The Word on the Street

Issue 15 November 2026

Riverside Scotland



A new era

A Brighter Future Together: Our five-year plan for Riverside Scotland

We share the plan and what it means for our customers.

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A new era

A Brighter Future Together: Our five-year plan for Riverside Scotland

A message from Gary Naylor, Managing Director

I'm pleased to share Riverside's new five-year plan, A Brighter Future Together, and what it means for customers across Scotland.

While this is a Riverside Group-wide strategy, our focus in Scotland is simple. We want to be a locally rooted, customer-centred and accountable organisation that delivers high-quality homes and services that you can rely on. Everything we do over the next five years will be shaped by what customers and colleagues have told us matters most.

Our priority is to get the basics right. That means improving repairs, strengthening communication, learning from complaints, being more visible in our neighbourhoods, listening to customers and acting on what we hear. It also means making sure our colleagues have the tools, information and support they need to deliver excellent services.

At the heart of our plan is a simple commitment: Riverside Scotland will own the basics, listen and act, work as one team, use insight and deliver visible improvements for customers, colleagues and communities.

Our improvement journey has already started with the launch of our new website. The site has been designed to make it easier for you to find information, access services and get the support you need.

I'd also like to take this opportunity to introduce our new Chair, Kevin Coyle. Kevin brings a wealth of experience from senior leadership roles in banking, business transformation and change management. Over the course of his career, he has led major programmes that have helped organisations improve services and deliver positive outcomes for customers.

Kevin is looking forward to working with Riverside Scotland as we deliver our Brighter Future plan, improve and create positive change for our customers and communities. We are delighted to have him on board and look forward to benefiting from his experience and leadership.

I hope you'll welcome these changes, read more about the plan on our website, and feel positive about the improvements we're making now and in the future.



Gary Naylor
Managing Director



Our five-year plan

What it means for customers in Scotland

Our new five-year plan, A Brighter Future Together, sets out how we'll improve homes, services and communities across Scotland.

Homes you can be proud of
Safe, warm, affordable homes, with a greater focus on planned maintenance, energy efficiency, damp and mould prevention, and getting repairs right first time.

Reliable services you can trust
Clear communication, improved customer journeys and services that are easier to access and understand.

A stronger customer voice
More opportunities for customers to influence decisions, with a clear focus on showing how your feedback leads to improvements.

Visible and accountable leadership
Leaders spending more time listening to customers and ensuring services deliver what matters most.

Person-centred support and stronger communities
Providing tailored support that helps customers sustain their tenancies and thrive in their communities.

Pride in places
Working with customers and partners to create safe, attractive neighbourhoods that people are proud to call home.

Better use of data and digital services
Using technology and better information to improve services and make interactions with us simpler.

Financial resilience for the future
Making responsible decisions that deliver value for money while continuing to invest in homes and services.

Together, these commitments will help us provide better homes, better services and stronger communities for customers across Scotland.



Investment and Repairs

Investment Plan

Riverside Scotland will deliver a targeted programme of planned maintenance and asset investment focused on maintaining the quality, safety and energy performance of our homes. This includes the delivery of a significant window and door replacement programme comparatively tended and awarded to CR SMITH.

We have been successful in our £1.5 million application to the Scottish Government's Net Zero Heat Fund to support the delivery of the Pennyburn Whole House Retrofit Phase 2 project, which will provide a coordinated fabric-first retrofit programme to 69 homes, including measures to improve thermal performance, reduce heat demand, lower fuel costs for tenants and prepare properties for future clean heat technologies.



Alongside these major projects, the planned maintenance programme will continue to invest in key building components delivering 20 kitchen and bathroom upgrades and estate improvements. We also received £300,000 in grant funding in July 2026 for the completion of medical adaptations in our properties.

Keep communal areas clear

To help keep everyone safe, please remember that personal belongings must not be stored in communal areas, including hallways, landings, entrances and under staircases.

Items left in communal areas can create **slip, trip and fire hazard**s, making it more difficult for residents and emergency services to move safely through the building.

This includes items such as:

- Door mats
- Bicycles and scooters
- Furniture and storage boxes
- Footwear
- Pushchairs



If you would like to use a door mat, please keep it inside your home, rather than outside your front door, to help reduce the risk of trips and falls.

By keeping communal areas clear, you're helping to create a safer environment for everyone.

