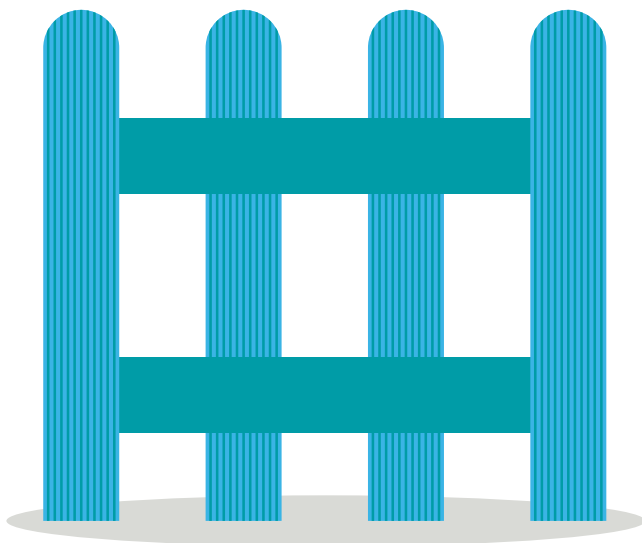
Your responsibilities

As a tenant, you have a few responsibilities to keep your home running smoothly.

These include:

- replacing basic items like light bulbs
- managing lost keys and replacements
- checking and replacing batteries in smoke alarms
- maintaining and replacing front fences
- decorating the inside of the home
- all 'making good' and repairs when vacating a property.

For full details, please refer to your tenancy agreement or visit the repairs section on our website.



DIY

If you're looking to do any DIY in your home (from upgrading your kitchen, installing a satellite dish or laminate flooring), it's important you tell us first.

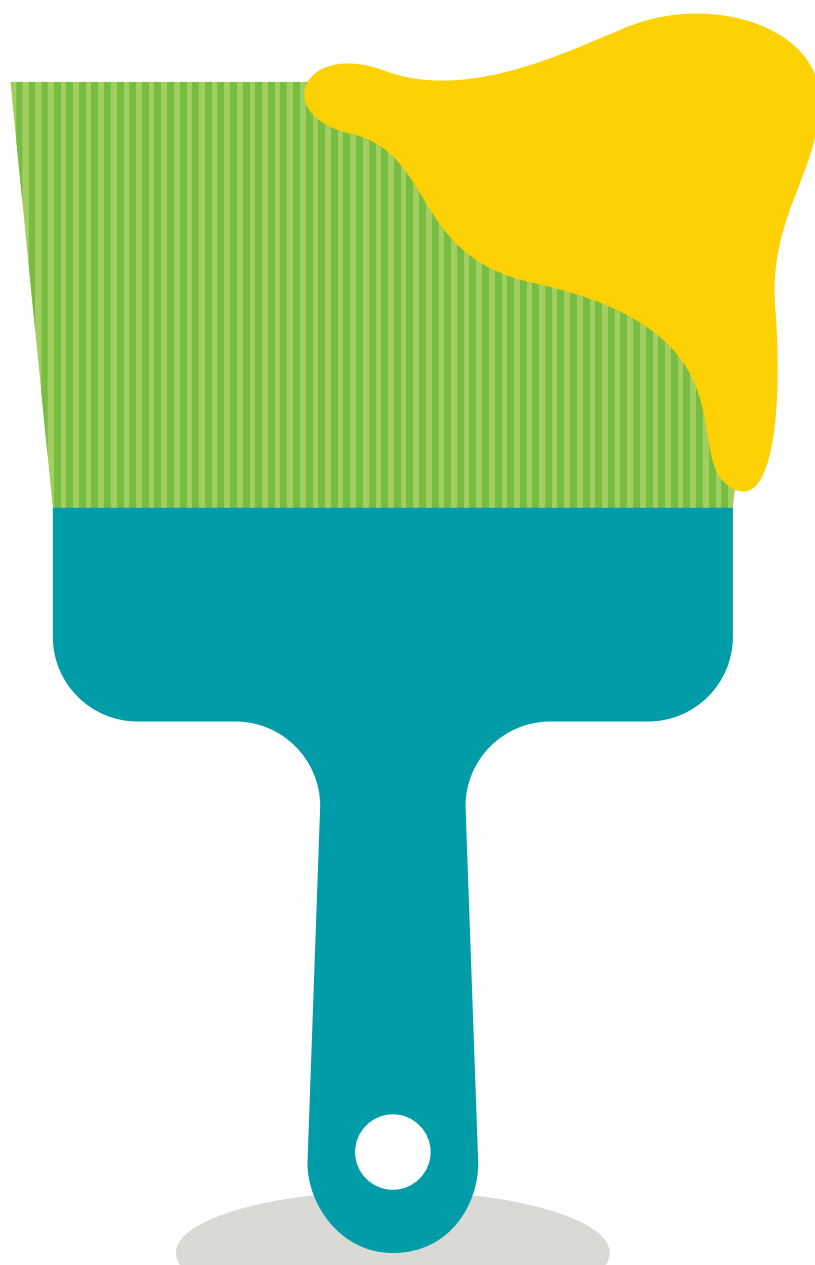
We need to make sure it's safe for you to do so, give you permission to go ahead and provide any information that may be useful for the work.

