



Your

neighbourhood

Our local offer to you in Irvine

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.



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



“We want you to tackle untidy gardens”

Customers are responsible for maintaining their garden and keeping it clean, tidy, clear of rubbish and well maintained in line with their tenancy agreement. Our Tenant Partners carry out regular estate walkabouts and garden inspections to identify issues.

Where issues arise, we'll work with you to resolve them. If problems continue, we will proceed to more formal action.

Report garden concerns to our CSC on **0345 112 6600** or speak to your Tenant Partner.

“We want more information about repairs timescales and improvements”

Our Responsibilities

Riverside Scotland is responsible for maintaining its properties and carrying out repairs to ensure homes are safe, secure and well maintained. Repairs are attended to based on priority and are grouped into the following categories:

Emergency Repair

Issues that pose an immediate risk to health, safety or security (for example, loss of heating in winter, major leaks, or electrical hazards). These are normally attended to as quickly as possible. Target Response Time: 12 hrs

Urgent Repairs

Repairs that need prompt attention to prevent further damage or inconvenience but are not an immediate emergency. Target Response Time: Within 5 days

Routine Repairs

Non urgent repairs that do not pose an immediate risk and are normally completed within 28 working days. Appointments are arranged in advance where possible, and customers will be kept informed if there are any unavoidable delays.

Customers' Responsibilities

Customers also have a role to play in helping repairs to be completed efficiently by:

- Reporting repairs as soon as issues arise
- Providing clear and accurate information when reporting a repair
- Being available to provide access for appointments
- Looking after the home and carrying out minor day to day tasks, such as changing light bulbs or replacing batteries



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“There are issues with Litter & Dog Fouling”

Dog fouling is unacceptable and is a legal offence. Anyone who allows their dog to foul in a public place can receive an on-the-spot fine of £80, rising to £100 if not paid within 28 days. Failure to pay may result in prosecution, with a maximum fine of £500.

How to report dog fouling

If you saw the dog fouling, it will help us if you can report it to North Ayrshire Council (NAC) online and include:

- the date and time you saw it happen
- a description of the dog or owner

Only collect these details if it is safe to do so. People who do not clean up after their dog know they are breaking the law and will not want people taking notes or photographs of them in action. If you see a dog or litter bin is full please report this to NAC via this link www.north-ayrshire.gov.uk/environment-sustainability/pollution/dog-fouling.

What will Riverside Scotland do?

- We will assess the number of bins in your area and contact NAC if more are needed.
- We will promote how to report dog fouling in our newsletter and ensure all new tenants understand their responsibility to clean up after their pets.
- If a dog owner receives a fine and fouling occurs near their tenancy, a tenancy warning may be issued.
- Our Tenant Partners regularly visit your area and will also report dog fouling to North Ayrshire Council.
- Supply free dog waste bags – contact your Tenant Partner for a supply.

“There is an issue on the estate with fly tipping”

If you notice fly tipping on your estate this should be reported to the council: www.north-ayrshire.gov.uk/environment-sustainability/pollution/report-fly-tipping-posting.

What can Riverside Scotland do:

We work closely with NAC to identify those responsible for fly tipping. If identified, offenders may receive a £500 penalty and be charged for the cost of removing the waste.

Weekly estate walkabouts are carried out to monitor fly tipping and keep communal areas clean. Please report fly tipping to our Customer Service Centre on **0345 112 6600**. If you know who is responsible, let us know — we will investigate and keep your details confidential.

“We want more information on landlord performance e.g. repairs timescales, complaint handling etc”

We are committed to regularly checking and monitoring our performance so that we can continue to improve all parts of our business for our customers. You can find our Annual Report on our website and we are currently working with customers in all areas to find out what performance information they would like to see on a regular basis. Our quarterly performance is reported in our Word on the Street newsletter.

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“Potholes, parking issues and speeding are a concern”

In Irvine, most road related issues are the responsibility of North Ayrshire Council, rather than Riverside.

Potholes, road surfaces, pavements and lighting

These can be reported online to the council. This allows you to drop a pin on a map, upload photos and track progress:

www.north-ayrshire.gov.uk/roads-and-parking/report-road-fault.

Parking issues (e.g. unsafe or inconsiderate parking)

Parking enforcement is also managed by NAC and can be reported through their parking and roads services via the same website.

Lack of Parking Spaces

We recognise that parking availability is limited in certain areas of Irvine, particularly in Lawthorn neighbourhood, where concerns have been most frequently raised.

Due to space constraints, there are currently no plans to create additional parking. We understand this can be frustrating and appreciate the impact this can have on daily life.

In the meantime, we kindly ask all customers — especially households with multiple vehicles — to park considerately, avoid blocking access or availability for others, and consider alternative options if nearby spaces are occupied.

We will continue to monitor the situation and explore any future opportunities to improve parking where feasible.

Speeding and road safety concerns

Concerns about speeding can be raised with the council’s roads service. Ongoing speeding issues can also be reported to Police Scotland through their local community reporting routes, especially where there are safety concerns.

What can Riverside Scotland do:

If you need help reporting an issue or accessing the right service, our Customer Service Centre can advise and signpost you. Your Tenant Partner can also raise recurring concerns with partner agencies as part of our neighbourhood working.

“Anti-Social Behaviour in the area”

We know that anti social behaviour (ASB) can have a real impact on how safe and comfortable people feel in their homes and neighbourhood. Tackling ASB is a priority for Riverside, and we are committed to working with customers and partners to prevent issues early and respond effectively when problems arise.

What we will do:

- Encourage customers to report ASB so concerns can be identified and acted on at an early stage.
- Take a victim centred approach, focusing on the impact behaviour is having and offering appropriate advice and support.
- Work closely with partner agencies such as Police Scotland, North Ayrshire Council and local support services where needed.

- Use a range of options, including warnings, mediation, support referrals and formal action where necessary and proportionate.
- Monitor trends and hotspot areas on the estate to help target preventative work and reassurance activity.
- Provide regular feedback through neighbourhood updates on actions taken, where appropriate.

How customers can help:

- Report concerns as early as possible via our Customer Service Centre or directly to your Tenant Partner.
- Keep a record of issues where requested to help build evidence if further action is needed.
- Take part in neighbourhood walkabouts, surveys and engagement activity to shape local priorities.

By working together, we aim to create safer, more respectful neighbourhoods where everyone can feel at home.

Increased Police Presence (Harbourside)

Harbourside attracts many visitors, especially in summer, which can lead to increased anti-social or criminal behaviour. A Tenants and Residents Association is now in place, working with Police Scotland and NAC to address local concerns. CCTV is fully operational.

Riverside Scotland will continue liaising with Police Scotland to support increased police presence over summer to help prevent incidents. Residents are encouraged to report any concerns directly to Police Scotland.

Access services and get in touch – you choose how and when

Online at www.riversidescotland.org.uk

Call **0345 112 6600**

(24/7 hours a day, 365 days a year)



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