

Introducing our new Head of Housing & Communities



Pamela Forrest joined the organisation in June as our lead for housing management and support services across Riverside Scotland, leading on voids and allocations, antisocial behaviour, factoring, tenancy sustainment and support.

Pamela brings 27 years of housing experience and is keen to hit the ground running, “I am looking forward to getting out into our communities, identifying local issues and preparing action plans around communities and livelihoods and improving customer satisfaction.

“I am keen to adopt a ‘feet on the street’ approach to housing management. Being visible and approachable for our tenants and ensuring our tenants get the very best services locally delivered.”

On the road to success!

We’re thrilled to be supporting four tenants who recently completed their DIY, Carpentry and Joinery training to gain their driving licenses in partnership with Greer’s Gears Driving School in Ayrshire.



Learning to drive isn’t just about getting from A to B - it’s about empowerment. We are extremely proud to be offering this life-changing experience which will enhance our tenants’ lives, providing access to job opportunities, social activities, and more.

Kerry is looking forward to passing her test and the journey ahead.

“I’ve been wanting to take driving lessons for a while, but they are so expensive and with other commitments, it’s a luxury that just hasn’t been possible. When I saw the opportunity advertised in the newsletter alongside the DIY training, I called up to express my interest straight away, never expecting to be selected.

I am really enjoying my lessons with Chris and am so grateful to Riverside Scotland for making it happen. Learning to drive will open the door to many more opportunities and make such a difference to my life”.



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



Don't miss the chance to join the team on our upcoming estate walkabouts in your area – we want to hear what matters to you and your community so we can work together to create positive change.

Our first walkabouts are scheduled for Monday 12th August.

Lawthorn - Tenant Partners, Sharon Black and Annmarie Murray will be onsite at 11am to meet tenants at the entrance of Strathmore Park and will then head over to Broughton Green.

Irvine, Loudoun Rigg, Sanderson Ave and Carters Rigg – Arlene Inches, Tenant Partner will be onsite 12.30 – 1.30pm meeting at the Loudoun Rigg carpark.

Monkton – Join Arlene Inches, Tenant Partner at the top of Wellington Drive from 2-2.30 pm.

We won Housing Association of the Year at the 2024 Scotland Energy Efficiency Awards.



The prestigious award recognises exceptional commitment to energy efficiency within the region and was awarded to the us in recognition of our ECO improvement works to nearly 300 homes in Stakeford, Dumfries in partnership with Union Technical Services (UTS).

Heather Duff, Head of Asset and Sustainability and Stephen McCarthy, Asset Operations Manager accepted the award at Glasgow's Crowne Plaza.

Heather expressed her pride in the project's impact on tenants: "It's great to have our project recognised at this level. We're proud of the work we're undertaking so our customers can benefit from warmer, more comfortable homes, whilst lowering energy bills. It really is a welcome boost for our tenants as households continue to navigate cost-of-living.

"Riverside Scotland remains committed to improving our customers' homes over the coming years through a whole-house retrofit approach, and we look forward to partnering with UTS on future projects."



Ending Your Tenancy: What You Need to Know

When it's time to move on from your current home, there are important steps to follow. Here's what you need to consider:



1. Notice Period

You must give us at least one month's notice before your intended move-out date. This allows us to prepare for your departure and find a new tenant.



2. Inspection

Your Tenant Partner will arrange an inspection of your property. An Asset team member will join them to assess the condition of your home. They'll check if everything is in order and identify any necessary repairs or changes. Following the inspection your Tenant Partner will advise and confirm in a letter what is expected of you.



3. Restoring Original Features

If you've made alterations to the property during your tenancy (such as installing internal doors or lighting), you'll need to return these features to their original state. This ensures safety and consistency for the next tenant.



4. Garden and Surroundings

Leave the garden and the area around your property in a satisfactory condition. Remove any rubbish or debris. A well-maintained exterior reflects positively on you as a tenant.



