

Fencing Repairs Underway

We've launched a fencing repair programme to address widespread storm damage across our homes.

Over 300 properties reported full or partial fence collapses, and the storm caused more than £100,000 in damage to trees. In response, we carried out urgent "make safe" works throughout February and March to remove immediate hazards.

We're pleased to confirm that full repair works began in April and will continue through to September 2025. The programme started in Pennyburn and, as of 2 June, has moved into Irvine, where work will continue for several weeks. Future locations will be shared in upcoming updates.

If you've already reported a damaged or fallen fence, there's no need to contact us again – your property is already included. Our Customer Service Centre won't be able to provide individual updates at this stage.

We appreciate your patience and cooperation as we work with our contractor to complete repairs efficiently and to a high standard.

Stay tuned for more updates in the next newsletter.

Diana MacLean to Step Down as Managing Director



After four years of dedicated leadership, our Managing Director, Diana MacLean, will be stepping down from her role at Riverside Scotland this August.

During her time with us, Diana has led the organisation through a period of significant growth and improvement. Under her leadership, we've built 170 new homes, invested £2 million into improving the quality, energy efficiency, and safety of our existing homes, and achieved an impressive 87% customer satisfaction rate.

Diana has also championed services like Housing First for Families, which received outstanding results from the Care Inspectorate, and helped Riverside Scotland win Housing Association of the Year at the 2024 Scotland Energy Efficiency Awards.

Diana said, "It is very much with sadness that I have made the difficult decision to leave Riverside Scotland. I have enjoyed every minute of my time here and I'm going to miss it dearly. I am confident that I am leaving a much stronger organisation than the one I joined thanks to the excellence of our teams."

We are incredibly grateful for Diana's contribution and leadership, and we wish her all the very best for the future.

The search for our new Managing Director is now underway. We're excited about the future and remain committed to delivering excellent services and homes for our tenants across Ayrshire and Dumfries & Galloway.

Join us in shaping the future of your community!



Have your say and get involved with Riverside Scotland to make a real difference in your area. Visit the Have Your Say page on our website to learn more and participate. You can also talk to us and keep up to date by joining us on Facebook. Search for '**RiversideScotland**'



Big Conversation Customer Survey – results are in!

A huge thank you to the 1,000 tenants and 428 factored owners who took the time to complete our in-depth survey on service delivery. Your time is very much appreciated and the results of the survey along with the individual comments will allow us to develop an action plan to continuously improve our services for the future.

How Did We Do?

We're pleased to share the results of the survey, comparing Riverside Scotland's performance with the latest Scottish average figures (2023/24). Green indicates that we are higher than average, amber are within 10% of the Scottish average and red would indicate lower than 10% within the Scottish average score.

Here's a snapshot of how we measured up:

Survey Question	Riverside Scotland	Scottish Average
Overall satisfaction with service provided by Riverside? (% very/ fairly satisfied)	87.10 %	86.49 %
How good or poor do you feel your landlord is at keeping you informed about their services and decisions? (% very good/ fairly good)	98.20 %	90.46 %
Opportunities to participate in your landlord’s decision-making (% very/ fairly satisfied)	97.70 %	87.67 %
Satisfaction with home quality (% very/ fairly satisfied)	86.90 %	84.01 %
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by the Association? (% very/ fairly satisfied)	82.78 %	87.31 %
Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money ? (% very good value/ fairly good value)	88.50 %	81.59 %
Overall, how satisfied are you with your landlord’s contribution to the management of the neighbourhood you live in? (% very/ fairly satisfied)	91.80 %	84.68 %
Factoring service satisfaction (% very/ fairly satisfied)	76.17 %	59.46 %

We hope you agree that these results are very positive in most areas. We've carefully reviewed all comments – both positive and constructive – to guide our next steps.

