

Factoring Co-ordinators



Arlene Inches and Eilish Wilson 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.

Arlene Inches, Factoring Co-ordinator:
07773 192 045

Eilish Wilson, Factoring Co-ordinator:
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Property Factoring Policy



Our Property Factoring Policy has recently been reviewed and sets out how Riverside Scotland manages and maintains shared areas in factored estates, including responsibilities, service standards and how costs are shared. It also explains what owners can expect from us and what we need from you as part of the factoring agreement

We are also currently reviewing the format of our Written Statement of Services to make it clearer and easier for owners to use.

You can read the full policy on our website – just search 'Factoring'.

New Customer Care Policy

We've updated our Customer Care Policy to make our service clearer, easier and more supportive. It sets out what you can expect from us, including:

- Fast, clear responses
- Services shaped by your needs
- Fair and respectful communication
- Simple, accessible ways to contact us

You can read the full policy and leaflet on our website – just search 'customer care policy'.



Customer Care Policy



Putting you first

At Riverside Scotland, we're committed to treating every customer with fairness, respect, and understanding. Our Customer Care Policy is built around listening to you, acting on your feedback, and making sure our services meet your needs.

We're going digital

We're planning to send this newsletter digitally which requires an up-to-date email. 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. Please get in touch with our Factoring Coordinators to update your details or email info@riversidescotland.org.uk with your name, property address, phone number and email.



Keeping Our Estates Clean – Litter, Fly-Tipping & Bin Storage

In response to an **increase in litter and fly tipping**, our grounds maintenance contractor **ID Verde** has been carrying out **additional litter picks** across our estates, over and above the routine work already included in their contract. The photos below show bulk items lifted from Glenapp to Skelmorlie in Pennyburn recently.

Fly tipping remains a persistent issue, and unfortunately it comes at a significant cost. In the **2025/26 financial year**, we spent over **£50,000** clearing dumped rubbish from our estates.

To help maintain tidy estates, please make sure that:

- **Bins are properly secured**, especially on windy days
- **Bins are returned to gardens or bin stores** as soon as they are emptied
- **Bins are not left on pavements or streets**, where they can attract litter or be blown over

By working together, we can reduce unnecessary costs and keep our communities looking their best.



Fallen Trees – Update

We're aware that there are still a number of fallen trees waiting to be uplifted across some of our estates. Thank you for your patience while we've been working through these.

A full survey of all affected areas has now been completed, and we are preparing to begin clearance works at the start of the new financial year. We'll keep you updated as work progresses, and we appreciate your understanding while we get everything back to normal.



Help Us Keep Our Neighbourhoods Clean: Report Dog Fouling

We've recently seen a rise in dog fouling across our estates, and we're asking for your help to keep our communities clean, safe, and welcoming for everyone.

Dog fouling isn't just unpleasant—it can spread harmful bacteria and parasites, particularly to children, and is an offence under the Dog Fouling (Scotland) Act 2003. Local councils can issue fixed penalty notices of up to £500 if fines remain unpaid.

If you notice dog fouling in your area, please take a moment to report it. Your report is confidential, and it helps us work with partners to keep our shared spaces healthy and enjoyable.

How to Report Dog Fouling

You can report dog fouling directly to your local council. When doing so, include:

- The location
- Date and time (if known)
- Any details about the dog or owner (if safely observed)
- Photos, if safe to take

You'll find local council contact information and reporting links on our website – just search 'dog fouling'.

Reporting to Riverside Scotland

If the issue is within a Riverside managed area—such as shared gardens, stairwells, or communal spaces—please contact our Factoring Co-ordinators.

Most dog owners are responsible, but where issues arise, reporting helps us take action.

Together, we can keep our communities clean, safe, and enjoyable for everyone.



Landscaping Improvements in Pennyburn

ID Verde has now completed three small landscaping projects in Pennyburn as part of our review of estate areas needing minor improvements:

- **Glenapp Place:** Overgrown shrubs were removed and the area was slabbed to create a tidy, accessible space for bin storage.
- **Sundrum Place:** Dead shrubs were removed and the area was re turfed, improving the look of the street.
- **Culzean Place:** Untidy shrubs at the car park were replaced with turf, helping open up and brighten the area.

We're also pleased to let you know that work is underway to line two carparks in Pennyburn – Kirkhill and Cranberry Moss. This is being funded by ringfenced funds from last year's rent increase and will help improve parking layout, make better use of available space, and create a safer, more organised environment for residents and visitors. If the project is successful, we hope to roll this out to other car parks across the area.



Estate Walkabouts



We're committed to keeping our neighbourhoods safe, clean, and well maintained. That's why we carry out regular estate inspections all year round, ensuring issues are spotted and dealt with promptly. Alongside

these ongoing inspections, we also hold planned Estate Walkabouts with tenants, staff, local authority and partner agencies. These walkabouts give everyone the chance to come together, discuss concerns, and agree actions that make a real difference.

Estate walkabouts allow us to:

- Engage directly with residents, giving tenants a chance to voice concerns and priorities.
- Identify issues on site; such as litter, repairs, unsafe trees, fly-tipping, uneven pathways, parking, fencing, or lighting — and log them for action.
- Foster collaboration, strengthening partnerships between tenants, owners, Riverside staff, local authorities, and contractors to deliver real improvements.

In 2025 we carried out 35 estate walkabouts and have completed twelve so far in 2026. Issues raised at recent walkabout's include:

- **Repairs & Safety:** Raised paving, uneven slabs, blocked drains, broken gates, and missing water mains covers reported to councils and contractors.
- **Grounds Maintenance:** Weeds, hedge cutting concerns, and missed grass cutting flagged for follow-up.
- **Fly-tipping:** Multiple incidents cleared across Irvine, Pennyburn, Kilwinning, and Dumfries.
- **Trees & Lighting:** Overgrown trees checked for safety and light obstruction.
- **Community Issues:** Parking concerns, bins left outside gardens, and antisocial behaviour addressed with police and tenant partners.

We'd love you to join us on our next walkabout in your area. Follow us on Facebook or visit our website for upcoming dates and updates.

ID Verde Summer Landscaping Works Schedule 2026

ID Verde will begin this year's summer pruning programme across our estates from late May through to October 2026. The schedule below gives an overview of when each area is planned for trimming, hedge works, and sightline maintenance. Dates are based on the planned week commencing periods for each area.

This programme helps keep communal spaces tidy, safe, and enjoyable for everyone.

Pennyburn – Trimming & Sightlines

— Pennyburn Sightlines & Lanes: WC 25th May

Pennyburn

- Muirside Place & Cranberry Place: WC 8th June
- Glenapp Court: WC 8th June
- Cranberry Road: WC 20th July and WC 27th July
- Muirside Road: WC 27th July and WC 3rd August
- Culzean Place: WC 3rd August and WC 10th August
- Glenapp Place: WC 10th August
- Sundrum Place: WC 17th August
- Cambusdoon Place: WC 17th August and WC 24th August
- Skelmorlie Place: WC 24th August
- Coodham Place: WC 24th August

Kilwinning

- Pathfoot/Bridgend: WC 29th June
- Muirfield Place: WC 6th July 2026 and WC 13th July

Drongan

- WC 29 June 2026

What to Expect

- Work will take place Monday – Friday during normal working hours.
- Weather may affect timings, but ID Verde will work to stay as close to schedule as possible.
- Please keep communal areas clear to support access for equipment.

If you have any questions about the schedule or work in your area, please contact our Factoring Co-ordinators.