

Winter Advice Guide



Winter is always one of our busiest times of year, with increased demand for repairs, boiler breakdowns, frozen pipes, and financial support. To help you prepare, there's a Winter Advice Guide available on the homepage of our website.

It's packed with practical tips to prevent common winter issues before they happen and also includes cost-of-living support information and a powerful case study showcasing Affordability Officer Cath's life-changing support for customers.



Meet Gary – Riverside Scotland's New Managing Director

I'm Gary Naylor, and I'm really pleased to introduce myself as the new Managing Director of Riverside Scotland.

I joined the organisation in September 2025, bringing with me many years of experience in housing. I've worked with housing associations across the UK, starting my career at Wigan & Leigh Housing and going on to hold senior roles at Irwell Valley Housing Association and Peaks & Plains Housing Trust. Most recently, I was Chief Executive at Thenue Housing in Glasgow.



Throughout my career, I've been passionate about delivering services that make a real difference to tenants and genuinely improve lives. I've led neighbourhood teams and repairs services, helping to make homes safer and more comfortable, and driving improvements in customer experience and community investment.

I believe in putting tenants first—making sure your voice helps shape the services you receive and the communities you live in. My approach is aligned with the tenant and customer first approach at Riverside Scotland, ensuring we deliver great services, and a major factor in my decision to apply for the role.

I'm delighted to have joined the team and over the next few months I look forward to being out and about visiting our neighbourhoods, meeting tenants, getting to know our homes and communities and understanding what your priorities are locally. These conversations will be vital as we set our future priorities in Scotland and help shape Riverside's new five-year corporate strategy.

Gary

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'



Storm Damage Fencing Repairs Update



The main fencing repair programme following the storm earlier this year is now nearing completion, with just a few remaining jobs to be finished shortly.

We appreciate your patience while we've worked to restore damaged fences and improve outdoor spaces.

If you previously reported fencing damage and haven't yet seen repairs, please get back in touch so we can follow up.

Please note that if any further storm damage to fencing occurs between now and the new financial year, only make-safe or minor repair works will be carried out. Any major works will need to be factored into a future programme.



Monthly Communal Block Inspections

To help keep our buildings safe, clean, and secure, Tenant Partners will now be carrying out monthly inspections of communal areas.

We're asking all tenants to support this by following a few simple but important guidelines:

- Keep security doors closed and locked at all times – don't leave doors on the latch!
- Do not leave items on landings – they can pose a fire risk or block emergency exits
- Keep bin areas and shared spaces clean and tidy

If we identify any tenancy breaches during inspections, we'll speak directly with the tenants involved and issue instructions to resolve the issue. Please note: items left on landings must be removed when instructed. If not, they may be removed by us and charged back to you.

- Report communal repairs via the Customer Service Centre
- Experiencing anti-social behaviour? Speak to your Tenant Partner for support

Let's work together to keep our communities safe and welcoming

Need help fast?

Recently we've been experiencing higher call volumes and longer wait times — thanks for bearing with us!

For quicker service, try the **My Riverside** app.

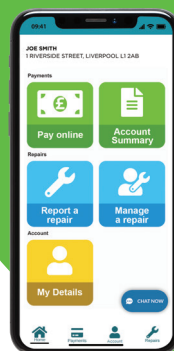
Prefer to chat?

Our Live Chat is open Monday to Friday, 10am–2pm – perfect for quick questions during your day.

Just visit the **Contact Us** page on our website and look for the chat icon to start talking to us live. It's fast, easy, and hassle-free!

Or you can email us anytime at:
info@riversidescotland.org.uk

With the **My Riverside App** you can update your details, make secure payments or report a repair in a few taps.



Go to the Apple App Store or Google Play or simply scan the QR code, it's free!

Electrical Safety at Christmas

As we head into the festive season, we want to remind all tenants about the importance of electrical safety in your home.

With more lights, decorations, and gadgets in use, it's easy to overload sockets or use unsafe items — especially if bought from online marketplaces. While some products may seem cheap and convenient, many **do not meet UK safety standards** and can pose serious risks.