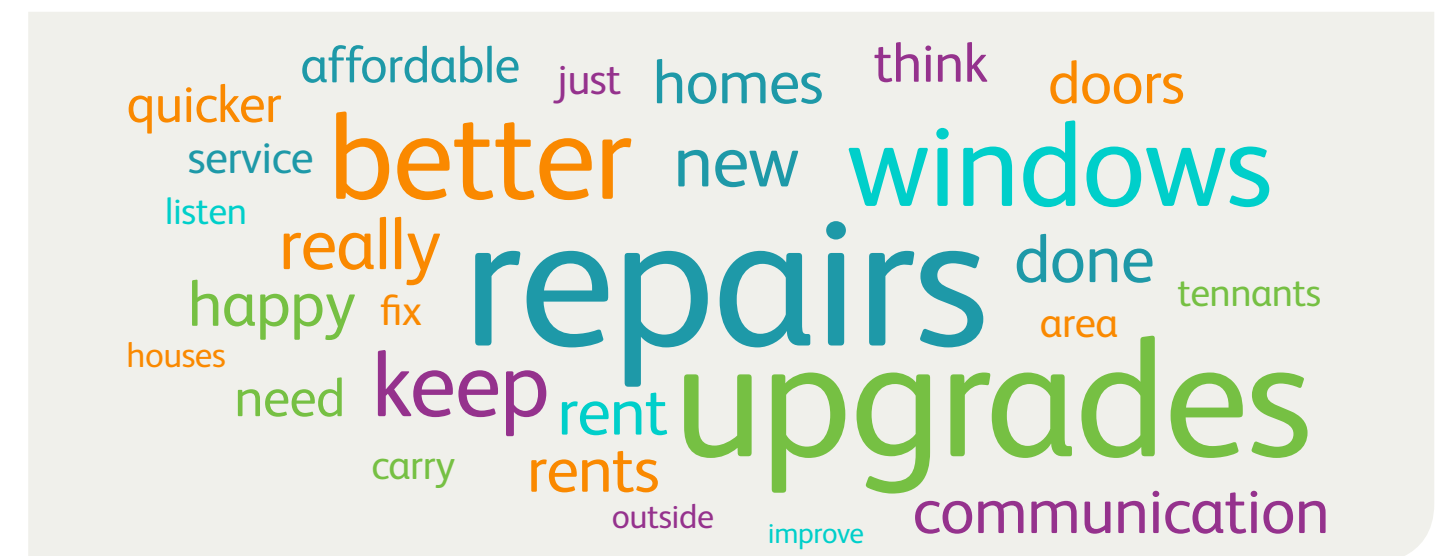
Your survey results

What You Told Us

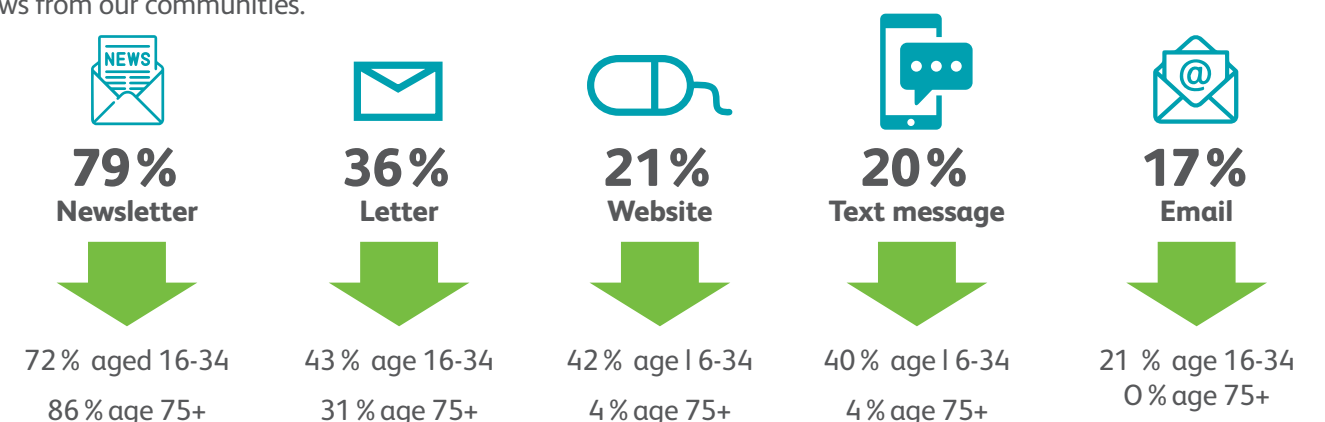
We asked what you think we do best – and where we can do better. The following visual shows the trend positive comments when customers were asked what we do best:



The same approach has been used to show what customers think we could do to improve the overall service:



We also asked about your preferred communication methods. Most of you prefer our bi-monthly Word on the Street newsletter and personalised letters, but we'll continue to invest time in keeping our website updated and post regularly on Facebook to keep everyone informed. We encourage you to follow us to see regular posts, updates and news from our communities.



Your Priorities, Our Promises

Based on your feedback, we’re developing an action plan focused on what matters most to you.

Analysis shows that these areas of service delivery are the top priorities for our customers.