Awaab's Law in Scotland

From October 2026, Awaab's Law will introduce new legal requirements to ensure damp and mould issues are investigated and resolved more quickly in social housing. Damp and mould can affect both your health and your home, so it's important to report any concerns as soon as possible.





What will happen if you report damp or mould?

Under the new rules, landlords must:

- Investigate the issue within 10 working days of it being reported.
- Provide a written summary of their findings within 3 working days of the investigation.
- Begin any necessary repair work within 5 working days where repairs are required.
- Keep tenants updated if there are delays, explain why timescales cannot be met, and take steps to reduce any risks while waiting for repairs.

What should you look out for?

Signs of damp and mould can include:

- Black, green or brown mould on walls, ceilings or around windows.
- Water droplets on windows and walls caused by condensation.
- Peeling wallpaper or bubbling paint.
- Damp patches or staining on walls and ceilings.
- A persistent damp or musty smell.

If you suspect hidden damp behind your wallpaper or carpets, you should not try to remove these yourself.

How can you help prevent condensation?

Simple steps that can help reduce moisture in your home include:

- Keeping air vents clear and using extractor fans when cooking or bathing.
- Opening windows regularly to improve ventilation.
- Drying clothes outdoors where possible, or in a well-ventilated room.
- Keeping rooms heated above 18 degrees during colder weather.

Report Problems Early

If you notice damp or mould in your home, please contact Riverside Scotland as soon as possible. Reporting problems early can prevent them from getting worse and helps us take action quickly to keep your home safe, warm and healthy.

We may ask you a few questions to get a better understanding of the issue. We will also likely need access to your home for inspections and repair work. This is necessary for ensuring your home can be made safe.

Reporting issues with roads and pavements

Local councils are responsible for maintaining most public roads and pavements in Scotland. Many customers contact Riverside Scotland regarding issues that are the responsibility of the local authority.

The local council is generally responsible for:

- ✓ Public roads
- ✓ Tarmac pavements and footpaths
- ✓ Street lighting
- ✓ Road drains and gullies

North Ayrshire

To report potholes, damaged pavements, blocked road drains, road markings or street lighting:

- Telephone: **01294 310000**
- Email: **roads@north-ayrshire.gov.uk**
- Online: North Ayrshire Council "Report a Road Fault"

East Ayrshire and South Ayrshire

Roads, pavements and street lighting are managed by the Ayrshire Roads Alliance on behalf of East Ayrshire Council.

- Telephone: **01563 503160**
- Email: e**nquiries@ayrshireroadsalliance.org**
- Online: Report a fault via the Ayrshire Roads Alliance website.

Dumfries and Galloway

The council is responsible for issues relating to public roads, pavements, street lighting, drainage and related road infrastructure.

- Telephone: **030 33 33 3000** (Council Helpline)
- Online: Report road, pavement, street lighting and drainage issues through the Dumfries and Galloway Council road reporting service.

Parking Improvements in Pennyburn



We are carrying out improvements to car parks across Pennyburn, with fresh parking bay markings being painted and disabled parking bays being created or renewed where needed.

Works commenced w/c 26 October but unfortunately had to be postponed due to rain and high winds following the storm.

We are working on a new schedule with the contractor and will write out when dates are finalised. We will also share new dates and any updates on our website and Facebook page.

We hope once complete that these improvements will make parking more organised, improve vehicle movement within the car parks, and provide better accessibility for residents and visitors.



Supporting Customers

Christmas gift campaign returns

We're delighted to be running our Christmas Gift Campaign for the fourth year in a row, thanks to the generosity our staff and contractors. The campaign helps provide toys and gifts for children at Christmas and last year we supported 124 children.



Housing perks – helping customers reduce arrears

A recent success story highlights how Housing Perks can make a real difference in helping you save on everyday essentials and even put money towards your rent.



While supporting a customer who had received a rent arrears letter, our Housing First for Families Officer, Ami took the time to explain how the Housing Perks app could help. The customer agreed to pay an additional £10 per month towards their arrears and updated their Housing Perks savings pot so that rewards earned through the app would go directly towards reducing their arrears.

After reviewing the discounts and rewards available, the customer felt confident they could contribute a further £20 per month towards their arrears through Housing Perks alone.

This is a great example of how small savings can add up, helping customers improve their financial wellbeing while reducing rent arrears at the same time.

Housing Perks is available free of charge to all Riverside Scotland customers and offers discounts and cashback from hundreds of national retailers and local businesses.