For example, some of our properties might have asbestos due to their age. As long as it's in a good condition and undamaged, it's safe.

By letting us know before you start, we can check for asbestos and that it's safe for you to do the work.

If you've damaged something that you think contains asbestos, please don't touch it or try to clean it up.

Close the door, if you can, and call us straight away.



Condensation, damp and mould

If you have problems with condensation, damp or mould in your home, you should report it to us immediately.

We'll come out to visit you and try to diagnose the cause of your problem.

We may carry out some initial work to clean up the affected areas to keep you safe.

Ultimately, we will look to tackle the root cause of the problem and ensure it doesn't return.

Top tips – reducing condensation in the home

Condensation, damp and mould can be caused in a range of different ways.

But whether a home is showing signs or not, everyone can benefit from following some simple tips to reduce condensation and the risk of damp and mould.





In the kitchen

- When you're cooking or boiling a kettle, try to keep the door closed to prevent steam moving around your home. Steam will collect on walls and windows and create condensation.
- Make sure your extractor fan is switched on if you have one, if you do not have one in your kitchen, please report this to us as soon as possible so that we can arrange one to be installed.
- Cover your pans with lids when you're cooking and leave your extractor fans on, you can also open your windows. Both of these will help to clear the air of any excess moisture.

In the bathroom

- Condensation, damp and mould in the bathroom is caused by hot baths and showers that send moisture into the air. When you're taking a shower or bath, make sure your extractor fan is switched on if you have one. Don't forget too, if it's warm enough and you can reach, you can also open a window to quickly get rid of the steam.

Around the home

- When possible and safe, try to keep your windows open to encourage fresh air to flow around your home.
- Try to avoid drying clothes inside or over radiators. If you can't, then place the clothes on a rack in a room next to an open window and close the door. If the room has an extractor fan, keep it switched on until your clothes are dry.
- Try and keep your furniture at least 5cm away from walls to allow air to flow around it. You may want to keep soft furnishing away from external walls where moisture can collect.
- Try to leave your central heating on a constant, low setting for as much time as possible, or set the timer to boost the heating in the morning and the evening.
- Leaving moisture on surfaces will encourage mould to grow. Wipe away any condensation from windows and doors to prevent mould from growing.
- If possible, don't overfill your wardrobes and cupboards as it increases the likelihood that warm, damp air will collect inside.
- If you have a tumble dryer, make sure that it is vented to an outside wall, or that the condenser is regularly emptied.

Pest control

... **If unwanted pests appear in your home, from insects to rodents, we know it can be a real concern.**

It's important that it is dealt with quickly and effectively to prevent the problem from getting worse so it's vital you report it straight away.

When you report a problem to us, we'll arrange to visit you promptly to assess the problem and provide support.

If the issue has been caused by a problem with the design or fabric of the building, for example a hole in the brickwork, this is our responsibility, and we will deal with it as quickly as possible and meet all costs.

If the problem has not been caused by the design or fabric of the building, then it is your responsibility to resolve, and you will need to meet the cost of dealing with the problem.

If the infestation is your responsibility, don't worry, there are a range of ways to get help.

Most councils offer a free or low-cost service to help remove pests, you will just need to call or visit your local council website and they may be able to help.

There are also a wide range of private companies who provide excellent pest control services.