5. Recharge for Incomplete Tasks

If you haven't completed the necessary tasks (such as restoring features or cleaning up), you may be charged for the associated costs. It's important to fulfill your responsibilities before moving.



6. Communication

If your plans change and you need more time, get in touch with your Tenant Partner as soon as possible.

Ending your tenancy smoothly benefits both you and the next tenant. Follow these steps to ensure a hassle-free transition.

Unacceptable Behaviour Towards Colleagues Won't Be Tolerated

People are at the heart of Riverside Scotland – the people who we provide homes to, the people we support in the communities we serve, and our skilled and experienced colleagues. We believe in providing great homes and a great service. Our commitment extends not only to our tenants but also to our dedicated colleagues. Recently we have been experiencing an increase in abusive behaviour towards colleagues.



Our Policy Highlights:

Mutual Respect: Just as we expect our colleagues to treat residents and customers with respect, we also expect the same in return. Unacceptable behaviour includes any actions that cause distress, fear, or harm to our colleagues.

Definition of Unacceptable Behaviour:

- Verbal abuse, threats, or intimidation
- Physical violence or aggression
- Excessive demands that hinder colleagues from performing their duties effectively
- Discrimination or harassment based on race, gender, disability, or other protected characteristics

Safeguards and Procedures:

We have clear procedures in place to address unacceptable behaviour.

Colleagues can report incidents, and appropriate action will be taken.

We consider underlying factors (such as health issues or language barriers) but prioritise staff safety.

Equality and Diversity:

Our commitment to equality and diversity extends to colleague protection.

We ensure that everyone—regardless of their role—feels safe and respected.

Unacceptable behaviour not only affects morale but also impacts the quality of service we provide. Let's work together to create a positive and respectful environment for all.

Summer pruning schedule



Our grounds maintenance contractor, ID Verde has commenced the summer pruning programme across our estates. Here's when we'll be in each area:

- **Pennyburn & Surrounding Lanes:** Completed on schedule.
- **Trickle Transfer Sites:** Completed ahead of schedule.
- **N Muirside & Cranberry:** Completed ahead of schedule.
- **Glenapp Court:** Completed on schedule.
- **Hawthorn Place:** Completed ahead of schedule.
- **West Doura:** Completed on schedule.

For the following areas, work is programmed as follows:

- **Dunure Court:** Scheduled to start mid/end July.
- **Kilwinning Outlying Areas:** Starting from mid/end July with Abbeygate, followed by Caley House and Pathfoot/Bridgend and Muirfield Place.
- **Pennyburn General Area:** Work will commence in August starting at Cranberry Rd, Muirside Rd, Culzean Pl, Glenapp Pl, Sundrum Pl, Cambusdoon Pl, Skelmorlie Pl, continuing through to Coodham Pl in early September.
- **Irvine Outlying Areas:** Beginning with Springside in July, moving on to Townfoot, Castle Pl, Carters/Loudoun Rigg, Pavilion Gardens, Thornhouse Ct, Parkside, Tarryholme, Cheviot Head, Harbourside, Broughton Green and ending in September with Strathmore Park.
- **Drongan, Dumfries and Arran:** Scheduled for July.

Did you know our Bell operatives can help in a first aid emergency?



Our repairs contractor, Bell Group has signed up to the Community First Responders (CFRs) initiative meaning operatives are trained first aiders and can attend certain emergency calls in their local area. CFRs aim to reach life-threatening emergencies before ambulance crews, providing initial care until professional help arrives.

Are you sleeping in poor conditions because you are having to prioritise money for food and heating?



Our Bed Poverty campaign in partnership with Bell Group and James Frew, has supplied 4 double beds, 5 mattresses and 1 cot and bedding to tenants since launching in Spring.

Bed poverty can include:

- broken beds and damaged bedding
- sharing beds and rooms
- sleeping on the floor
- families unable to wash or dry bedding because they can't afford to pay for energy



If you are experiencing any of the above, please get in touch with your Tenant Partner.