

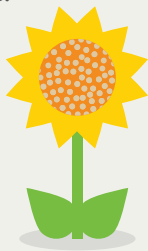
Garden of the Week



Throughout June and July we'll be on the lookout for tidy, colourful and well-maintained front gardens brightening up our estates. You can also contact us to nominate your own garden or one of your neighbours. Get in touch with Gavin Wiffen to enter (details below).

Winners will receive a **£20 gift card**. Keep an eye on our social media pages for winning gardens.

Harbourside in Bloom



We will also be running our annual **Harbourside In Bloom** competition where all Riverside Scotland Irvine Harbourside residents are eligible to enter their front garden. To enter please confirm your name, address, and contact number by Friday 12 July 2024. Contact **Gavin Wiffen**, Customer & Community Engagement Officer by phone on **07970 348 724** or by email at **gavin.wiffen@riverside.org.uk**

*Full T&Cs can be found on our website.

Join Our New Customer Sounding Board!

As part of our ongoing commitment to involve customers in the decisions we make, we recently carried out a review of our Customer Panel. The panel is a group of customers who have expressed an interest in giving us feedback on any policy changes we want to implement as well as providing feedback on our services.



Moving forward, we are introducing a new model of getting feedback from our customers known as our "Sounding Board". Registered customers will be given opportunities to influence and comment on key policies in a way which suits them. We will use a variety of methods to interact with the panel, for example, formal consultation events, short online surveys and quick polls, and small focus groups.

It is hoped that by offering a more flexible approach, that more customers will come forward to share their views with us.

Finally, we understand your time is precious, so with that in mind, we plan to offer more incentives for customers

to take part in our new Sounding Board and give us their feedback. We plan to run regular prize draws to reward customers for the time they put into helping us shape our services.

To join our new Sounding Board head over to our website and sign up.

Alternatively, if you'd like to discuss this or any of the other opportunities to get involved further, please contact **Gavin Wiffen, Customer and Community Engagement Officer**, by phone on **07970 348 724** or by email at **gavin.wiffen@riverside.org.uk**.

To celebrate the launch of our new Sounding Board, every customer who joins in June, will be entered into a prize draw for the chance to win a **£50 Love2shop voucher!**



*Full T&Cs for the prize draw can be found on our website.



Find us on Facebook and Twitter

You can talk to us and keep up to date by joining us on social media. Search for '**RiversideScotland**' on Facebook and **@RiversideScot** on Twitter.



Estate walkabouts

Following **The Big Conversation** customer survey we trialled community drop ins which were poorly attended. This summer we are launching regular estate-based walkabouts in their place where you will have the opportunity to speak to your Tenant Partner about neighbourhood issues or anything related to your home or tenancy.

We hope you take the opportunity to join us and make improvements in your local area.



Keep an eye on our website and socials to find out when we'll be in your area.

Please call our CSC on **0345 112 6600** with any changes to your tenancy or contact details e.g. someone leaving, someone moving in, name changes or a new phone number.

Nobody likes sharing their home with pests such as rodents or insects

As a tenant you have certain responsibilities regarding pest control and maintaining a safe and healthy living environment. You must take reasonable steps to avoid an infestation of insects, pests or vermin in your home or in the common areas. If we have to deal with a pest problem that's come about as a direct result of you failing to take reasonable steps (this includes if you don't treat an infestation in your home), we may recharge you the cost.

If the issue has been caused by a problem with the design or fabric of the building – for example a hole in the brickwork – this is our responsibility and we will deal with the issue as quickly as possible and meet all costs.



Don't let them in – Make sure you report any holes in the brickwork, roof, skirting boards, and floorboards.



Don't feed them - Keep your home clean, especially the kitchen.



Clean surfaces and floors regularly to remove traces of food and clean up spills immediately.



Don't leave food (including pet food) or dirty dishes out, particularly overnight.



Store food in sealed containers.



Put rubbish out in your wheelie bin and keep the lid closed.



Don't make them comfy - Don't leave rubbish and old furniture out. These make a great place for mice and rats to nest. Arrange an uplift with your local council to collect bulky household waste, or take it to the tip yourself.



Keep your garden tidy - An overgrown garden is an attractive place for mice and rats to nest.

Be a good neighbour - Keep communal areas clean and pick up any rubbish (particularly food).

Remember, maintaining a pest-free environment benefits everyone, so stay vigilant and take necessary actions promptly!

Have a safe and enjoyable summer



During the summer months, anti-social behaviour (ASB) tends to spike. Longer days and evenings provide more opportunities for people to engage in activities that may lead to ASB. As the temperature rises, so does the likelihood of incidents.

In summer we experience an increase in complaints e.g. playing loud music outdoors, grass cutting early in the morning, complaints about parties and barbecues in gardens, and reports of children playing outside.

It's about being mindful of your neighbours and respecting others property and privacy.

Do:

- Think about neighbours when you are doing something noisy and let them know first.
- Turn TV or music down if you neighbour asks you to — remember that noise travels through walls and floors.
- Be tolerant when neighbours and their children are engaged in the ordinary activities of daily living.
- Let your neighbours know if you are planning a party.
- Remember that you are responsible for the behaviour of your children, family, pets and visitors.