Safety and support

⋮ Your safety is paramount

So, we carry out a range of activities designed to ensure your home is safe and all legally required checks are up to date.

Here's a quick summary:

Gas servicing – By law we must check your gas appliances or flues once a year. There is also a legal obligation on you to allow us to do so. We'll contact you when this check is due. If you smell gas, call the National Gas Emergency Service on 0800 111 999.

Electrical Safety Inspection – By law we are required to carry out regular electrical safety inspections by a registered electrician every five years.

Fire Risk Assessment – For all communal buildings or a shared block (for example blocks of flats) we must carry out an annual Fire Risk Assessment. We must also communicate the outcome of this to you. If you live in that type of building, we'll be in touch.

Other checks – There are a range of required safety checks to other key services – water, lifts, fire doors etc. The frequency of these checks varies but we'll always ensure we're up to date.

Water safety

If water sources aren't used regularly, like shower heads and outside taps, they can sometimes cause illness if the water isn't kept fresh.

A bacteria called Legionella can build up and make you ill.

For tips about keeping water systems clear and reducing the risk in your home please visit:
www.riversidescotland.org.uk/water-safety

⋮ For more information visit
www.riversidescotland.org.uk/safety-support

Or for any specific information about gas servicing please visit:
www.riversidescotland.org.uk/gas-servicing

Or fire safety please visit:
www.riversidescotland.org.uk/fire-safety



Extra services, help and support

We want you to continue to live independently in your home. If you find you need a little extra help and support, there are ways we could help.

Managing your home

If you find your circumstances change and you are struggling to pay your bills, need help getting in to work or are struggling to keep your home warm, our Let's Talk teams are there to support you.

Adaptations

Long-term illness or disability may mean you have difficulty using facilities in your home. An adaptation, extra fitting or minor alteration to your home could make a huge difference to your comfort and quality of life. It could be anything from a grab rail to a vibrating smoke alarm. Your local authority social services team can arrange for an occupational therapist to assess your needs.

If you receive an assessment from an occupational therapist, we will arrange an inspection of your property. This inspection will help us determine if the recommended adaptations are feasible, considering the physical structure of your home and the available budget for these modifications.

Alternative housing

We'll do everything we can to make sure we meet your needs in your current home.

If your circumstances change and your home is no longer suitable, we may be able to help you find a new place to live.

If you have any questions at all, get in touch today.



Scan the code
to access
our support



Finding support is super easy online.



Download the My Riverside app now

Not registered?

Just visit my.riverside.org.uk/register to get started

Got an urgent issue involving damp and
mould in your home? Read our advice here

www.riversidescotland.org.uk/loveyourhome

Getting involved



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. You can find out more about these on our website or from your Tenant Partner.

Sounding Board

Influence and comment on our services in a way that suits you. We'll use a variety of methods to interact with you, for example consultation events, short online surveys and small focus groups. We understand everyone's time is precious, so with that in mind, you can have as little or as much involvement as you wish within the Sounding Board – and there's even regular prize draws for registered tenants!

Service Improvement Group

Our Service Improvement Group provides customers with an opportunity to examine and challenge our performance and decision making, with a view of improving the quality and standard of services delivered by Riverside Scotland.

Local activities

Please speak to your Tenant Partner if you are interested in getting involved locally or have any good ideas or suggestions about your neighbourhood. You are welcome to come with us on an estate walkabout. For information on upcoming walkabouts, please visit our the Your Community page on our website, follow us on Facebook and keep an eye out for texts from us.

Neighbourhood plans

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.

We'll consider what you tell us and get back to you to let you know what we're going to do in response.

**Scan
to get
involved**



Customer feedback

At Riverside Scotland, our customers are at the heart of what we do, and we are committed to delivering a high-quality service.

It's important to tell us when things go right or when they go wrong so we can continue to improve our service.

Things don't always go to plan and by telling us what's gone wrong, we can help put things right for you.

We have a dedicated point of contact for managing negative customer experiences and driving forward improvements in overall satisfaction to ensure we consistently meet the changing needs of our customers.

You can contact your Tenant Partner or you can give us feedback via any of our communications channels set out on page 4.

