



# Welcome to your home



|   |    |
|---|----|
| Welcome                                 | 4  |
| Contacting us                           | 6  |
| Paying your rent and charges            | 7  |
| Our house, your home – working together | 9  |
| Your home                               | 11 |
| Extra services, help and support        | 13 |

Name .....

Your reference .....

Property address .....

Postcode .....

## Accessing everything you need is easy



[www.riversidescotland.org.uk](http://www.riversidescotland.org.uk)



Access services anytime, anywhere, from any device. Log in or register for My Riverside at [my.riverside.org.uk](http://my.riverside.org.uk)



@RiversideScot



Search for 'RiversideScotland'



We are happy to accept **Relay UK** calls



# Update your contact details in just a few taps

My Riverside. The quick  
and easy way to get things  
sorted. Leaving more time for  
the finer things in life.



- ✓ Report repairs quickly and easily
- ✓ Check and manage your account and charges
- ✓ Pay securely online
- ✓ Update your contact details
- ✓ Live Chat with us

## My Riverside

Anytime | Anywhere | Any device



Register now at

[my.riverside.org.uk/register](https://my.riverside.org.uk/register)

Already registered?

Download the app and make life even easier.

# Welcome to your home

## What we'll go through today

We'll go through everything you need to know about your new home. We'll explain some of the services we offer and give you some helpful information to keep to hand during your tenancy.

Keep hold of this booklet as a quick guide to the main things you may need. If you want to find out more about anything in this booklet just get in touch.

## Keeping in touch

We'll visit your home within eight weeks to make sure you're settled in and everything is ok. If you need to know anything or have any questions just let us know. There are lots of ways you can contact us, just pick the one that suits you.

## About you

### Your details

It's important we have the correct contact details for you and your emergency contact. So if we need to contact you, or if there's an emergency, we have the right details.

You can update your details via My Riverside.  
Just scan the QR code.



Scan the code  
to access  
our support



# LET'S Talk



**Finding support is super easy online.**



**Download the My Riverside app now**

**Not registered?**

Just visit [my.riverside.org.uk/register](https://www.riverside.org.uk/register) to get started

Got an urgent issue involving damp and mould in your home? Read our advice here [www.riverside.org.uk/loveyourhome](https://www.riverside.org.uk/loveyourhome)

# Contacting us

## Our website

Find the information you need on **riversidescotland.org.uk**

There, you'll find a whole range of information from money saving advice and giving us feedback to getting the most from your boiler.

## My Riverside

If you signed up for your tenancy online, you can register for My Riverside right now! If you signed up using paper forms, it takes a few days to set up your details. But then you can register quickly and easily. My Riverside helps you manage your rent, make secure payments, report non-emergency repairs and update your details and Live Chat with us – whenever and wherever suits you.

You just need an email address to sign up. Go to **my.riverside.org.uk/register** to get started or scan the QR code to get started.



## By phone

Open 24 hours, 365 days a year. So you can call at the weekend or even on Christmas Day. Our advisors are specially trained to help you with anything to do with your tenancy – from your home, to your local area, to your rent. Call on **0345 112 6600**.

## In person – speak to a member of our team

If you'd prefer to talk to a member of our team, please get in touch to book an appointment.

## Complaints

If you have a complaint, compliment or other feedback please visit **www.riverside.org.uk/complaints**.

# Paying your rent and charges

Rent and other charges must be paid in advance and are based on your payment frequency, so if you pay weekly, you should be a week in advance, if you pay monthly, you should be a month in advance. It's important you make these payments on time.

To make it as simple as possible, we offer lots of ways to pay so you can choose the one that's right for you.

## How can I pay?

### **Direct Debit – The simplest way to pay**

Pay automatically, so you never forget and won't risk falling behind. And you choose when the money comes out of your account, each week or month. Plus, we'll always let you know in advance if your payment changes.

Call us to set up your Direct Debit now.

### **Recurring card payments**

Set it up and pay automatically on the dates you set up. And there are no charges if there isn't enough money to cover the payment. You only need to change things when your card expires.