The risks of unsafe electrical goods include:

- Fire
- Electric shock
- Damage to your home and belongings

Stay safe this Christmas:

- Don't overload sockets — use one plug per socket where possible
- Switch off Christmas lights when you go out or go to bed
- Never leave candles unattended
- Avoid cheap chargers and extension leads — only buy items with a UKCA or CE safety mark
- Buy from trusted retailers and avoid poorly made or unmarked electrical goods
- If in doubt, don't use it

If you're concerned about an electrical item you've purchased, stop using it immediately. You can check for product recalls or report unsafe goods via www.gov.uk/product-safety-alerts-reports-recalls



Money Advice Before Christmas



Christmas can be joyful — but also financially stressful. If you're worried about managing your money over Christmas, we're here to help.

Here's what you can do:

Speak to our Affordability Officer

Cath Stone offers free, confidential support with budgeting, benefits, and debt advice. You can contact Cath on 07974 751 084.

Plan ahead

Make a list of essential costs and set a realistic budget for gifts and food. Most supermarkets have toy events and food offers in the lead up to Christmas.

Check for support

You may be eligible for grants, food support, or energy help—ask us or visit your local council's website.

Avoid high-interest borrowing

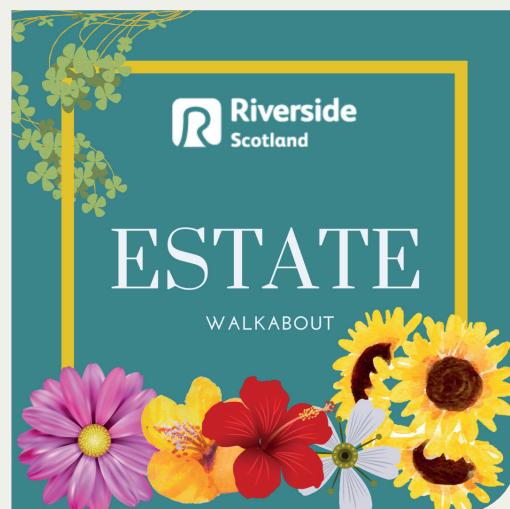
If you're considering a loan, speak to us first — we can help you explore safer options for example 1st Alliance Community Bank (credit union) who can help with savings including Christmas, Summer and also offer junior savers accounts. They also offer loans with no hidden fees or transaction charges.

Estate Walkabouts – Tackling Common Issues Together

During our regular estate walkabouts, the most common concerns raised by tenants are:

- Dog fouling
- Litter, fly-tipping and abandoned items

These issues affect the safety and appearance of our communities—and we're working hard to address them.



Reporting Dog Fouling



Dog fouling is not only unpleasant—it's a health hazard and a nuisance that affects everyone in the community. At Riverside Scotland, we're committed to maintaining clean, safe, and welcoming neighbourhoods, and we need your help to tackle this issue.

Dog mess left on pavements, play areas, and communal spaces can spread harmful bacteria and parasites, especially to children. It's also a breach of the Dog Fouling (Scotland) Act 2003, which makes it an offence for anyone in charge of a dog to fail to clean up after it in public places. Local councils and Riverside Scotland can issue fixed penalty notices to offenders. These fines can be up to £500 if unpaid. Reports are treated confidentially, and your safety is our priority.

How to Report Dog Fouling

If you spot dog fouling in your area, you can report it to your local council. When reporting, include:

- The location of the fouling
- Time and date (if known)
- Any information about the dog or owner (if safe to observe)
- Photos, if possible and safe to take

North Ayrshire

Online: Search 'report dog fouling' on NAC's website and complete the online form

Phone: **01294 310000**

Email: contactus@north-ayrshire.gov.uk

South Ayrshire

Online: Search 'report dog fouling' on SAC's website and complete the online form

Phone: **01292 618222**

Email: environmental.health@south-ayrshire.gov.uk

East Ayrshire

Phone: **01563 576790** (Option 1)

Dumfries & Galloway

Online: Search 'report dog fouling' on D&GC's website and complete the online form

Phone: **030 33 33 3000**

Email: communitysafetyteam@dumgal.gov.uk

Contact Riverside Scotland

If the fouling is happening in Riverside-managed areas (like shared gardens, closes, or stairwells), you can report it directly to your Tenant Partner.

Most dog owners are responsible, but for those who aren't, your report helps us take action. Together, we can keep our neighbourhoods clean, safe, and enjoyable for everyone.

