

Funding Secured for Adaptations!

We're delighted to share that we've received a significant grant from the Scottish Government this year to support our adaptations programme. This funding will help us make meaningful improvements to homes for tenants who need them most.

We are currently putting together plans to survey all outstanding and newly received referrals. This is the first step in ensuring we fully understand each customer's needs.

If you've submitted a referral, you can expect to hear from us soon. We'll be in touch to arrange an initial survey, and once that's complete, we'll confirm the timeline for any works to begin.

Thank you for your patience and support as we roll out this important programme. We're committed to making your home work better for you.



Real Support, Real Impact: How one tenant is boosting his income with our help



When one of our tenants reached out for help, he wasn't sure if anything could be done. Struggling with poor health and worried about money, he self-referred to our Affordability Officer, Cath Stone, to see if there were any options available.

Cath listened carefully and quickly identified that he might be eligible for Adult Disability Payment—a benefit designed to support people with long-term health conditions. She helped him complete the application, making the process as smooth and stress-free as possible.

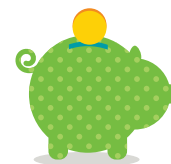
But Cath didn't stop there.

While reviewing his finances, she noticed he was only receiving the basic allowance of Universal Credit. Given his health issues, he should have been in the ill health group, which could significantly increase his monthly income. Cath supported him in contacting his work coach through his online journal to get this reassessment started.

If successful, this tenant could receive:

- **£423.27 more per month** from Universal Credit
- **£187.45 per week** from Adult Disability Payment

That's a potential boost of over £1,100 a month—life-changing support that he didn't know he was entitled to.



Could You Be Missing Out?

Every year, millions of pounds in benefits go unclaimed. If you're unsure whether you're getting everything you're entitled to, don't wait—get in touch with us for a free, confidential benefit check. You might be surprised at what you could claim.

Contact Cath today on **07974 751 084** and let's make sure you're not missing out.

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'



Policy Updates: Supporting Safer Homes and Stronger Communities



We've updated our Domestic Abuse and Child & Adult Protection policies in partnership with our Service Improvement Group, ensuring tenant voices shape our services.

The revised policies strengthen our approach to:

- Supporting survivors of domestic abuse
- Safeguarding children and vulnerable adults
- Working with partner agencies to provide support
- Creating a culture of zero tolerance for abuse and neglect.

Read the full policies on our website:

<https://www.riversidescotland.org.uk/about-us/our-policies/>



Apply for Funding to Support Your Community Project!



At Riverside Scotland, we're proud to support the incredible work happening by groups in our communities. In the past, we've supported a wide range of initiatives, including:

- **Community fun days**
- **Local day trips**
- **Social events that bring people together**
- **Projects that promote wellbeing, inclusion, or learning**

If your idea benefits local people—especially Riverside Scotland customers—and supports community spirit, we'd love to hear from you! Please allow up to 4 weeks for us to review your application.

How to Apply

To ensure a fair and transparent process, all funding requests must be submitted using our community funding application form, available on the Your Community section of our website. Each application will be assessed based on:

- The number of Riverside Scotland customers who will benefit
- The positive impact on the local community
- How well the project aligns with our values and Communities and Livelihoods Strategy

Submitting Your Application

You can return your completed form by:

Email: gavin.wiffen@riverside.org.uk

Post: Gavin Wiffen, Riverside Scotland, 44-46 Bank Street, Irvine, KA12 0LP
Please allow up to 4 weeks for us to review your application.

Your performance

Quarterly Performance

We're committed to being transparent about how we're doing and where we can improve. Here's a snapshot of our performance from April to June 2025 (Q1), compared with the previous quarter:

Satisfaction with your latest repair

improved from **67%** to **71%** – a positive step forward.

Appointments kept dropped from **67%** to **63%**.

Non-emergency repairs completed right first time increased to **93%**, up from **89%**.

Emergency repairs

Target of 4 hours – performance was **1 hour 55 minutes**.

Target of 12 hours – performance was **3 hours 4 minutes**.

Gas safety certificates – **100%**

Electrical safety certificates – **99.5%**
(1 outstanding with arrangement to resolve).

Days taken to re-let empty homes – **21 days**

New tenancies sustained for more than a year – **88%**

Call handling times are averaging **1 minute 7 seconds** in comparison to **25 seconds** last quarter. This was due to essential system upgrades in June. Improvements are anticipated in Q2.

Landscaping contract – quality checks are completed during estate inspections. No complaints in Q1.

Complaints – **49** complaints were received in Q1 with **29** being upheld and **7** partially upheld.

Tenant Service Improvement Group (SIG)

In June, the SIG completed a review of how complaints are handled, including communication, resolutions, and Ombudsman escalations. In July, they shared 13 recommendations with the Board to help improve services. These are now being considered for an action plan. Thank you to all our tenant members for helping shape better services.

Come and See Us This Summer

We're excited to be out and about in our communities this summer – and we'd love to see you there! Come along, say hello, and find out more about what we're working on in your area.

So far we've been at the

**Bourtreehill & Broomlands
50th Anniversary Celebration and
Picnic in the Park – Kilwinning**

Later this month we'll be supporting:

D in the Park – Drongan

Saturday 16th August 2025.

12pm – 5pm

Marymass – Irvine

Saturday 23rd August 2025.

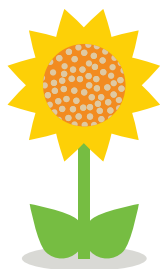


Celebrating Our Green-Fingered Tenants!

A huge congratulations to all our Garden of the Week winners!

Throughout June and July, we were thrilled to showcase eight worthy winners, each proudly showing off their gorgeous gardens. From colourful blooms to creative layouts, it was clear how much pride our tenants take in their homes and outdoor spaces.

Your efforts have truly brightened our communities—well done to all who took part and enjoy spending your shopping vouchers!



Winners of Harbourside in Bloom 2025 competition

We're excited to announce the winners of our Harbourside in Bloom competition!

The entries were full of colour, care, and creativity, making it a tough decision for our judges. Congratulations to all the winners—your displays truly brighten up the Harbourside and bring joy to the community.

1st



2nd



3rd

