



Improving services

We've been working hard on improving our services since we undertook our Big Conversation customer survey last year. Your views and feedback are what has driven our recent restructure and helped us reshape our customer services.

A couple of messages that came across clearly from the survey results were:

that you felt our officers were not visible in our communities.

the difficulties you have experienced trying to speak to someone locally being passed from one department to the next.

When we wrote to you in January, we mentioned we had made some changes to the staff team to address these issues. Following the restructure, we are pleased to announce we now have a full team in place.

To address these issues we have increased our frontline customer facing team and now have **more than ten Tenant Partners looking after you and your tenancy.**

Your Tenant Partner will have written out to you to introduce themselves and provide contact details. We hope being able to contact your Tenant Partner directly has made a difference.



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.



Your updates



Gavin Wiffen, our new Customer and Community Engagement Officer will be working with tenants to continue to improve services and encourage tenant participation.

“I’m really excited to meet our customers and work together on the issues that matter most to them across our estates and neighbourhoods. I’m keen to hear from anyone who would like to get involved!

“We’ll be providing regular updates in this format as opposed to the quarterly newsletter in response to your feedback for more targeted communications.

“We really hope you have noticed a difference in our service delivery over the past few months.

“Please let us know if you’ve seen any improvements, or if there’s anything we can change to make your services from us better.”

If you’d like to provide any feedback or suggestions or get involved, please contact Gavin Wiffen, Customer & Community Engagement Officer by phone on **07970 348 724** or by email at gavin.wiffen@riverside.org.uk



Local drop-ins

We’ve been holding weekly drop-ins to ensure a regular presence within our estates. The six-week trial has been well-attended, and we look forward to rolling out drop-ins out across all our communities in the coming weeks.



Our Customer Service Centre is now at full resource and Customers are not having to wait more than 6 minutes to speak to an advisor – a great improvement from December/January. We anticipate further improvements in the coming weeks.



We are keen to build our relationship with our customers and ensure your new team are fully equipped for the journey.

We have staff undertaking professional qualifications and will be delivering a range of housing and tenancy management training to all Tenant Partners.

Our Asset Officers will also be completing training on building pathology/damp and mould, and construction management.



In arrears or need support to maximise your income?

You can contact Cath Stone, Affordability Officer directly on **07974 751 084** to discuss any issues you are experiencing relating to payment of rent, utilities, or wider debt issues.



Do you have an outstanding repair that was put on hold and could not be progressed due to the pandemic?

Please contact our Tenant Partner, Annmarie Murray on **07730 687 904** to report any long-standing repair issues, and we will complete all legacy repairs as quickly as possible.