Bulk Uplift & Recycling Support

If you have large items to dispose of, please don't leave them in communal areas. Instead, use your local council's bulk uplift service. To book online search 'bulk uplift' on your local council's website:

North Ayrshire: 01294 310000

1–5 items: **£29.17**

Additional items **£5.83**

South Ayrshire: 0300 123 0900

First item: **£25**

Additional items: **£5 each** (up to 7 items total)

East Ayrshire: 01563 554400 (Option 6)

1–7 items: **£39.80**

Additional items: **£5.69 each**

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

Dumfries & Galloway: 030 33 33 3000

£23.50 for the first item

£10.00 for a second item

£5.00 each additional item

Did You Know?

Riverside Scotland has spent £25k in the first six months of this year on removing fly-tipped and abandoned items from our estates. This money could be better spent improving services and supporting tenants.



Riverside Scotland Shortlisted for Four Awards!

We're delighted to share that we have been shortlisted in four categories at the Chartered Institute of Housing Scotland Awards.



Housing Organisation of the Year



Excellence in Leadership



Housing-Led Approaches to Ending Homelessness



Excellence in Tenant Scrutiny

From expanding Scotland's first Housing First for Families service into Dumfries to empowering communities through local events and working alongside our Service Improvement Group to improve services for tenants, we're proud to be recognised on a national level, and grateful to all our tenants for their feedback and involvement.



Gary Naylor, Managing Director, said:

"Being shortlisted in four categories is a fantastic achievement and a reflection of the passion and commitment across Riverside Scotland.

Thank you for being part of our journey—together, we're building stronger communities and creating lasting change."



Neighbourhood Action Plans



We've now completed **Neighbourhood Action Plans for Drongan and Pennyburn, following tenant surveys earlier this year. These plans focus on improving the local environment and boosting community engagement.**

Key actions include:

- Tackling dog fouling and litter through estate walkabouts, bin reviews, and awareness campaigns
- Supporting residents with untidy gardens via inspections and assistance schemes
- Promoting community events through funding and donations
- Improving communication around landlord performance and property investment

In Drongan, we're exploring opportunities for children's activities and strengthening support services. In Pennyburn, we've proactively removed contaminated and abandoned bins, held a skip day, and are identifying car parks for bay lining. We're also reviewing options to improve land that's currently not fit for purpose.

Surveys for Irvine and Dumfries were undertaken over the summer, but response rates were low (12 % Dumfries, 11 % Irvine). We've extended the consultation period, and our Tenant Partners will be reaching out to gather more feedback on local priorities before we develop action plans.

Need Extra Support? Check out our Local Support Directories



We know times can be tough, and finding the right help when you need it most isn't always easy. That's why we've created **Support Directories for your area – a one-stop resource packed with information to make life a little easier.**

What's inside the Support Directories?

Food support

Find local food banks, pantries, and national schemes.

Help with bills

Access cost-of-living advice, fuel and energy support.

Debt and money advice

Get guidance on managing finances and available grants.

Digital inclusion

Support to get online and stay connected.

Warm spaces and community hubs

Places to keep warm and meet others.

Employment and training help

Opportunities to build skills and find work.

Specialist support

Including domestic abuse services, addiction help, and housing advice.

Whether you need a little extra help or want to share these resources with someone else, the directories are here for you. Go to the **Your Community/Support section** on our website to find the directory for your area.

Looking for work or support? Your local Jobcentre can help



If you're searching for a job, need advice on benefits, or want help with training opportunities, your local Jobcentre is here for you.

They offer a wide range of services, including:

Job search support

Access vacancies and get help applying.

Benefits advice

Guidance on Universal Credit and other entitlements.

Training and skills development

Find courses to boost your employability.

Specialist support

Help for people with disabilities or health conditions.

Find your nearest Jobcentre:

Dumfries: 67–75 Irish Street, DG1 2PQ

Irvine: 121 High Street, KA12 8AA

Kilmarnock: 17 Grange Street, KA1 2DF

Ayr: Wallacetoun House, John Street, KA8 0BX

For opening times and more details, visit gov.uk/contact-jobcentre-plus

We're listening – and acting



Ever wondered how your feedback helps shape the services we deliver? We're often asked how we listen to customers and act on what they tell us — so we have a dedicated 'Listening to You' page on our website to show exactly that.

We publish the top actions that have come directly from customer input — whether it's from an individual conversation, a survey, or a group discussion. These updates show how your voice is making a real difference.

To check out the latest actions and see how your feedback is helping shape change, search '**Listening to You**' on our website.

