

They've nailed it!



We are supporting tenants to complete an 8-week Advanced DIY Carpentry and Joinery course at Ayrshire College.

Heather Anderson, Head of Service Delivery said, "The course is a great foundation to empower our tenants with the skills to tackle everyday DIY problems. It's about providing customers with new opportunities and experiences and giving them the confidence to pursue something they may not otherwise have considered.

Ronan, Brian and Kerry pictured are enjoying the opportunity to upskill in an area they enjoy.

Kerry said, "I received a text from Riverside Scotland advertising the training and decided to get in touch and express my interest. I've always enjoyed DIY and it's great getting to know the basics."

"There's a lot of woodwork on the course and I've already learned how to fit new door handles and carry out minor repairs.

On gaining their qualification, we will be supporting our tenants with driving lessons through to successful completion of their driving test.

Investing in your homes

The quality and safety of your homes is extremely important to us. As well as carrying out the repairs you report to us, we run a programme of planned works.



Planned works are programmed in advance and usually involve the replacement of external or internal elements of the property or common parts e.g. roofs, windows, kitchens, bathrooms, boilers. Planned works enhance the quality and value of the property and wider living conditions.

This allows us to keep your homes in good condition and ensures we are on track to meet the Scottish Housing Quality Standard. It also gives us better value for money when we complete similar work on several homes at once.

In 24/25 our planned works will be based on a whole house retrofit approach designed to enhance energy efficiency and sustainability.

The retrofit will cover several key areas of the property including the roof, render, windows and doors, and heating system. We will also be installing new kitchens and bathrooms in properties selected for retrofit works.

Cyclical works budgeted for in this year's programme include exterior painting and fencing.

We will be contacting tenants included in the programme in due course with details of works to be completed and timescales.

We would like to ensure tenants are involved and have a say in the works being undertaken in their home and will allow for choices where possible.



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.

Repairs Timescales

To be clear on what you can expect from us, our repairs policy sets out clear standards on how quickly a job should be completed. We always aim to meet these standards and in more than 90% of cases, we do. If we don't, we expect our contractors to get in touch with you to explain any challenges they have in completing the job, and to ensure you're not inconvenienced.



Health & Safety

Fire, gas leak; boiler fumes leak; water mains leak within property (or flat above); no power; burst radiator (not a minor leak); insecure property; blocked or broken WC (if only one in property); community alarm failure; smoke alarm failure; health & safety related matters.

Target Response Time: 4 hrs



Emergency Repairs

Water leak; part power failure; leaking radiator (not a major leak); no hot water; faulty drainage; common stair lighting failure; major rain penetration through roof; safety related matters.

Target Response Time: 12 hrs

Please note that emergency repairs are generally to make safe and deal with the initial emergency. In the majority of cases follow on works are required to fully complete the repair (e.g. a smashed window will be boarded up at the emergency repair and follow on works will be ordered to replace the window or glass in full which we have 28 days to complete).



Urgent Repairs

Gas related repairs following an annual Gas safety check.

Target Response Time: Within 5 days



Appointable Repairs

All other non-Health & Safety and **Emergency Repairs will normally be completed within 28 working days**

Please only request an update or query progress of a repair if we have not completed a repair within the specific timescales.



Garden Equipment Lending Scheme

Following feedback from our customers, we are keen to explore new ways to support tenants and residents to maintain their gardens. We are launching a new Garden Equipment Lending Scheme, to be piloted in Pennyburn from April.

Equipment includes a lawnmower, strimmer, hedge trimmer, extension cord and hand tools for weeding and planting.

Garden equipment can be loaned for two hours **FREE OF CHARGE** by contacting **Cranberry Moss Community Centre** on **01294 557146**. You will be given a date and time to come and collect the items you wish to borrow. Please bring proof of ID and address along with you when collecting the equipment – if we are unable to verify your ID, we may be unable to loan you any equipment.

Depending on demand for this scheme, we may need to implement a waiting list. If this happens, we will let you know. Please only use the items you need so everyone who wants to, can make use of the service.

Full T&C's are available on our website.