Don't:

- Play music so loud that it can be heard outside your home.
- Carry out noisy work in your home or outside in the early hours of the morning or at night.
- Hold frequent late-night parties.
- Drink alcohol outside the front of your property or in communal or shared areas such as gardens, corridors or walkways.
- Play ball games near other properties or cars.
- Sound car horns, rev engines or slam doors.
- Use abusive or violent behaviour.
- Harass anybody, racially, sexually or in any other discriminatory way.



You can report ASB to your tenant partner or by completing a form on our website – just search '**Dealing with anti-social behaviour**'

Remember, a little awareness and community effort can go a long way in preventing and addressing anti-social behaviour and promoting a safe and respectful environment for everyone. Let's work together to ensure a pleasant summer for all!

Could you be eligible for Pension Credit?

Pension Credit is an income-related benefit provided by the Department for Work and Pensions. It's designed to help pensioners with their living costs, especially those who have a low income. A whopping £1.8 billion goes unclaimed each year!

Pension Credit can top up:

Your weekly income to **£218.15** if you're **single**

Your joint weekly income to **£332.95** if you have a **partner**

In addition to the basic top-up, you may receive extra amounts if you have other responsibilities and costs. The top up and extra amounts are known as 'Guarantee Credit'.

In order to qualify for Pension Credit, you must have been aged 65 or over if you're a man, or 63 or over if you're a woman, before 6 April 2016. (These were the state pension ages at this time).

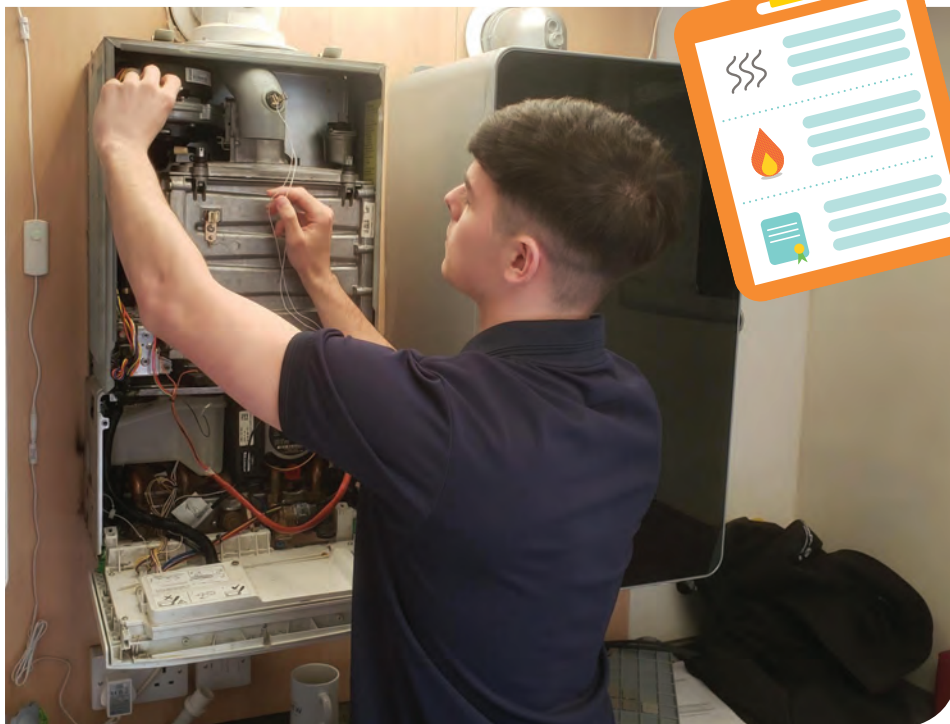
Even if you're only entitled to a small amount of pension credit it is still worth claiming as it can mean you may qualify for other benefits.

If you are over 75 years old you are eligible for a free TV licence, and if you receive the main part of Pension Credit it can open the door to other forms of support such as council tax reductions, energy funding, and more.

Please contact our **Affordability Officer, Cath Stone** on **07974 751 084** and Cath will check your eligibility and help you to apply.

Access for Gas Safety Inspection

Over the first three months of 2024 we have seen a rise in the number of times that our contractor is unable to get access into customers' homes to carry out the annual gas safety check.



When it comes to ensuring the safety of your home, allowing access for gas and electrical safety inspections is crucial. These checks help ensure:

Your safety: they highlight any potential hazards.

The safety of your family and neighbours; they prevent faulty gas appliances that can lead to fires, explosions, or carbon monoxide leaks.

We as your landlord, have a legal obligation to ensure your home is safe and to do that we need to carry out regular checks on appliances within your home.

Please don't ignore your appointment – your safety is our priority.

If you are unable to give access at your arranged appointment time or date, please get in touch with either our Customer Service Centre, your tenant partner, or our contractor James Frew.

Customer Service Centre – 0345 112 6600

James Frew – 01294 468113

Tenant partners can be contacted directly on their mobile phone. All tenant partner contact details are listed in the FAQs section of our website.