



Your neighbourhood

Our local offer to you in Pennyburn

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 Pennyburn, Kilwinning

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

"Rubbish is always getting dumped in car parks and communal area, it makes the place look a mess"

Fly tipping remains a concern in Pennyburn. We work closely with North Ayrshire Council to try and identify perpetrators. Offenders face a £500 penalty notice and cleanup costs if identified.

Regular estate walkabouts are carried out to monitor and maintain cleanliness.

You can report fly tipping via our CSC on **0345 112 6600** — all reports are confidential.

A £20,000+ Big Pennyburn Clean Up was completed in September 2023 to remove all rubbish from communal areas.

Skips will be provided as a one-off in August/September 2025 to help residents with removing and disposal of rubbish — further details on dates and locations of skips to follow.



In 2024/25, fly tipping cost Riverside Scotland over £11,000. Efforts continue to reduce costs, save resources and keep Pennyburn clean.

We identify and notify owners of abandoned or contaminated bins left in communal areas. If not removed within 48 hours of tagging, the bins are collected and disposed of to help maintain tidier shared spaces.



Our local offer to you in Pennyburn, Kilwinning

“There are ongoing issues with dog fouling”

Our Tenant Partners are in your area regularly and will report dog fouling to North Ayrshire Council. We will also evaluate the number of bins accessible in your area and contact North Ayrshire Council if we feel there is a shortage of bins and request that more bins be erected. We can also provide bags for disposing of your dog's waste – if you need a supply of bags, please contact your Tenant Partner who can provide these for you.

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 are <https://www.north-ayrshire.gov.uk/environment-sustainability/pollution/dog-fouling>. 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



“We want you to tackle untidy gardens”

Tenant Partners carry out regular walkabouts to identify untidy gardens. Tenants are responsible for keeping their gardens clean, tidy, rubbish free and well maintained – as stated in their tenancy agreement. We’ll work with tenants to resolve issues, but formal action may follow if problems persist.

Report concerns via **0345 112 6600** or speak to your Tenant Partner.

“We need more parking spaces”

We’re aware of limited parking in some areas and are exploring solutions, including better use of garage spaces and adding parking lines in existing car parks. Updates will follow once options are fully reviewed.

Our local offer to you in Pennyburn, Kilwinning

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

We regularly review our performance to improve our services. You can view updates on the **Our Performance** page of our website, and we're currently working with customers to understand what performance information they'd like to see.





“More areas needed for children to play safely”

Riverside Scotland maintains five playparks in Pennyburn — two in Culzean Place, Glenapp Place, and two in Sundrum Place. While there are no current plans for new parks, we’re in discussions with North Ayrshire Council about unused land in Sundrum Place.

We also work closely with local community centres to promote and hold events, recently hosting a successful Easter party at the Playz for around 100 children.

“Too many trees are damaged and are a hazard”

Ash dieback, a fungal disease affecting ash trees, has been detected. All trees have been inspected, and any posing a health and safety risk will be removed.

“Where can I go for more support?”

Support Directories

We’ve created a North Ayrshire support directory with information on food support, digital help, debt advice, grants, and more. It’s available on our website or as a printed copy on request.



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

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