If you have any questions about the Community Garden Equipment Lending Scheme, please contact Gavin Wiffen, Customer & Community Engagement Officer on 07970 348 724 or email: gavin.wiffen@riverside.org.uk

ID Verde Landscaping Works

Our grounds maintenance contractor, ID Verde, will be commencing seasonal landscaping works throughout our estates.

ID Verde are responsible for grass cutting, hedge & shrub pruning and weed control across all our areas of operation. During the grass cutting season tenants often call in to tell us that cuttings/debris has been left in the area by our contractors. Often when contractors are working across an estate it is easier to collect all cuttings at the end of the day. Please only report to us if any cuttings or debris have not been cleared by the end of the day.



Universal Credit Managed Migration

The government is looking to move all 'working age' benefit claimants on to Universal Credit. It is often referred to as 'managed migration'.

Who is affected?

Working age claimants who currently claim Tax Credits, Jobseeker's Allowance, Employment and Support Allowance, Income Support and Housing Benefit will be required to migrate over to UC at some point in the near future.

Are pensioners affected?

No. Managed migration affects those of 'working age'. If you are close to retirement age and receive a notification, it may be possible to stay on other benefits. If you are part of a couple and only one is of pension age, you may need to claim UC.

IMPORTANT INFORMATION:

How and when do I apply?

There are currently two letters circulating from DWP which is causing a bit of confusion – one is telling claimants that there are benefit changes and you may need to apply for UC and another letter is called a "Migration Notice" which has a deadline date for you to apply for UC. It is extremely important that you don't apply for UC until you have received the "Migration Notice" as you may lose out on money.

Need to speak to us?

Get in touch with **Cath Stone**, our Affordability Officer on **07974 751 084** for advice on benefit claims.

Getting in touch with your Tenant Partner

Your tenant partner is your point of contact for any matters related to your tenancy. You can contact your tenant partner directly 10am-4pm Monday to Friday. Please leave a message and we will get back to you.



For general enquiries and repairs please call our Customer Service Centre on 0345 112 6600.

Annmarie Murray: 07730 687 904

Dundonald, Lawthorn (Strathmore Park), Bourtreehill, Kilmarnock

Tania Fulton: 07967 443 573

Drongan (Sinclairston/Millmannoch/Barbeth), Springside (Springhill), Tarryholme (Gales Wynd, Gales Gardens), Irvine (Castle Place), Pennyburn (Cranberry, Coodham, Garallan), Kilwinning (Abbeygate, Main Street, Hawthorn Place)

Patricia Milligan: 07967 442 169

Harbourside, Pennyburn (Sundrum, Kelburn, Muirside), Bourtreehill (Cheviot, Parkside)

Aileen Paxton: 07855 442 741

(Thu/Fri, alternate Wed) Pennyburn (Glenapp, Cloncaird), Kilwinning (Pathfoot) Largs and Montgomerie Park (Pavilion Gardens)

Thomas Templeton: 07792 181 769

Arran, Drongan (Coronation), Tarryholme (Gales Crescent, Gales Court, Gales Place), Pennyburn (Skelmorlie, Culzean, Daljarrock, Cambusdoon)

Sharon Black: 07805 201 547

Lawthorn (Broughton Green), Irvine (Thornhouse), Harbourside (Gottries), Pennyburn Squares

Kathryn Morrison: 07773 216 480

Lawthorn (Littlestane, Aberfeldy, Bowmore, Millburn, Aberlour, Linkwood, Haddington Gardens), Dreghorn, Bourtreehill. Pennyburn (Bargeny, Dunure, Enterkine), Kilwinning (Caley House, Muirfield Place)

Jacqui Monaghan: 07970 982

524 Drongan (Mainsford, Burnbrae, Coronation Road), Girdle Toll, Kilwinning (West Doura). Dumfries (Newbridge, Farnland, Lawbank, Shortridge)

Carol Wadsworth: 07583 677 453

Dumfries (College Street, Goldie Avenue, Goldie Crescent, Union Street, Forsyth Street, Nithbank Avenue, Sunderries Road, Sunderries Avenue, Downs Place, Nellieville Road, Cairn Drive)

Jill Edgar: 07580 103 350

Dumfries (Goldie Avenue, Nithside Avenue, Stakeford Street, Steel Avenue)