

Factoring Account Queries

For any questions related to your factoring account, including billing, payments, or arrears — please contact our **Income Collection Team** on **0800 529 8789**.

Riverside Scotland is a not-for-profit organisation, which means every penny from rent and factoring fees goes directly into delivering and improving the services we provide. This includes maintaining homes, supporting tenants, and investing in communities — not generating profit.

We kindly ask all owners to ensure their factoring payments are up to date. Staying current with your account helps us continue delivering high-quality maintenance and services across your estate.

Please note that the Income Collection Team is proactively following up on outstanding arrears. If your account is in arrears, you may be contacted to discuss payment arrangements. We appreciate your cooperation in keeping your account in good standing.



Meet Your Factoring Co-ordinators

We're pleased to introduce our two dedicated Factoring Co-ordinators who are here to support factored owners across our estates.



Arlene Inches

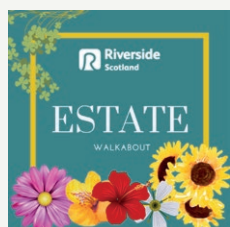


Eilish Wilson

Arlene and Eilish are your first point of contact for any queries related to property management and factoring services. Their role includes:

- Ensuring that communal areas are well-maintained and any issues are promptly addressed
- Liaising with our ground's maintenance contractor, ID Verde and service providers to deliver high-quality estate management
- Communicating with owners about planned works, maintenance schedules, and updates

With their combined experience and commitment to excellent customer service, Arlene and Eilish are here to make sure your estate is well looked after and that you feel informed and supported.



Join Us for an Estate Walkabout

We regularly inspect our grounds maintenance services and host estate walkabouts in your area. It's a great chance to meet the team, highlight any issues, and help improve your neighbourhood. Keep an eye on your email, social media, or visit our website for upcoming dates.

Let's work together to keep our estates clean, safe, and welcoming!

Help shape our Factoring Policy

We're currently reviewing our Factoring Policy to ensure it's clear, easy to understand, and meets your needs.

As part of our commitment to increasing engagement, we're inviting owners who are interested in helping us shape this policy to get involved

Your feedback will help us:

- Simplify the language and layout
- Make the policy more accessible
- Ensure it reflects what matters most to you



Want to take part?

If you'd like to work with us on this review, please get in touch with involvement@riversidescotland.org.uk

Together, we can make sure our factoring services are transparent, fair, and easy to navigate.



Stay connected with Riverside Scotland



Want to stay up to date with what we're working on in your area?

Visit our website and follow us on Facebook for the latest updates, news, and useful resources.

You'll find:

- ✓ Factoring policies
- ✓ Newsletters
- ✓ Community events
- ✓ Service updates

It's a quick and easy way to stay informed and get in touch!

www.riversidescotland.org.uk

Facebook – Riverside Scotland

Help us keep our records accurate

We're currently updating our system and would appreciate your help in filling in any missing details. Please email us with:

- Your current contact details, including email so we can send this update digitally
- Whether you live in the property or rent it out

This helps us ensure we're communicating effectively and maintaining accurate records for your property. Email: info@riversidescotland.org.uk



Easy Ways to Pay

We want to make paying your factoring charges or arrears as simple as possible.



Direct Debit

The easiest way to pay weekly or monthly. Just give us a call to set it up.

Online

Pay via my.riverside.org.uk or use the **My Riverside app** (available on the App Store or Google Play).

Phone

Call **0345 112 6600**, select the payment option, and have your Easyway number ready.

In Person

Pay by cash or card at any **Post Office** or **PayPoint** location using your **Easyway card**.

Choose the method that works best for you and stay on top of your payments.

Reporting dog fouling



Dog fouling is unpleasant and poses health risks, especially to children. It's also an offence under the Dog Fouling (Scotland) Act 2003, with fines of up to £500.

If you spot dog fouling in your area, report it to your local council with:

- Location
- Time/date (if known)
- Info about the dog/owner (if safe)
- Photos (if safe to take)

North Ayrshire

Online: Search "report dog fouling" on NAC's website and complete the online form
01294 310000
contactus@north-ayrshire.gov.uk

East Ayrshire

Report to EAC Environmental Health team
01563 576790 (Option 1)

If fouling occurs in Riverside-managed areas (e.g. shared gardens or closes), please report it directly to us.

Most dog owners are responsible — but your report helps us take action when needed. Let's work together to keep our neighbourhoods clean and safe.

Bulk Uplift & Recycling Support

If you have large items to dispose of use your local council's bulk uplift service:

North Ayrshire Council

Cost:

1–5 items: £29.17

Additional items: £5.83 each

Contact: 01294 310000

Search 'bulk uplift' to book online



East Ayrshire Council

Cost:

1–7 items: £39.80

Additional items: £5.69 each

50% discount available for tenants on Council Tax or Housing Benefit

Contact: Cleaner Communities Team – Western Road Depot, Kilmarnock 01563 554400 (Option 6)

Search 'bulk uplift' to book online

Property Buy-back opportunity for Pennyburn owners

If you are considering selling your property in Pennyburn, Kilwinning, we'd love to hear from you. We're currently buying back properties in the area and would welcome the chance to discuss this with you.



Storm damage & fallen trees update

The storm in January caused significant damage across our estates, with over £45,000 spent on clearing fallen trees and addressing damaged diseased trees.

In response, urgent "make safe" works were carried out throughout February and March to remove immediate hazards and ensure the safety of residents and staff.

We're aware that some fallen trees remain on site, and in some areas, grass cutting has been affected due to obstructing debris. Please be assured that tree removal is ongoing and will continue as part of our wider recovery programme.

Removing fallen trees is a complex and costly process, requiring specialist contractors and equipment. We appreciate your patience and understanding as we work through this substantial task in a way that balances safety, efficiency, and budget.

ID Verde



Our grounds maintenance contractor, ID Verde, continues to carry out seasonal landscaping works across our estates. This includes grass cutting, hedge and shrub pruning, and weed control.

Summer works are completed April – September.

The final grass cut of the season was completed last month.

Winter works will begin soon. Please note that all dates are approximate and may change depending on weather and ground conditions.

Kilwinning Outlying: Muirside & Cranberry, Dunure Court, Glenapp Court, Caley House, Pathfoot/Bridgend, Muirfield Place: Throughout November/early December

Irvine Outlying: Townfoot Lane: End of October

Drongan: Mid November

Pennyburn Areas: Sightlines & Lanes: Mid November

Cranberry Road: Early February

Muirside Road, Culzean Place, Glenapp Place, Sundrun Place: February

Muirside Road, Culzean Place: February

Glenapp Place, Sundrun Place: March

Cambusdoon Place, Skelmorlie Place/Coodham Place: March