Riverside

October 2025

HOME OWNERSHIP ANNUAL REPORT TO CUSTOMERS 2025

Your Place, Your Update

Welcome to our 2025 Annual Report for home ownership customers.

This report brings together key highlights from the past year, including performance data, planned investments, and how we're working to improve your experience. We know, for some of you, there have been challenges, and this report is part of our commitment to being more transparent about where we are, what we've learned, and what we're doing next.

This is the second year we've produced a dedicated report for home ownership customers, following your feedback that our main group report didn't reflect your specific needs and experiences.

This update reflects the changes we've made that have shaped our services. Over the last 12 months, we've completed our merger with One Housing Group, meaning all customers now access the same services.

We've also welcomed new colleagues to our Customer Service Centre and London Leasehold Office to help streamline support and make it easier for you to get what you need, when you need it.

Thank you for being a valued customer. We'd love to hear your thoughts – visit our website for details of how to get in touch: www.riverside.org.uk/contact-the-home-ownership-team/

OUR PERFORMANCE

	Combined ALL HOME OWNERSHIP CUSTOMERS	Regions EXCLUDING LONDON	London ONLY
Overall satisfaction	32.7 %	48.4 %	19 %
Repairs being carried out	36.7 %	47.5 %	28.9 %
Listening to your views and acting on them	24 %	36.5 %	13.3 %
Communal area maintenance	47.7 %	52.8 %	41.3 %
Complaints process	22 %	33.5 %	13.9 %

The scores shared here reflect our position as of the end of March 2025, and we recognise they are not where we aimed to be. While the integration of a new cohort of customers in London has presented some transitional challenges, it's clear that performance issues affecting leaseholders are not limited to one region.

We've seen consistently lower satisfaction scores among leasehold customers, particularly around repairs, communication, and complaint handling. We know this is frustrating and we understand that the service some of you have received has not met the standard you expect or deserve.

Your feedback is being taken seriously. It's clear we need to do more to improve our services and we're committed to making those changes. We've already started taking steps to address this, including:

- We're working closely with our contractors to ensure that repairs and maintenance meet the standards you expect and deserve.
- We've developed tailored communications to keep you informed about updates, changes, or issues affecting your building or neighbourhood.
- We continue to develop the resources available online and through My Riverside to help you solve issues independently when convenient. To get started with My Riverside, visit www.riverside.org.uk/myriverside

Our current service offer isn't where we want it to be yet, and we know these changes won't fix everything overnight. However, we're listening, we're learning and we're determined to make meaningful improvements to restore your trust and confidence in our service.

WELCOME, LONDON!

In June, we took a huge step on our journey to integrate our former One Housing customers and bring some of our key systems together. As part of the Customer Programme, we've now moved more than 6,800 customers over from legacy One Housing systems to Open Housing and Salesforce, which are now our single Housing and Customer Relationship management systems.

Now all our customers are on the same systems we can operate as a fully integrated team providing more consistent services to all customers wherever they live. We are thrilled to say we're already starting to see the positive benefits of the move, but we know we still have a way to go.

Going up?

Earlier this year, we commissioned an independent survey on all lifts within our London area. This gave us a greater insight into the condition and lifespan of each one and helped to establish:

- The estimated lifespan each lift has left (between 1-10 years)
- The estimated lifespan each major component has left (between 1-5+ years)

With this information, we have been able to plan any necessary replacements for the next 5+ years.

We also appointed a designated Communications Officer who will send you weekly updates on your lift's status if it is affected by an outage.

Faster fixes

Since November 2024, we've reduced repairs by around 1000, meaning most are completed within our 28-day routine and 24-hour emergency targets. This is thanks to Axis, our new contractor, supporting London for our communal plumbing, electrical and carpentry repairs. Riverside Property Services continue to handle damp, mould and project works, with specialist repairs being delivered by our trusted contractors.

Here to help

We know being able to speak to us quickly and easily is important, which is why we have: recruited 16 new London specific colleagues to answer your calls and queries.

We have also introduced 9 new Leasehold and Tenancy Officers for London.

CUSTOMER CARE

We know some of you feel we haven't always got it right, but we're listening to what you're telling us. We aim to support you with clear communication, timely help and a focus on solving your issues effectively. We want to help when things don't go to plan – whether its issues with your home, problems with service charges or billing, or even issues with employment and benefits.

"As a Home Ownership Officer, I know how overwhelming financial struggles can be – especially when they pose a threat to your home. One of our long-term leaseholders was at a serious risk of losing their home after falling into service charge arrears. Despite multiple attempts to engage with the customer, the case eventually went to court. That's when I learnt that they were out of work, relying on Universal Credit, and feeling completely lost.

