

## Stock Condition Surveys

Starting at the end of April in Dumfries, we will be carrying out stock condition surveys with RAND Surveyors. These surveys provide essential information about our housing stock, helping Riverside Scotland plan future investments like window and kitchen replacements.

The surveys involve inspecting key components of the building, including windows, kitchens, bathrooms and roofs. They also check for issues like damp and mould, taking 30-60 minutes per home.

Please provide access to your home for these surveys to ensure timely upgrades and replacements. Letters with appointment details will be sent to selected properties.

**Your co-operation is greatly appreciated as we work to improve our housing stock.**



## Join us for an Easter Funday at The Playz!

We've partnered up with PRYDE The Playz for a fantastic community funday at The Playz, Pennyburn on Thursday, 17th April, 12pm-3pm. This event promises to be a fun-filled afternoon for families and children of all ages.

We'll have DJ playing and hosting party games, a face painter, giveaways, food for the kids and a special appearance from the Easter Bunny, who will be handing out Easter eggs. Best of all, this event is completely **FREE!**

Book your place at

[www.bookwhen.com/prydetheplayz](http://www.bookwhen.com/prydetheplayz)

We have also donated Easter eggs to the egg hunt in Dumfries and the upcoming hunt in Drogan.

Please note that all children must be accompanied by an adult.

**The Drogan egg hunt is on Saturday 19th April, 11am-2pm at Hannahston Woods. Tickets are £1 per child. Visit the Drogan, Rankinston and Stair Facebook page for tickets.**



## Summer Landscaping

Our grounds maintenance contractor, ID Verde, will be commencing seasonal landscaping works throughout our estates. ID Verde are responsible for grass cutting, hedge & shrub pruning and weed control across all our areas of operation.

During the grass cutting season tenants often call in to tell us that cuttings/debris has been left in the area by our contractors. Often when contractors are working across an estate it is easier to collect all cuttings at the end of the day.

**Please only report to us if any cuttings or debris have not been cleared by the end of the day.**



### Join us in shaping the future of your community!



Have your say and get involved with Riverside Scotland to make a real difference in your area. Visit the Have Your Say page on our website to learn more and participate. You can also talk to us and keep up to date by joining us on Facebook. Search for 'RiversideScotland'



## Storm Damage Repairs Update



**We have raised a significant number of responsive repairs jobs due to the recent storm, with over 160 jobs already assigned to our contractor. They are working through these jobs, but please be aware that completion may take longer than our usual repair timescales.**

Additionally, we are finalising a fencing replacement programme, set to begin with our contractor in early April. These replacements will be carried out throughout the summer months. As this work is entirely external, we will only contact you directly if necessary.

**The storm has caused extensive damage, and we greatly appreciate your patience and understanding as we address these issues.**

## Board Estate Tour



Our Senior Management Team and Asset Operations Manager recently had the pleasure of taking our Board on an estate tour of some of our North Ayrshire stock. The tour took us through Bourtreehill, Pennyburn, Tarryholme, Harbourside, and our retirement complex at Hawthorn Place, Kilwinning.

It was fantastic for the Board to see our properties firsthand, observe the ongoing and completed investment work, and visit an empty property to discuss property investment and repair costs. The tour provided valuable insights and reinforced our commitment to continuous improvement.

## Repairs Responsibilities

We have recently updated our website to include a detailed list of repairs responsibilities. This update was highlighted as an action by our Service Improvement Group, who recommended that we introduce a clear and concise section of 'who is responsible for what...' into the Welcome Brochure and website.



### What's New?

#### Website Update:

Our website now features a comprehensive list of repairs responsibilities, making it easier for you to understand what is expected from both yourself and Riverside Scotland. Search 'repairs responsibilities' on the website.

#### Welcome Brochure:

We have updated our Welcome Brochure issued to new tenants at sign-up. It clearly outlines the responsibilities of both Riverside Scotland and our tenants and refers to the repairs responsibilities web page. Search 'welcome brochure' on the website.

#### What to expect in your new home:

The website has been updated to include information on void standards and what tenants should expect when they sign up for a tenancy. Search 'what to expect in your new home' on the website.

These updates are designed to provide clarity and transparency, helping you understand your responsibilities and what you can expect from us. By clearly defining these roles, we aim to improve our service and ensure a smooth and efficient process for handling repairs.

**Thank you to our Service Improvement Group for their valuable input.**

## Radio Teleswitch Service Switch-Off

This summer the Radio Teleswitch Service (RTS), also known as Dynamic Teleswitch Service (DTS), will end as it reaches the end of its operational life. This switch-off will affect energy customers with an RTS meter in their home, potentially impacting their heating and hot water supply.

### What You Need to Know:

**RTS End Date: 30th June 2025**

#### Impact:

Heating and hot water supply may be affected for those with RTS meters

#### Replacement:

Ofgem expects energy suppliers to replace all RTS meters with smart meters before the service ends. Smart meters are the only technical replacement for RTS meters and can deliver a similar service.

### Action Required:

#### Identify Your Meter:

If you're unsure whether you have an RTS meter, look for a separate switch box near your meter with a radio teleswitch label, or check if your property uses electric storage heaters and has no gas supply. If you're still unsure, contact your supplier.