With Christmas approaching now is the ideal time to start making savings on purchases whether it's presents, toys, or food. Over 400 customers have already signed up and the most popular stores its being used in are Tesco, Asda, Aldi, B&M and JD Sports.

You can also get 4% off your energy costs without switching your energy supplier or changing your tariff. Simply purchase a Housing Perks Energy Card through the Housing Perks app at a 4% discount and use it to pay your energy supplier online or over the phone.

Up to five household members can also download the app and use it when buying goods or services to maximise the discount and contributions to your rent.

Interested in finding out more? Speak to your Tenant Partner, search Housing Perks on our website or scan the QR code.

Your community

Apply for our Community Fund

Do you have an idea that could make a positive difference in your community? Applications are now open for the Riverside Scotland Community Fund. The fund supports projects and activities that help bring people together, improve neighbourhoods, and create opportunities for local residents.

Community groups, organisations and projects that benefit Riverside customers are encouraged to apply.

Funding is typically available up to a maximum of £500 per application. We will review larger requests on a case-by-case basis, and dependent on available funds. We aim to support as many projects as we can.

To find out more about the fund, eligibility criteria and how to apply, visit our Community Fund page on the Riverside Scotland website or scan the qr code.



Bloomin' marvellous!

Congratulations to our green everyone who took part in this year's Harbourside in Bloom and Garden of the Week competitions

The standard of entries was outstanding, with customers showcasing beautiful gardens, colourful displays, and well-maintained outdoor spaces that have helped brighten our communities throughout the summer. It was clear that a great deal of time, care and pride had gone into each and every garden.

Your hard work and creativity help make our communities welcoming place to live.











Summer fun brings communities together

Over the summer, Riverside Scotland hosted community fun days in Ayrshire and Dumfries, bringing families together for a day of free fun activities and the chance to get active at our football fun day in Pennyburn.

Our Housing First for Families team also organised a range of summer trips, helping families create lasting memories during the school holidays and providing opportunities to explore new places and enjoy quality time together.

These events are part of our ongoing commitment to supporting wellbeing, reducing social isolation and helping communities thrive. A big thank you to everyone who attended and helped make the summer a success.

What would you like to see in your community next year? Send your suggestions to **involvement@riversidescotland.org.uk**











Winter Advice

Stay connected this winter

As the days get shorter and the weather gets colder, it's natural to spend more time indoors. For some people, this can lead to feelings of loneliness or isolation.

Staying connected with others can make a real difference to your wellbeing. Whether it's joining a coffee morning, taking part in a walking group, volunteering, learning a new skill or attending a community event, there are plenty of opportunities to meet people and get involved across our communities this winter.

We've pulled together information on a wide range of local activities and support services, including:

- Walking groups and outdoor activities
- Coffee mornings and social groups
- Men's Sheds and community workshops
- Volunteering opportunities
- Befriending and peer support services
- Activities for older people
- Community venues, libraries and local events

Visit the **Your Local Community** section on our website to explore what's available in your area and find opportunities to stay active, connected and supported this winter or scan the QR code.

Be prepared this winter

As the colder weather approaches, our website has a handy tips and safety guides page packed with useful information and videos to help you deal with common seasonal issues. From preventing and thawing frozen pipes to staying warm and safe during severe weather, the guide offers practical tips to help you look after your home throughout winter.

Visit our tips and safety guides page on our website or scan the QR code and make sure you're ready for the months ahead.



Smart meters: take control of your energy

A smart meter can help you keep track of your energy use and make managing your bills easier. It automatically sends meter readings to your energy supplier, so you'll receive accurate bills without having to submit readings yourself.

The in-home display lets you see how much energy you're using in near real time, helping you identify ways to save energy and reduce costs.

- Benefits of a Smart Meter
- Accurate bills based on actual usage
- No need to manually submit meter readings
- Better understanding of your energy use
- Easier budgeting and cost control
- Installed by your energy supplier at no upfront cost

To find out more or arrange an installation, contact your energy supplier.



Winter pruning programme 2026/27

Our grounds maintenance contractor, ID Verde, will be carrying out winter pruning across our neighbourhoods between October 2026 and March 2027. Winter pruning helps keep shrubs and hedges healthy, tidy and safe while improving visibility around our communities. ID Verde will lift leaves from areas they maintain when pruning but don't carry responsibility for leaf clearance on pathways, roads and carparks.

