

Readers may note that some information within these documents have been omitted / redacted.

Some information has been omitted / redacted as disclosure may prejudice the commercial interests of Irvine Housing Association trading as Riverside Scotland.

We recognise that the commercial sensitivity of information may decline over time and the harm arising from disclosure may be outweighed by the public interest in openness and transparency. We commit to review the redaction of any such information from time to time.

Some information has been redacted as it contains personal data which identifies an individual. Disclosure of this information would place Irvine Housing Association t/a Riverside Scotland in breach of the Data Protection Act 2018.

Freedom Of Information Request Response



Ref No.	FOISA 2025-2
Date Received	28/04/2025
Title	Property drawings and information relating to a Riverside Scotland customer

Request	<p>Dear Sir/Madam</p> <p>I am representing [REDACTED], residing at the above address. [REDACTED] has had ongoing issues regarding continual flooding in his garden due to what appears to be inappropriate drainage resulting in the flooding as his property is at the foot of the hill from the pipe and it accumulates there. He has spent £7,500 of his own money but it is still a quagmire.</p> <p>I am looking for the original building plans particularly around drainage that was installed originally near his home and the footpath (which he is at the bottom of hence the problem) and any data Riverside hold in relation to [REDACTED] and his property.</p> <p>I look forward to hearing from you.</p> <p>Kind regards</p>
Response	<p>Hello,</p> <p>We acknowledge your request for information under the Freedom of Information Scotland Act (FOISA), made on 28th April 2025 where you requested information regarding building plans/drawings and information relating to a Riverside Scotland customer.</p> <p>Building plans</p> <p>We can confirm that Riverside Scotland were not the original constructors of this property and therefore do not hold any building plans/drawings.</p> <p>Information relating to a Riverside Scotland customer</p> <p>As you will be aware disclosure of information held by a public authority under the FOISA is deemed to be a disclosure to the world at large for the purposes of the public interest.</p>

	<p>We can confirm we do hold information relating to your request.</p> <p>However, we believe the information if disclosed under the FOISA would lead to living individuals being identified - which the FOISA does not permit. To do so would be a breach of the Data Protection Act 2018/UK GDPR.</p> <p>In view of the above, we therefore exercise a 'Section 38 (1)(b) – Personal Information' exemption under the FOISA against disclosure at this time</p> <p>If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within 40 days of the date of receipt of your original response and should be forwarded to: foi@riverside.org.uk</p> <p>However, if you are not content with the outcome of the internal review, you have the right to apply directly to the Scottish Information Commissioner for a decision via the following details:</p> <p>Email enquiries@itspublicknowledge.info</p> <p>Post Scottish Information Commissioner Kinburn Castle Doubledykes Road St Andrews Fife KY16 9DS</p> <p>Telephone 01334 464610</p> <p>Kind regards,</p> <p>FOI Team The Riverside Group</p>
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