

## Welcome to our first update of 2024



Last year we redesigned our services to invest more resources in supporting customers, including more staff on our estates, and enhanced financial support. This newsletter focuses on just a few of the services available to support you from help with beds and bedding to getting you online. We have also included information on the support available if you are experiencing abuse in your household.

As well as ensuring you are supported in your tenancy, moving forward we want to deliver significant improvements to our assets, focusing on improving the existing homes we own and manage, striving for net zero, tackling fuel poverty and looking at how we can regenerate older estates. We'll update you on our planned property investment programme for 2024/25 in due course.

Best wishes



**Diana MacLean**  
Managing Director

## At Riverside Scotland we believe all our tenants deserve a good night's sleep



The cost-of-living crisis has led to “bed poverty” where families end up sleeping in poor conditions because they are having to prioritise money for food and heating. Bed poverty can look different from family to family. It can include:

- **broken beds and damaged bedding:** families can't afford to replace or repair unsuitable beds or bedding, for example bedding that has gone mouldy.
- **sharing beds and rooms:** many parents share beds with their children as they cannot afford separate places for them to sleep.
- **sleeping on the floor:** parents or children who are sleeping on the floor because they can't afford beds.
- families unable to wash or dry bedding because they can't afford to pay for energy.

We have teamed up with our contractors Bell Group and James Frew to support customers affected by bed poverty. We will be providing beds, mattresses, and bedding to eligible households.

**If you are experiencing any of the above, please get in touch with your Tenant Partner. Contact details on the FAQ section of our website.**



## Join our Board

We are currently recruiting for Board Members. We'll give you all the support you need to play a full and meaningful part in the strategic management of Riverside Scotland. This is a great opportunity to use your individual skills and experience to benefit your community.

If you are interested in joining our Board, please contact **David Bond** on [david@mcgregorbond.com](mailto:david@mcgregorbond.com) or call **07801 490 678**.



**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.



## Dealing with domestic violence

We take all reports of domestic violence extremely seriously. Our team have recently completed training on the new Domestic Abuse (Scotland) Act and how we can support customers.

You can contact our CSC on **0345 112 6600** or your Tenant Partner to make a report of any abuse within your home. If it is an emergency always call **999**.

### What can we do?

If you make a report to our team, we will make sure the information you give remains confidential and any conversations we have with you will be carried out in private. We can even meet face to face at a time and safe location that is convenient to you. Through our specialist schemes we may be able to:

- refer you to the best and most suitable organisations for greater support and counselling services within our network.
- arrange for safer improvements to your home as required.
- work with our partners such as the police to investigate any incidents.
- if you are at immediate risk, we could refer you to the council for temporary accommodation and assist you in finding somewhere new to live that is safe, self-contained and fully furnished.
- refer you to specialist agencies as required.

## Supporting you to get online



We are excited to announce that we have partnered up with Connecting Scotland to combat digital exclusion amongst Riverside Scotland customers. We'll be offering customers the opportunity to borrow IT devices and MiFi devices to gain internet connectivity.



Digital exclusion comprises three aspects that are often intertwined. These are:

**Access** – those who are digitally excluded because they have no access to the internet at home or elsewhere.

**Ability** – those who lack the digital skills and/or confidence to navigate the online environment safely and knowledgeably.

**Affordability** – those who struggle to afford access to the internet, and so either go without it, or experience other financial strains to retain access.

### How do I apply?

Your Tenant Partner can refer you to use the service.



You can also refer yourself by contacting Gavin Wiffen, Customer & Community Engagement Officer on **07970 348 724** or email [gavin.wiffen@riverside.org.uk](mailto:gavin.wiffen@riverside.org.uk)

## Struggling with your rent and bills?

Cath Stone, our Affordability Officer can help with affordable and manageable payment arrangements which work for you as well as checking if you are eligible for any benefits.

Get in touch with Cath on **07974 751 084**.