Bourtreehill and Girdle Toll Areas

Weeks commencing 19 and 26 October

Kilwinning & Surrounding Areas

Week commencing 2 November
Muirside & Cranberry, Abbeygate, West Doura and Dunure Court

Week commencing 9 November
Hawthorn Place

Week commencing 23 November
Glenapp Court, Caley House and Pathfoot/Bridgend

Week commencing 30 November
Muirfield

Irvine & Surrounding Areas

Week commencing 26 October
Springside, Thornhouse Court, Townfoot Lane and Pavilion Gardens

Weeks commencing 16 and 23 November
Tarryholme

Week commencing 7 December
Carters/Loudon Rigg

Week commencing 7 December
Castle Place, Cheviot Head and Parkside

Weeks commencing 14 December and 11 January
Harbourside

Weeks commencing 18 and 25 January Strathmore Park

Week commencing 25 January
Broughton Green

Other Areas

Week commencing 16 November
Drongan

Week commencing 23 November
Monkton and Dundonald

Week commencing 30 November
Dumfries

Weeks commencing 25 January and 1 February
Arran

Pennyburn

Week commencing 16 November
Sightlines and lanes

Weeks commencing 25 January and 1 February
Cranberry Road

Weeks commencing 8 and 15 February
Muirside Road

Week commencing 15 February
Culzean Place

Week commencing 22 February
Glenapp Place

Weeks commencing 1 and 8 March Sundrum Place

Weeks commencing 8 and 15 March
Cambusdoon Place

Week commencing 15 March
Skelmorlie Place and Coodham Place

Please be aware that all dates are subject to change. Our contractor will do their best to complete works as scheduled, but timings may be affected by weather or other operational priorities.

Customer Influence

Thank you for sharing your views

A big thank you to everyone who attended our pre-rent consultation community events throughout October, and to those who took the time to complete our survey.

We were delighted to speak with so many tenants and hear your views on our services, neighbourhoods and future rent options. Your feedback is incredibly important and will help shape our approach and the options we present as part of our upcoming rent consultation.

By sharing your experiences, priorities and concerns, you're helping us make informed decisions that reflect what matters most to our customers. We appreciate everyone who took part and contributed to the conversation.

We'll use the feedback gathered to develop our rent consultation proposals and a formal rent consultation will begin in early December where we will write to you to outline our option/s for 2027/28 and ask for your feedback.



Get involved and make a difference

Did you know there are lots of ways to have your say and help shape Riverside Scotland services?

Whether you'd like to share your views, join a customer group, take part in surveys, help review our services, or work with us on improvement projects, there are opportunities for everyone to get involved, no matter how much time you can give. Your feedback helps us make decisions that matter to our customers and communities. No matter how much time you can give, we'd love to hear from you.



Congratulations to **Faith**, one of our Service Improvement Group members, who has recently joined Riverside's **Tenant and Resident Influence Partnership (TRIP)**. Through groups like the Service Improvement Group and TRIP, customers can share their experiences, scrutinise services, contribute ideas and help influence decision-making at both local and national levels.

We're currently looking for a tenant member to join our Board. This is a great opportunity to represent customers, influence key decisions, and help shape the future of Riverside Scotland.

Find out more about all our involvement opportunities and how to apply for the Board role by visiting our Get Involved web page or scanning the QR code.

Our Performance

Annual Performance Report 2025/26

Our Annual Performance Report is now available on our website, highlighting how we have invested in homes, supported customers and strengthened communities over the past year.

Some of this year's key achievements include:

- **120 homes let** and **46 people** experiencing homelessness housed, helping more people access safe and secure housing.
- **46 families** supported through our award-winning Housing First for Families programme, achieving a **100%** tenancy sustainment rate.
- **£579,758** secured for customers through benefit and financial support claims, alongside emergency assistance and fuel voucher schemes.
- **124 children** supported through our annual Christmas Gift Campaign, ensuring every child living in a Riverside Scotland home received a gift.
- **£3 million** invested in improving the quality, safety and energy efficiency of customers' homes.
- **7,837** repairs completed, with **93.1%** completed right first time.
- **87.1%** of customers were satisfied with the overall service, while **98.2%** were satisfied with how we keep them informed and **97.7%** were satisfied with opportunities to participate in decision-making.
- Our Service Improvement Group's review of various policies and our approach to dealing with anti-social behaviour.
- A reduction in average re-let times from **31.5 days** to **17.5 days**, helping customers move into homes more quickly while reducing rental loss and improving efficiency.