Reliable and responsive repairs service	87%
Customer service e.g. locally accessible and responsive staff	70%
Ensuring homes are as energy efficient, warm and easy to heat	61%
Investment in homes e.g. kitchens and bathrooms	55%
Management of the landscaping and area around your home	40%
Support for tenants that need it	39%






We are now in the process of developing an action plan to achieve the following promises:

1. **Complete a neighbourhood plan for each community.** With the help of our tenants, we will produce and deliver on a series of promises bespoke to your area.
2. **Robust monitoring of contractors ensuring key performance indicators are met and managed.** We will provide tenants with more information on contractor performance in our Word on the Street newsletter.
3. **Property investment programmes will be published each year** focussing on improving energy efficiency as a priority to help reduce fuel bills e.g. windows, doors, roofs, cavity wall insulation and loft insulation.
4. **Develop and publish customer service standards** for answering customer communications and resolving enquiries.
5. **Regular “You Said, We Did” articles and social media posts** to show you how we are learning from complaints and your feedback.

We’re committed to listening, learning, and improving. Thank you again for being part of the Big Conversation—your voice is helping shape a better future for all our communities.

Supporting Our Tenants – Every Step of the Way

At Riverside Scotland, our commitment to supporting tenants goes far beyond providing a home. Over the past year, we’ve worked hard to deliver meaningful, practical support to help our customers through challenging times and improve everyday life.

-  **20 Beds** plus bedding items provided to families in need in partnership with our contractors Bell Group and James Frew
-  **Thousands of pounds in financial gains** secured through our Affordability Officer Cath’s expert money advice totalling £393,613.67
-  **Driving lessons** funded for 4 tenants to support independence and employment opportunities.
-  **Helping Hands** – £5,000 spent on assistance with fuel vouchers, food, furniture and white goods.
-  Continued success of our **Housing First for Families** programme, offering stable homes and tailored support to 40 families who need it most.

This work reflects our values and our belief that everyone deserves not just a house, but a safe, supported, and thriving home.

Garden of the Week

Throughout June and July we’ll be on the lookout for tidy, colourful and well-maintained front gardens brightening up our estates. You can also contact us to nominate your own garden or one of your neighbours. Get in touch with Gavin Wiffen to enter (details below). **Winners will receive a £20 gift card.** Keep an eye on our social media pages for winning gardens.



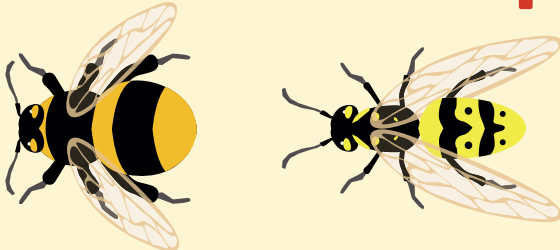
Harbourside in Bloom

We will also be running our annual Harbourside In Bloom competition where all Riverside Scotland Irvine Harbourside residents are eligible to enter their front garden. To enter please confirm your name, address, and contact number by Friday 11 July 2025. Contact Gavin Wiffen, Customer & Community Involvement Officer on **07970 348 724** or by email at **gavin.wiffen@riverside.org.uk**

*Full T&Cs can be found on our website.



Dealing with Bees and Wasps



As the warmer months arrive, we tend to receive increased reports of bees and wasps. While they play important roles in nature, they can sometimes become a nuisance or even a hazard around our homes. Here’s some handy info on dealing with them.

Bees

Bees, especially honeybees and bumblebees, are protected species and are essential for pollinating plants and crops. If you spot a bee nest:

- **Don’t disturb it:** Bees are generally non-aggressive unless provoked.
- **Report it:** Let your tenant partner know. They may contact a local beekeeper or pest control service.
- **Relocation, not extermination:** Many beekeepers will safely remove and rehome swarms. You can also contact the Scottish Beekeepers Association for advice or assistance.

Wasps

Wasps can be more aggressive, especially in late summer. Their nests are often found in lofts, sheds, or wall cavities.

- **Avoid disturbing the nest:** Wasps will defend their home if they feel threatened.
- **Contact us:** If the nest is in a communal area or poses a risk or damage to your home, we will usually arrange removal.
- **Private areas:** If the nest is in your private garden or shed, you may need to arrange removal yourself. Always use a professional pest control service.

Top Tips

- **Keep food and bins covered:** Wasps are attracted to sweet smells.
- **Use natural deterrents:** Peppermint oil or decoy wasp nests can help keep them away.

Need Help?

If you’re unsure what to do, contact your Tenant Partner. They can advise you on the next steps and whether Riverside Scotland will take action.

Building Stronger Communities: Year 1 Progress & What's Next

In 2024, we launched our Communities & Livelihoods Strategy – a long-term commitment to supporting tenants, strengthening neighbourhoods, and improving quality of life. We're proud to share the progress we've made in Year 1, and what's coming next.

