



Your

neighbourhood

Our local offer to you in Dumfries

We want to create good neighbourhoods, deliver services that meet your needs and improve your life, and support you to live well in your community.

We've spoken with customers and local teams to understand what matters most. Over the next year, we'll be working with partners to improve your neighbourhood based on your feedback.



Our local offer to you in Dumfries

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"

Our Tenant Partners carry out regular estate walkabouts and garden inspections to identify issues and we act on any issues raised.

Customers are responsible for maintaining their gardens and keep it clean, tidy, clear of rubbish and well maintained in line with their tenancy agreement. 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 Repairs: 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



Our local offer to you in Dumfries

“We want to see more Community Events”

We're committed to supporting locally organised events that bring our communities together. Our Community Fund offers up to £500 to help groups and organisations deliver activities and events in their area. If you're planning something, we'd encourage you to get in touch and submit an application for funding. We'll also help promote supported events through our social media channels.

Recently, we've funded Easter and Christmas events at the A Patch Ae Land community garden, and our contractors donated planters as part of their community benefits.

We're also planning a family fun day in Dumfries with our partners, including Loreburn and Wheatley Homes South.

If you'd like to apply for funding or discuss an idea, please contact our Customer and Community Engagement Officer, Gavin Wiffen.



“There are issues with the roads on the estate – potholes, parking issues and speeding”

In Dumfries, most road related issues are the responsibility of Dumfries and Galloway Council, rather than Riverside. These can be reported directly to the council as follows:

Potholes, road surfaces, pavements and lighting

These can be reported online to Dumfries and Galloway Council using their FixMyStreet reporting system. This allows you to drop a pin on a map, upload photos and track progress:

www.dumfriesandgalloway.gov.uk/roads-transport-parking/roads-footpaths-pavements/report-road-problem

Parking issues (e.g. unsafe or inconsiderate parking) Parking enforcement is also managed by Dumfries and Galloway Council and can be reported through their parking and roads services via the same website.

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’re unsure how to report an issue or need help accessing the right service, our Customer Service Centre can provide advice and signposting. Where we see recurring concerns, your Tenant Partner can also raise these with partner agencies as part of our neighbourhood working.

Our local offer to you in Dumfries

“There is Anti-Social Behaviour on the estate”

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, Dumfries and Galloway 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.
- We aim to resolve anti-social behaviour (ASB) issues as quickly as possible; however, gathering the necessary evidence and completing a thorough investigation can take time. This helps ensure that any formal action we take is fair, appropriate and effective.



How customers can help:

- Report concerns as early as possible via our Customer Service Centre or directly to your Tenant Partner.
- Report ASB to Police Scotland.
- 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.

“There are issues on the estate with fly-tipping, litter and dog fouling”

Fly tipping

We work closely with the council to identify those responsible. If identified, D&GC may issue a £500 penalty and recharge the cost of rubbish removal.

Tenant Partners carry out estate walkabouts to monitor fly tipping and ensure communal areas are kept clean and tidy. Report fly tipping to our Customer Service Centre on **0345 112 6600**.

If you know who is responsible, please tell us—we will investigate and keep your report confidential.

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. If you witness an incident, please report it to Dumfries and Galloway Council online. Search 'report dog fouling' on their website and complete the form.

How to report dog fouling

Phone: **030 33 33 3000**

Email: **communitysafetyteam@dumgal.gov.uk**

It's helpful to include the date and time and a description of the dog and/or owner. Only collect this information 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.

Free dog waste bags are available – contact your Tenant Partner or collect from Dumfries Registration Office, Ewart Library and North West Community Campus Library.

What Riverside Scotland is doing

We're committed to keeping your neighbourhood clean and safe. We will:

- Review bin provision and request additional bins where needed
- Promote how to report dog fouling
- Make sure new tenants understand their responsibilities
- Take tenancy action where issues are linked to a property
- Carry out regular estate visits and report issues to the Council
- Work with Community Safety teams where problems persist.

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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Details correct at time of print: June 2026

RS4106-IGD0626