



Your neighbourhood

Our local offer to you in Drongan

We want to create good neighbourhoods, offer services that are relevant to you and will help to improve your lives. We've spoken to some customers and asked local teams delivering services how we can improve.

Over the next year we are looking to deliver some improvements to your neighbourhood working in partnership with local service providers.



Our local offer to you in Drongan

We've listened to the issues you have in your neighbourhood, and this is what we've done and, plan to do.

"There are ongoing issues with Litter & Dog Fouling"

It is an offence to allow your dog to foul in public places and you could be fined £80 on the spot fine by the local authority, increasing to £100 if not paid within 28 days. If you refuse to pay the fine, you may be prosecuted and may face a court appearance with a maximum penalty of £500.

If you see dog fouling in a public area, please report it to Environmental Health, contact details provided below. Give as much detail as you can, such as:

- name and address of the offender
- description of the owner/dog
- times of day that you see dog foul appearing in an area to help target patrols.

East Ayrshire Environmental Crime

Civic Centre South

16 John Dickie Street, Kilmarnock,
KA1 1HW.

Telephone: 01563 553520

Email: EACEnvCrime@east-ayrshire.gov.uk

Facebook: www.Facebook.com/eacenvironmentalcrime



Greener Communities

Western Road Depot

Western Road, Kilmarnock KA3 1LL

Telephone: 01563 554425

Email: outdoor.amenities@east-ayrshire.gov.uk

What will Riverside Scotland do?

- We'll share information in our newsletter on how to report dog fouling and irresponsible dog ownership.
- All new tenants will be informed of their responsibilities as dog owners, including the importance of cleaning up after their pets.
- If a dog owner is fined for fouling near their home, this may result in a formal warning against their tenancy.
- Our Tenant Partners are regularly in your area and will report incidents of dog fouling to East Ayrshire Council.
- If dog fouling becomes a recurring issue, we'll request the Dog Warden to join us on local walkabouts.
- We'll assess the number of bins in your area and, if needed, ask the council to install more.
- Need dog waste bags? Just contact your Tenant Partner – we're happy to provide them.

Our local offer to you in Drongan

“We want you to tackle untidy gardens”

Our Tenant Partners carry out regular estate walkabouts and garden inspections to identify where untidy gardens may be an issue, and we act on any issues raised. It is our customers responsibility to look after their garden and keep it clean, tidy, clear of rubbish and well maintained as stated in their tenancy agreement. Once we identify an issue we will discuss with the customer and try and work with them to resolve the issues with their garden. If this does not resolve the issue, we will proceed to more formal action.

You can report any issues with gardens to our CSC on **0345 112 6600** or speak to your Tenant Partner.





“There are a lack of community events”

We are committed to encourage locally organised events in our communities and we have a Community Fund set up that organisations and groups can apply for funding up to £500 towards their event. We would encourage groups to contact us and complete an application if they would like us to consider funding their event. We will also commit to publicising this on our social media pages to promote any events.

We recently donated 100 Easter Eggs to the Drongan, Rankinston & Stair Regeneration Group for an Easter Egg Hunt.

We have approved an application for £500 for D in the Park event due to take place in August. Riverside Scotland will also have a stall at this event where you can come along and see us.

Please contact our Customer and Community Engagement Officer, Gavin Wiffen if you would like to discuss applying for funding for your local event.

Our local offer to you in Drongan

“We want to see more information on landlord performance (repairs timescales, complaint handling etc)”

We are committed to being open and transparent about our performance. That’s why we regularly monitor and publish updates to help you stay informed and hold us accountable.

You can find detailed information on:

- Call waiting times
- Complaints handling
- Customer satisfaction
- Repairs performance

Visit the “Our Performance” section on our website or check out our Annual Report for a full overview.

We will also share quality performance in our Word on the Street newsletter.



“There is not enough for children to do in the area”

We understand that the single playground at the entrance to the estate may not meet the needs of all children in the area. That’s why we’re taking steps to explore better options.

We’ll be engaging with the local authority to understand any existing plans for play facilities in Drongan and to discuss potential improvements. In addition, we’ll be exploring funding opportunities to support:

- New or improved play spaces
- Children’s activities in local centres
- Initiatives that promote health and wellbeing for young people in the community.

“What is happening with investment in our homes?”

We’ve received feedback about fencing in your area. All repairs should be reported via our CSC. Storm Eowyn caused widespread damage — temporary fixes are complete, and a replacement programme is underway. Any additional fencing upgrades will be identified through our stock condition surveys, which will inform future investment over the next four years.

“Where can I go for more support?”

We know that living in a rural area like Drongan can make it harder to access local support services.

To help, we’ve created a Directory of Support featuring both local and national organisations that can assist with a range of issues — including cost-of-living support, food assistance, and more.

The directory will be available on our website soon. In the meantime, if you’d like a digital copy emailed to you or a printed version sent by post, just get in touch.



Access services and get in touch – you choose how and when



Online at www.riversidescotland.org.uk



By phone on **0345 112 6600**

Call us 24 hours a day, 365 days a year.

Part of The Riverside Group Limited

Riverside Scotland is a trading name of Irvine Housing Association Limited.

Registered office: 44-46 Bank Street, Irvine, Ayrshire KA12 0LP.

Registration No. 2459 R(S) and Registered with

The Scottish Housing Regulator No. HAL 280.

Registered Scottish Charity No. SC042251

Details correct at time of print: June 2025

RS4068-IGD0625