The report also includes information on our performance against other local landlords, how customer feedback has influenced service improvements, and how rent income has been invested in homes, communities and customer support services. Search performance reports on our website to read the full report.

Search performance reports on our website to read the full report or scan the QR code.

Quarterly performance

We're committed to being transparent about how we're doing and where we can improve. Here's a snapshot of our performance from July to September 2026 (Q2) compared with the previous quarter (April to June 2026).

76.1%
Satisfaction with your latest repair
(**77.6%** in Q1)

4 hours
Emergency repairs target of 4 hours
3.36 hours in Q2

6.02 days
Non-emergency repairs target of 5 days
(**9.36** in Q1)

15.47 days
Routine repairs target of 28 days
(**19.51 days** in Q1)

100%
Electrical safety certificates 100% in Q2
(**100%** in Q1)

100%
Gas safety certificates
(**100%** in Q2)

67
Complaints
(**50** in Q2)

21
Complaints upheld
15 in Q2
(15 complaints partially upheld – 17 in Q1)

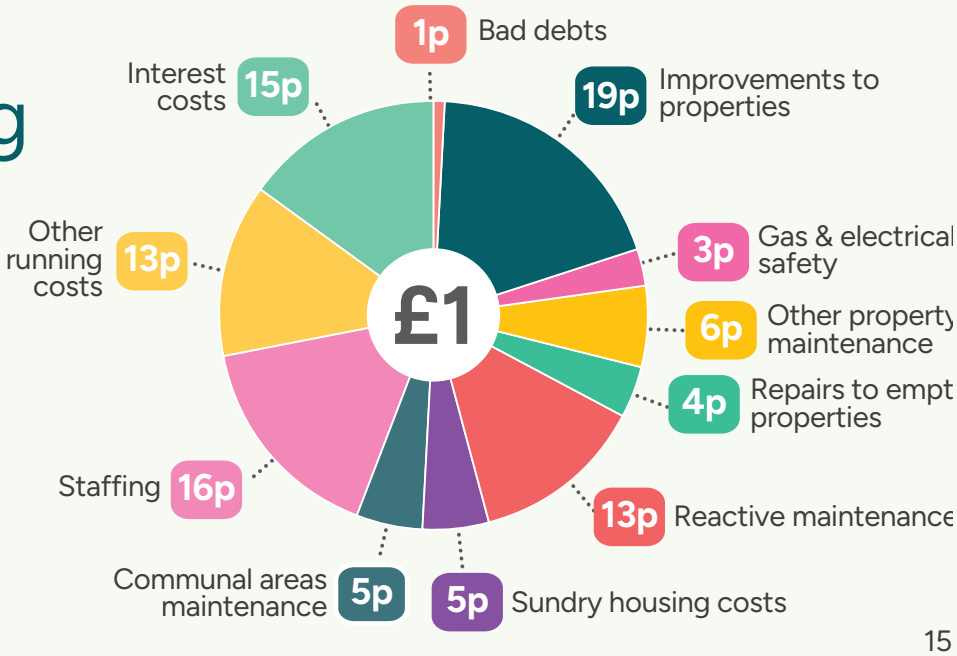
24
Number of re-lets
(**36** in Q1)

21.4 days
Days taken to re-let empty homes
(**18.9 days** in Q2)

90.91%
New tenancies sustained for more than a year
(**88.89%** in Q2)

47 seconds
Call handling times
(**1 min 47 seconds** in Q1)

How every £1 of rent is being spent



Award recognition for Riverside Scotland

We're delighted that Riverside Scotland's work has been recognised through a number of prestigious industry awards.

Following our success at the Scottish Energy Efficiency Awards in the summer, where we won Large Scale Project of the Year, our Pennyburn Retrofit Project was shortlisted for both the National Large Scale Project Award and the National Housing Association Award at the National Energy Efficiency Awards.

We have also been shortlisted in five categories at the upcoming CIH Scotland Awards 2026: Excellence in Leadership, Excellence in Regeneration and Sustainability, Net Zero in Housing, Excellence in Tenant Scrutiny, and Excellence in Learning and Development.

These nominations reflect the hard work of our colleagues, customers and partners, and recognise our commitment to improving homes, supporting communities, engaging tenants and creating a more sustainable future.







Riverside Scotland

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