Get in touch to set it up today.

### **Online – My Riverside**

Check your account and pay anytime, anywhere and on any device. Registration is quick and easy just head over to [my.riverside.org.uk/register](https://www.riverside.org.uk/register) to get started.

### **By phone**

Call us and pick the payment option from the list. You'll need your Easypay number.

### **In person**

Pay by cash or card at any Post Office or where you see the PayPoint sign. You'll need an Easypay card from us to show the cashier.

### **Universal Credit**

You will usually get a monthly payment direct to you. It will include any help you get towards your housing costs. Whether this covers all or part of your charges, you must pay your full charge to us.

You need to arrange payments to us directly. We suggest setting up a Direct Debit payment to us for the day your Universal Credit payment arrives in your account.

### **Housing Benefit**

You can ask Housing Benefit to pay us direct. This may cover all or part of your rent. We can help you make a claim and process it quickly.

## If you struggle to make payments

Get in touch with us straight away via our freephone number 0800 529 8789 to see how we can help. You can find more information on our website at [www.riverside.org.uk/letstalkrent](https://www.riverside.org.uk/letstalkrent)

We are partners with the Money and Pension Service who provide free, confidential debt advice. To access this service please ask a member of our team and we will refer you immediately for support.

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### **Checklist:**

- If you're eligible, apply for Housing Benefit or Universal Credit. You'll need a copy of your Tenancy Agreement and Service Charge breakdown for this.
- Set up a Direct Debit or make a payment using the other options on this page.
- Visit our website or talk to us about help managing your money, opening a bank account or getting online.

# A busy life can get you in a spin...

**We've all got a lot on our plate these days.  
Why not make life easier?**

Make your payments by Direct Debit – it's one less thing to remember and it runs itself. And we'll always give you advance notice of any change to your payments.

Don't have a bank account? We could even help you set one up.





# Our house, your home – working together

It's important you keep your Tenancy Agreement in a safe place. It covers all of the responsibilities we have to you as a landlord and your responsibilities as a tenant.

## Repairs

We make sure you're safe and comfortable in your home, so you don't have to worry. By helping us look after your home, we can look after you.

One of our key responsibilities is to deliver a high-quality, prompt and efficient repairs service. We invest millions of pounds every year through our planned investment programme to help keep your home safe, looked after and repair free for longer.

Remember though, you are responsible for carrying out, and paying for, the smaller running repairs on your home. Here's a quick guide to the types of things you are responsible for, check your Tenancy Agreement for further details.

### Still not sure?

Please just get in touch.

And remember, you can report a repair 24 hours a day through My Riverside.

Sign up at [my.riverside.org.uk/register](https://my.riverside.org.uk/register)

## Annual gas servicing

By law you must allow us access once a year for safety checks or maintenance on gas appliances or flues. If you smell gas, call the National Gas Emergency Service on **0800 111 999**.

\*For your safety, these must be approved by Riverside before fitting, fitted to Gas Safe or NICEIC regulations – and don't forget to provide certification to us.

### Damage caused by you or someone in your household, or wear and tear, including:

- regular ceiling and lamp light bulbs
- blocked bath, sink, shower or toilet; broken toilet seat



### Anything you paid for or fitted yourself, including:

- fitting, plumbing or repairing your own appliances\*
- TV aerial or satellite dish.

### Décor and fixtures like:

- locks, catches, safety devices
- handles and latches on inside doors and cupboards; shelves and flooring
- painting and decorating (including papering, woodwork and coving)
- minor cracks in walls or ceilings (generally smaller than the width of a £1 coin).



### Replacements, including:

- bath panel, curtain pole, rail or track, shower curtain
- lost keys or fobs, doorbell, dustbin, smoke alarm (battery powered) and testing
- door changes to accommodate carpets (including re-fixing draught excluders), draught proofing.

### Minor plumbing and electrical fixes like:

- bleeding radiators and re-lighting a pilot light
- fuse box – resetting a trip switch.

### Outdoor or specialist work, including:

- vermin – individual property infestation of insects or rodents
- trees or hedges in your garden
- washing lines or rotary dryers.



