



Planned works programme

Over 23/34 we are investing over £1.7 million across our housing stock. Confirmed works are listed below and our asset team will be in touch if your home is within the programme.

We have also secured £1.5 million ECO funding for energy efficiency upgrades to almost 300 homes in Dumfries including installation of internal wall insulation (IWI) and replacement cavity wall insulation.

We will monitor the progress of these programmes throughout the year, and if further funding becomes available, we will bring future works forward as a priority.



Works	No of Properties	Location
Roof and Render Works to PAS 2035	29	Pennyburn
Windows	296	Dumfries
FD60 Fire Door sets	49	All Communal blocks
Kitchens	48	Dumfries
Cavity Wall Extraction to achieve Energy Efficiency Standards for Social Housing (EESH).	76	Adhoc/All Areas



Find us on Facebook and Twitter

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.





Providing access for safety inspections

As a landlord we need to ensure your home is safe. We carry out gas safety checks once a year and electrical safety inspections every five years.

When your property is due for either inspection, our contractor will start to contact you 56 days beforehand to arrange an appointment for the check to be carried out.

It is extremely important that you provide access to our contractors so we can ensure your property remains safe and complies with Regulatory standards.

If you have any concerns about your property relating to Gas or Electrical maintenance, please do not hesitate to report them to our Customer Service Centre on **0345 112 6600**.

Please call our CSC on **0345 112 6600** with any changes to your tenancy or contact details e.g. someone leaving, someone moving in, name changes or a new phone number.

Join our new Scrutiny Group

We are in the process of setting up a new scrutiny group working in partnership with the Tenants information Service (TIS).

Customer-led scrutiny of housing services enables landlords and their tenants to work in partnership, to identify where services and investment are well placed, and where value for money is being delivered.

More importantly it identifies areas for improvements, which in turn can lead to improved service performance and increased tenant satisfaction.

Scrutiny is an opportunity for tenants, landlords, and community groups alike to work together and influence decisions about housing services. Achieving the right level of scrutiny and participation is vital for Riverside Scotland in shaping our delivery of housing services. It provides us with a valuable insight into where

resources should be prioritised, so that performance levels, and value for money are properly aligned.

Why get involved?

We are looking for service improvement volunteers to help identify good practice in our housing service, and more importantly areas for improvement. Working together we can improve services and make a real difference! You don't need experience as support to develop your skills and confidence are ongoing throughout.

Want to find out more?

Contact Gavin Wiffen, Customer & Community Engagement Officer by phone on **07970 348 724** or by email at gavin.wiffen@riverside.org.uk



Garden of the Week

Throughout June and July we'll be on the lookout for tidy, colourful and well-maintained front gardens brightening up our estates.

You don't need to enter, winners will be selected by our asset and tenant partner teams and will receive a £20 gift card. Keep an eye on our social media pages for winning gardens.



Harbourside in Bloom

We will also be running our Harbourside In Bloom competition where all Riverside Scotland Irvine Harbourside residents are eligible to enter their front garden.

To enter please confirm your name, address, and contact number by **Friday 14 July 2023**.

Contact Gavin Wiffen, Customer & Community Engagement Officer by phone on **07970 348 724** or by email at gavin.wiffen@riverside.org.uk