#### Contact Your Supplier:

If you have an RTS or DTS meter, get in touch with your electricity supplier to arrange for a smart meter upgrade.

## Tenant Engagement

**We are thrilled to announce that 1,000 tenant surveys have been completed via Research Resource. A huge thank you to everyone who participated in our Big Conversation Survey! We look forward to sharing the results with you very soon.**

Your feedback is invaluable and will help us shape our service delivery and enhance customer service over the next three years.

We have also carried out Neighbourhood Plan surveys for Pennyburn and Drongan and will be using the information to start preparing action plans.

## Updated Anti-Social Behaviour Leaflet Available Online

As summer approaches, we often see a rise in anti-social behaviour (ASB). The longer days and warmer evenings provide more opportunities for activities that can sometimes lead to ASB. With the increase in temperature, we also notice a spike in complaints.

### Common issues during the summer include:

- Playing loud music outdoors
- Early morning grass cutting
- Parties and barbecues in gardens
- Children playing outside

We kindly ask everyone to be mindful of your neighbours and respect their property and privacy. Let's work together to ensure a peaceful and enjoyable summer for all.

We have recently updated our ASB leaflet. The leaflet provides detailed information on our approach to ASB, what we can and cannot do, and lists local agencies in your area that also offer support. You can access the updated leaflet on our website by searching for '**Dealing with anti-social behaviour**'.



## Tenant Engagement Opportunity: Join our Service Improvement Group

We are excited to invite you to join our Service Improvement Group! This is a fantastic opportunity for you to share your thoughts, ideas, and feedback directly with our team. Your input is invaluable in helping us enhance our services and make your community even better.

### Why Join?

**Voice Your Opinions:** Have a say in decisions that affect your home and community.

**Collaborate:** Work alongside our Senior Management Team and other tenants.

**Make a Difference:** Help shape the future of Riverside Scotland.

We are currently reviewing several important policies, including Domestic Abuse, Child Protection, and Adult Protection. If you are interested in helping us review these documents, get in touch.

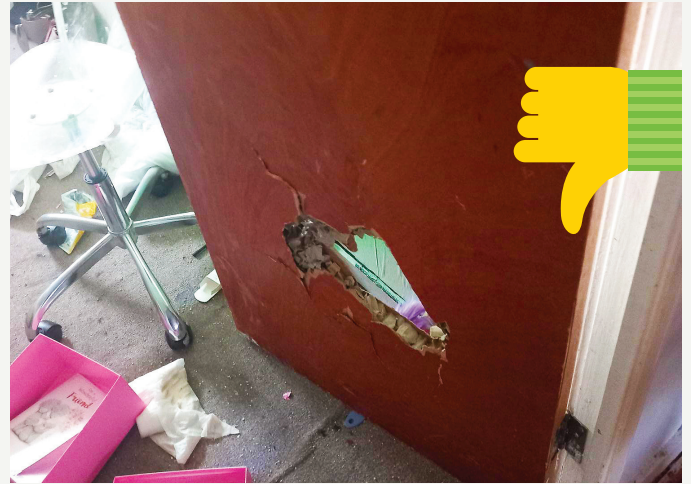
**How to Sign Up:** Simply visit our website or contact [gavin.wiffen@riverside.org.uk](mailto:gavin.wiffen@riverside.org.uk) to register your interest. We look forward to hearing from you!

## Important Reminder for Tenants Ending Their Tenancy

When you hand in your notice to end your tenancy 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.

### When terminating your tenancy, please ensure that you:

- Clear all belongings from the property.
- Repair any damage and restore features as needed.
- Leave the property in good decorative order and a clean condition.
- Leave the garden and the area around your property in a clean and clear condition. Remove any rubbish or debris.



It's important to fulfil these responsibilities before moving out. If these tasks are not completed, you may be charged for the associated costs.

**On average, it costs us over £3,000 to get a void property into a condition where we can relet it. With approximately 120 voids annually this is costing the Association over £360k a year. By taking care of these tasks, you can help us minimise these costs which could otherwise be invested in upgrading homes.**

## Spring Gardening Tips

As we look towards the summer, we would like to remind tenants with their own individual gardens that you are responsible for maintaining your garden areas. A well-kept garden not only improves your home from the outside, but also contributes to a pleasant and welcoming community environment. Here are some spring gardening tips to help you get started:

**Clean up debris:** Remove fallen leaves, branches, and other debris from your garden beds and grass.

**Prune and trim:** Prune dead or damaged branches from trees and shrubs. Trim back overgrown plants to encourage healthy growth.

**Weed control:** Pull out weeds before they have a chance to take over your garden and weed regularly throughout the summer months.

**Planting:** Start planting spring flowers, vegetables, and herbs and bring some life and colour to your garden.

**Feed plants:** Regularly feed your plants to encourage healthy growth and vibrant blooms.

**Lawn care:** Complete the first cut of your grass to tidy it up after the winter.

**Remove bulk items:** Clear out any bulk items or clutter from your garden to create a tidy and organised space.

**Dog fouling:** Ensure there is no dog fouling in your garden. Clean up after pets to maintain a hygienic environment.

**By following these tips, you can create a beautiful and well-maintained garden that you can enjoy throughout the spring and summer months. Happy gardening!**