## DIY in the home

If you're looking to do any DIY in your home (from upgrading your kitchen, installing a satellite dish or laminate flooring), it's important you tell us first.

We need to make sure it's safe for you to do so, give you permission to go ahead and any information that will be useful for the work.

For example, some of our properties might have asbestos due to their age. As long as it's in a good condition and undamaged, it's safe.



By letting us know before you start, we can check for asbestos and that it's safe for you to do the work. If you've damaged something that you think contains asbestos, please don't touch it or try to clean it up.

Close the door, if you can, and call us straightaway. Read more about asbestos and how we manage it on our website, or get in touch if you have any concerns.

## Water safety

If water sources aren't used regularly, like shower heads and outside taps, they can sometimes cause illness if the water isn't kept fresh. A bacteria called Legionella can build up and make you ill.

For tips about keeping water systems clear and reducing the risk in your home please visit our website.

## Damp, Condensation and Mould

Making sure you are warm and dry is very important and so is making sure that your home is free of leaks, condensation and damp. Water can cause problems, which may lead to mould growing in your home.

Condensation happens when warm, moist air from cooking or showering, hits a cold surface such as a window or wall.

### What does condensation look like?

- Streaming moisture on windows and walls
- Damp areas appearing on walls
- Peeling wallpaper
- Blackened window frames
- Soft furnishings and fabrics start to show signs of mould

### Here's what you can do to look after your home:

- Try leaving your central heating on a low setting for as much time as possible during colder months. This will keep your home warm and prevent moisture building up in the air. Try to avoid using paraffin or Calor gas heaters as they can add moisture.

- Try to avoid drying clothes inside and over radiators. If you don't have outside space, then place clothes on a rack in a room next to an open window and close the door.
- If you have a tumble dryer, make sure it is properly ventilated and that the condenser is regularly emptied.
- Keep extractor fans in your home switched on, especially if you've just had a shower or have been cooking.
- Wipe away any condensation from windows and doors to prevent mould.
- Keep your furniture away from walls to allow air to flow around.
- Cover your pans when you're cooking and leave your extractor fans on.

## Being a good neighbour

We believe that everyone has the right to enjoy their home and their neighbourhood.

By being both considerate and tolerant of others we can appreciate and recognise that everyone is different and lives their lives in a different way. Often people don't realise they may be disturbing others and aren't doing it on purpose. By respecting these differences we can live together and help build strong communities.

We hope you never experience any nuisance or anti-social behaviour, but if you do please get in touch. Even if we can't help directly we'll help find someone who can.

Please report any acts of violence, or threats of violence, to the police immediately.

If you're concerned about any of your neighbours we would also ask that you contact us to report it so we can carry out a welfare check.



## Feedback and complaints

We try to give high quality service to everyone, but we realise sometimes things can go wrong. We need to know when this happens so we can put things right and not make the same mistakes again.

We use your comments to help identify where we're providing great service and where we can still improve. We hope you never need to use it, but we also have a formal complaints procedure.

# Your home

If you find it difficult to keep your home warm and bills are getting expensive, get in touch. We may be able to help.

## Home contents insurance

Are your belongings insured if there's a fire or break-in? Remember it's up to you to arrange this.

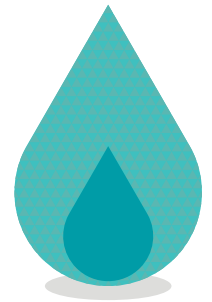
## Checklist reminder

Moving in can be exciting, but also stressful. The checklist below may help you remember some of the essentials as you move into your new property.

- Set up your utility providers and give them all the relevant readings.
- If you're moving to a new area register with a doctor and dentist. To find one by you visit [www.nhs.uk](http://www.nhs.uk)
- If you receive benefits make sure you update your details to ensure your claim is up to date.
- Register with the local council for your Council Tax and to vote.
- Update your address details with your bank, work, TV licensing, DVLA, car insurance etc.