The Service Improvement Group's suggestions of more photos, graphics and colour and less text have been included to make the report more engaging and accessible.

Annual Performance Report

We're proud to share our Annual Performance Report, which showcases the incredible work done across Riverside Scotland over the past year. From supporting families and improving homes to empowering communities and listening to your feedback — it's been a year of real progress.

Supporting Tenants

- We continued to grow Scotland's first Housing First for Families service, helping 40 families and expanding into Dumfries & Galloway.
- Our team carried out 480 proactive visits to check in and support tenants.
- We let 142 homes and housed 63 people experiencing homelessness.

Financial Support

- Our Affordability Officer secured £393,000 in financial gains for tenants.
- The Helping Hands Fund provided £5,000 in emergency support.
- We delivered 20 beds and bedding to families in need and funded driving lessons for four tenants.

Community Empowerment

- 98 % of tenants are satisfied with how we manage their neighbourhood.
- We launched our Neighbourhood Plans, held 20 estate walkabouts, and supported local events through our Community Fund.
- Our Communities & Livelihoods Strategy is now in action, with new initiatives around wellbeing, digital inclusion, and employability.

Investing in Homes

- We spent £2.85 million on upgrades including kitchens, bathrooms, insulation, and fire safety.
- We won Housing Association of

the Year at the Scotland Energy Efficiency Awards.

- A major retrofit programme began in Pennyburn, Kilwinning, with new windows, doors, roofs, solar panels, and insulation.

Listening and Improving

- We consulted over 1,400 tenants and owners to shape services.
- Our Tenant Service Improvement Group made 13 recommendations to improve complaints handling.
- We've launched monthly meetings with our repairs contractor to resolve issues faster.

Want to read the full report?

Visit our website to explore the full Annual Performance Report and see how your feedback continues to shape our work.



Annual Performance Report 2025

We've made meaningful strides in 2024/25 — from leading innovative housing support models to delivering practical help during the cost-of-living crisis. Our work reflects a deep commitment to not just providing homes, but building safe, supported, and thriving communities.

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 July to September 2025 (Q2), compared with the previous quarter:

74% Satisfaction with your latest repair 71% in Q1	94% Non-emergency repairs completed right first time 93% in Q1	1 hour 38 mins Emergency repairs target of 4 hours 1 hour 55 minutes in Q1. Target of 12 hours – 4hrs 12mins (3 hours 4 minutes in Q1)	100% Gas safety certificates 100% in Q1
99.91% Electrical safety certificates 95.5% in Q1 as 1 outstanding with arrangement to resolve	19 days Days taken to re-let empty homes 21 days in Q1	85% New tenancies sustained for more than a year 88% in Q1	8 mins 49 secs Call handling times Averaging 1 minute 7 seconds in Q1. We're experiencing high call volumes and staff shortages, and are working to improve this. Thank you for your patience—don't forget our digital tools: My Riverside app, email, and Live Chat.
0 Landscaping contract complaints Quality checks are completed during estate inspections. No complaints in Q1.		60 Complaints 49 in Q1	

Winter Pruning Schedule (October-March)

Our winter pruning programme will be carried out by ID Verde. Here's when you can expect work to begin in your area:

Kilwinning Outlying

- Muirside & Cranberry, Abbeygate, West Doura, Dunure Court: Starting early November
- Hawthorn Place: mid-November
- Glenapp Court, Caley House, Pathfoot/Bridgend: late November
- Muirfield Place: early December

Irvine Outlying

- Springside, Thornhouse Court, Townfoot Lane, Pavillion Gardens: late October
- Tarryholme: mid-November
- Carters/Loudon Rigg, Castle Place, Cheviot Head, Parkside: mid-December
- Harbour Area: late December and mid-January
- Strathmore Park: late January
- Broughton Green: early February

Other Outlying

- Drongan: mid-November
- Monkton, Dundonald: late November
- Dumfries: early December
- Arran: early February

Pennyburn Areas

- Sightlines & Lanes: mid-November
- Cranberry Rd: early February
- Muirside Rd: mid-February
- Culzean Pl: late February
- Glenapp Pl: early March
- Sundrun Pl: mid-March
- Cambusdoon Pl: mid-March
- Skelmorlie Pl, Coodham Pl: late March

Outlying Areas

- All sites: mid-October