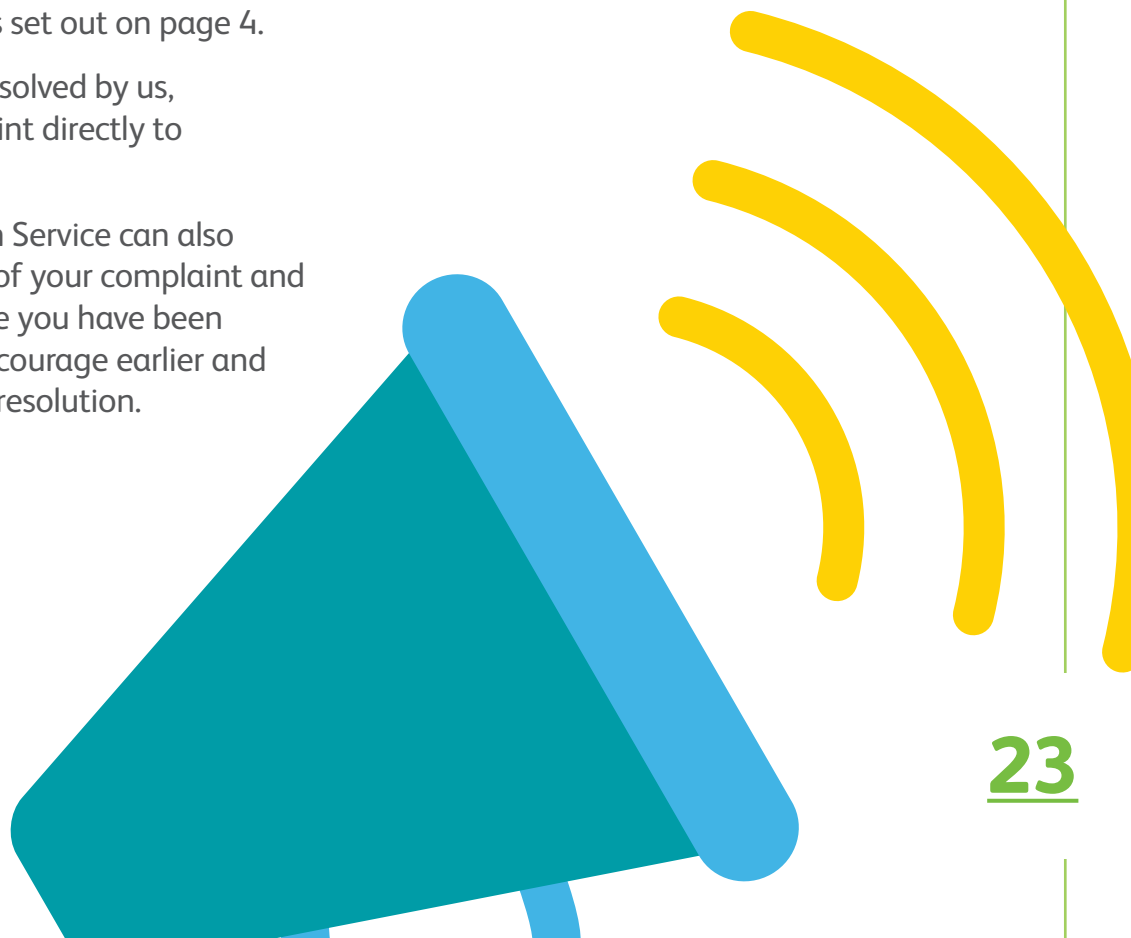
If your complaint is not resolved by us, you can take your complaint directly to the Ombudsman.

The Housing Ombudsman Service can also assist throughout the life of your complaint and not just at the point where you have been through our process to encourage earlier and more effective complaint resolution.

Listening to you

We publish actions that have resulted directly from customer feedback on the **Listening to You** section of our website.

For more information visit www.riversidescotland.org.uk/complaints



Your rights

As a Riverside Scotland customer you have important rights.

These are set out in your tenancy agreement or lease.

Other rights may be set out by law and are additional to the terms of your tenancy agreement.

These rights also apply where another organisation provides services to you under a contract, but where Riverside Scotland is still your landlord.



Accessing everything you need is easy



www.riversidescotland.org.uk



Access services anytime, anywhere, from any device. Log in or register for My Riverside at my.riverside.org.uk



Search for '**RiversideScotland**'



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



If you need additional help or support, please tell us about it and we will do our best to meet your needs.

Part of The Riverside Group Limited

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