## Setting up your suppliers

One of the first things you will need to do, once you have signed your tenancy agreement, is set up your utility accounts. We hope you find this guide helpful when doing this.



## Switching on your gas supply

When you first move into your property, we will let you know if the gas supply has been turned off or 'capped', which can be a health and safety requirement for some homes. Getting your gas uncapped is very simple, but also very important to ensure that you have heating and hot water. Just follow these steps.

- Using the instructions on this and the next page and the information provided to you about the utility suppliers, have the gas and electric accounts set up in your name by contacting the suppliers
- If the property has a pre-payment (card or key meter), top up your supply to ensure that there is credit on the meter
- Contact our Customer Service Centre on 0345 111 0000. We'll arrange for an engineer to uncap your gas at a time convenient for you

To avoid a delay in having your gas turned on, we recommend that you follow these steps as soon as possible once you have signed for your property. We cannot uncap the gas supply until there is credit on both gas and electric meters, and appointments usually take place 48 hours from when they are booked.

Not all of our homes will have an individual gas supply so you may not need to have it uncapped. We'll let you know if you need to organise the gas to be uncapped.

## Gas and electric

Before you start, what type of meter do you have?

- Pre-payment – you pay for your supply up front and load credit onto your meter.
- Standard – you receive regular bills charging you for your usage.

We allow you to change the type of meter you have where possible. You should check with us whether you can do this where you live. If it is possible, this is something you arrange directly with your supplier.

You are free to choose who supplies your gas and electric. We recommend using price comparison websites to find the best deal for you.

What you'll need:

- Your old address (and account number if you have one)
- Your new address and contact details
- Your type of meter (pre-payment or standard)
- The current meter reading
- Your bank account details (for standard meters only to set up a direct debit)

You will need to contact the supplier of your choice and tell them that you are moving in and that you want to set up your gas and/or electric account. They will help you through the rest of the process and will normally contact the old supplier to terminate that contract (if applicable).

If you have a 'Pay as you go' meter, the supplier will arrange to send you a new key (electric meter) and card (gas meter) which you use to top up your supplies at your nearest PayPoint or Post Office branch. Some newer 'Pay as you go' meters are smart meters and can be topped up online or through an app on your smart phone, but the supplier will confirm this to you.

Don't forget to contact your old supplier to tell them you are moving out and give final meter readings.

## Water

Your water supplier will depend on the area you live in. If you don't know who your supplier is you can visit the Water UK website to find out or you can ask your Housing Officer.

Once you have the contact details of your supplier, you can contact them to set up an account.

What you'll need:

- Your old address (and account number if you have it)
- Your new address and contact details
- Your new meter reading (if you have a meter and it is accessible)
- Your payment details

Some of our residents pay their water rates directly to us and won't need to follow these steps. You will be told when you are offered the property if this applies to you.



# Extra services, help and support

We want you to continue to live independently in your home. If you find you need a little extra help and support in your home, there are ways we could help.

## Managing your home

If you find your circumstances change and you are struggling to pay your bills, need help getting in to work or are struggling to keep your home warm, our Let's Talk teams are there to support you.

Go to [www.riverside.org.uk/letstalk](http://www.riverside.org.uk/letstalk) for more information and to get in touch.



## Adaptations

Long-term illness or disability may mean you have difficulty using facilities in your home. An adaptation, extra fitting or minor alteration to your home could make a huge difference to your comfort and quality of life. It could be anything from a grab rail to a vibrating smoke alarm. Your local authority social services team can arrange for an occupational therapist to assess your needs.

## Alternative housing

We'll do everything we can to make sure we meet your needs in your current home.

If your circumstances change and your home is no longer suitable, we may be able to help you find a new place to live.

**If you have any questions at all, get in touch today.**



## Phone numbers

The information below is advice on certain phone numbers and their charges. Always check with your call package and provider details before making any calls.

Phone numbers beginning with:

### **0800, 0808**

Calls are free from landlines and mobiles.

### **0845, 0870**

You may be able to find an alternative 01, 02 or 03 number for the company, check their website for details.

For more information on inclusive minutes check with your provider and what's included with your call package.

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