

We've put together some answers to questions you may have about the IT attack on our systems.

Has any of my personal data been lost or shared because of the IT attack?

We want to reassure you that we dealt with the attack straight away and our expert advisers have confirmed there is no evidence of any data loss as a result of the incident.

How long will it take to return services to normal?

We are taking a cautious and careful approach to ensure we recover our IT systems safely and securely. This is the best way of ensuring that the malware that infected our systems can be completely wiped out. The integrity of systems that Riverside Scotland use is of the utmost importance to us, and we are working as quickly as possible to recover systems in a phased and methodical way. We will keep you updated on progress through our website and social media, and we will let you know when systems return to normal.

What if I have an emergency and need to speak with someone?

We have provided [contact details](#) on our website about how to get in touch with us while we work to recover services. We apologise for this disruption in service. Please be assured we are working as fast as possible to recover services.

For all non-urgent enquiries please email us on info@riversidescotland.org.uk or wait until our services are running normally again.

If I've not heard from you, do I need to resubmit my enquiry?

No, you do not need to resubmit any enquiries.

We have a list of all enquiries received and as soon as we can bring our systems back online our teams will be in touch with you to deal with your enquiry. While services are disrupted, we are prioritising emergency repairs and actively contacting customers who need care and support. We acknowledge it may take a little longer to get in touch with you about other services such as letting our homes, accessing My Riverside etc., and we apologise for this.

What do you mean by emergency contact?

While we restore systems, please only contact us by phone in an emergency. An emergency repair could be loss of power, heating or hot water. It could be a flood or burst pipe or a safety issue with an electrical, gas or door entry system. An emergency could also be someone who is imminently homeless or there is a serious risk to their personal safety.

Visit our [repairs page](#) for a list of what an emergency repair may include or to [report anti-social behaviour](#).

How can I pay my rent?

If you have an easy pay card you can pay your rent at any Post Office or PayPoint. You can also pay online at [allpay](#) or you can download the allpay app to your mobile. You will need your easy pay card number, so that any payments are allocated to your rent account.

If you already have a direct debit or reoccurring card payment set up, these will continue to be taken as normal.

How can I report a repair?

For emergency repairs only please call 0345 112 6600. If your repair is not urgent, we ask that report this as soon as our systems are back online.

When will my repair be completed?

If your repair is an emergency, we will deal with this within our agreed timescales. Please only call the Customer Service Centre if you need to speak with someone about an emergency repair.

Can I still report an anti-social behaviour?

Yes you can still report anti-social behaviour through our [website](#). Call 999 if you are in immediate danger or concerned for the safety of a neighbour.

I've applied for a Riverside Scotland home, will the disruption mean I have to reapply?

No, you do not need to reapply. There may be a delay in responding to your application and we apologise for this. As soon as our systems are back online, we will get in touch with you about your application. If you are homeless, or at immediate risk of becoming homeless, please call the Customer Service Centre on 0345 112 6600.

Will I have to wait longer for you to offer me a home?

As we work to recover our systems, there may be delays to the letting of our homes and we apologise for this. The team will be in touch with you as soon as they can. We understand how frustrating this can be, but it is important we recover systems safely and securely.

I am waiting to sign for my new property

We are working hard to bring services back online and we are planning and prioritising work while we do this. Our teams will be in touch with you as soon

as they can. Please only contact us in an emergency or if you are at risk of being imminently homeless.