You can view the full strategy document on the Your Community section of our website.

Year 1 Commitments: What We've Achieved Together

Commitment	Progress
Review and provide a written report with recommendations to improve complaints process by Tenant Service Improvement Group.	In progress – due July 2025
Customer consultations for planned maintenance works allowing tenants to have a say on bathroom and kitchen replacement programmes. Complete	Complete
Ongoing engagement across neighbourhoods and estates to address local issues. Complete	Complete
Develop a new handyman service working with tenants to provide access to training and possible opportunity for employment. Commitment was amended mid-year as there was limited interest in a handyman/DIY course; we amended the commitment to offer those who attended the initial DIY course the opportunity to complete driving lessons.	Complete
Develop a rolling programme of Health & wellbeing activities at Retirement Living.	Complete
Roll out a device lending scheme to customers who have no access to digital devices or internet services.	Complete
Establish working relationship with local employability and skills agencies developing a referral system to support tenants.	Complete
Produce a directory of support services and local organisations to assist tenants as they continue to navigate the cost-of-living crisis.	In progress – due July 2025

We've adapted where needed – like shifting from a DIY course to driving lessons when interest was low – and stayed focused on what matters most to you.

What's Ahead in Year 2

- We're excited to build on this momentum with a fresh set of commitments for 2025:
1. Launch Housing First for Families in Dumfries to support vulnerable families who have experienced or are at risk of homelessness.
 2. Support tenants to access welfare benefits through assessments, applications, and backdate requests.
 3. Seek and apply for external funding to support tenants struggling with the cost-of-living crisis e.g. fuel and food poverty.
 4. Host at least 4 face-to-face opportunities to meet with your Tenant Partner in your community to discuss local issues – estate walkabouts, investment meetings, community events and more.
 5. Add a 'Supporting You' tab to our website with local support directories and resources.
 6. Promote volunteering and offer school work placements to inspire careers in housing.
 7. Support local groups through our Community Fund to help them deliver vital services to our customers and communities.
 8. Work with our Tenant Service Improvement Group to review and make recommendations to improve our approach to tackling anti-social behaviour.

Investing in Your Homes: 2025/2026 Improvement Plans

- We're investing over £3 million this year to make your homes safer, more comfortable, and energy-efficient. Here are the key improvements planned:
- **Energy Efficiency** – £1,000,000 investment to help reduce energy bills and carbon emissions, making homes warmer and more sustainable.
- **Roofing** – £750,000 to ensure homes stay dry and secure.
- **Fencing** – £280,000 for added privacy and security.
- **External Painting** – £80,000 to refresh and protect homes.
- **Kitchens** – £250,000 & **Bathrooms** – £150,000 ensuring these essential spaces are functional, stylish, and up to date.
- **Adaptations** – £357,000 to support independent living making homes more accessible for tenants with mobility needs.
- **Cavity Wall Insulation & Render Works** – £100,000 to keep homes warmer and more energy efficient.
- **Window Replacements** – £100,000 to improve insulation, security, and comfort.

These investments reflect our ongoing commitment to maintaining high quality homes. We'll keep you updated as projects progress throughout the year.

Have a safe and enjoyable summer



During the summer months, nuisance/anti-social behaviour (ASB) tends to spike. Longer days and evenings provide more opportunities for people to engage in activities that may lead to nuisance/ASB. As the temperature rises, so does the likelihood of incidents.

In summer we experience an increase in complaints e.g. playing loud music outdoors, grass cutting early in the morning, complaints about parties and barbecues in gardens, and reports of children playing outside.

It's about being mindful of your neighbours and respecting others property and privacy.

Do:

- Think about neighbours when you are doing something noisy and let them know first.
- Turn TV or music down if you neighbour asks you to – remember that noise travels through walls and floors.
- Be tolerant when neighbours and their children are engaged in the ordinary activities of daily living.
- Let your neighbours know if you are planning a party.
- Remember that you are responsible for the behaviour of your children, family, pets and visitors.



Don't:

- Play music so loud that it can be heard outside your home.
- Carry out noisy work in your home or outside in the early hours of the morning or at night.
- Hold frequent late-night parties.
- Play ball games near other properties or cars.
- Sound car horns, rev engines or slam doors.
- Use abusive or violent behaviour.
- Harass anybody, racially, sexually or in any other discriminatory way.

You can report nuisance/ASB to your tenant partner or by completing a form on our website – just search '**Dealing with anti-social behaviour**'



Remember, a little awareness and community effort can go a long way in preventing and addressing nuisance/ASB behaviour and promoting a safe and respectful environment for everyone. Let's work together to ensure a pleasant summer for all!