I stepped in to help secure them additional Universal Credit funding to cover their service charges, stopping the debt from building any further. But I knew that we could do more to help them.

I reached out to our Employment and Training Team, who offered interview coaching and confidence building support. Within a month, the leaseholder secured full time work again in a field that they were passionate about!

They were able to keep their home, regained stability and are thriving in their new work position. If you're struggling, please talk to us – we're here to help!"

The cost of living has affected all of us over the last few years and we know that it can sometimes be difficult to afford the essentials such as heating and bills.

Our Let's Talk services are available to all our customers, including leaseholders. So, whether its advice on money or benefits, help with heating your home or avoiding damp and mould, or even assistance on finding a new job – we're here to help!

We don't want anyone to be suffering in silence, so please do get in touch with us either via our website or directly through My Riverside and Let's Talk!

LET'S Talk

www.riverside.org.uk/lets-talk

INVESTING IN YOUR HOME

At Riverside, we're committed to improving how we maintain your homes and communal areas, and we recognise we haven't consistently met the standards you expect. Over the past year, we have significantly increased the number of investment projects delivered across the country.
We have also expanded our cyclical redecoration programme, completing far more projects than in previous years—delivering on our promises to residents.

To keep you informed, we have published a five-year investment tracker detailing the projects planned for this year and beyond. This tracker is regularly updated on our website and can be accessed by following the QR code below or by visiting: www.riverside.org.uk/planned-investment-programme. Please be aware this tracker does not currently cover London, though this is something we are looking to implement in the future.

Looking ahead, we are making further improvements to ensure that all planned investment works are completed to a high standard, represent value for money, and are communicated more effectively to residents. Additionally, we will be reviewing the condition data we hold in respect of communal areas where we have repair and maintenance responsibilities, ensuring our records remain up to date. We also recognise that some developments may face challenges with sinking funds. Where this is the case, we will liaise directly with affected leaseholders to discuss funding approaches and ensure transparency in how we manage contributions and future works.

We appreciate your continued support and will keep you informed as we move forward with these improvements. If you have any questions, please don't hesitate to get in touch.

BUILDING SAFETY

You may be aware that over the last year there has been changes in legislation which has impacted your service charges. We can't put a price on safety and have an ethical responsibility to ensure our buildings meet government requirements; however we appreciate how frustrating increased services charges can be. These increases may be due to a number of factors, including contract changes where contractors were not delivering appropriate services, changes in the law resulting in upgrades and maintenance required to buildings, such as cladding, and buildings requiring routine risk assessments.

We recently had an issue with two of our buildings in Manchester. Following a fire engineering assessment, it was deemed that the external wall cladding was considered a fire risk. We worked with the contractors to fix this issue as quickly as we could. We held residents' meetings and created a webpage which was updated frequently to keep customers informed on what was happening and how it would affect them. We are pleased to confirm these issues have now been resolved.

What is a Section 20?

Before we carry out works or services that exceed certain costs, we're legally required to consult you through a process called Section 20.

When we consult:

- For one off works costing over £250 per household
- For contracts over 12 months likely to cost £100+ per year per household.

This gives you a chance to share your views on planned works or services – such as repairs, improvements, or maintenance contracts.

We'll send formal notices by post to affected properties. You will have 30 days to respond with feedback or suggest alternative contractors. No work or contracts will begin until the consultation is complete, which can take up to three months.

It's important to let us know if you think there could be a safety issue with your building. We have resources on our website which outline what you can expect from us to help keep you and your building safe. For more information about building safety, fire safety or cladding follow the QR code:

ENERGY CONTRACTORS

Where applicable, we provide the energy for communal areas, for leaseholders, within your building. Energy costs have increased significantly over the last few years and are set to continue to rise.

To achieve the best value for money we are required to make quick decisions regarding our energy contracts. This therefore prevents us from applying the usual Section 20 consultation process to these agreements.

If you are struggling with the rising energy payments, please get in touch. Our Affordable Warmth team are available to help and can offer practical advice on the small changes you can make to reduce energy costs and managing energy debt.

Visit our website at www.riverside.org.uk/letstalkenergy

PEACE OF MIND FOR YOUR HOME AND INVESTMENT

Building insurance protects your home against major risks like fire, water damage, and subsidence - and it's a requirement under your lease. Where needed, we arrange this insurance to ensure full coverage for your property and any shared areas.

In multi-occupancy buildings, centralised insurance avoids gaps in cover and ensures repairs aren't delayed. We also arrange cover for shared ownership customers to protect both your home and our retained interest.

Premiums may be higher than standard home insurance because they cover the full building, communal areas, liability, and alternative accommodation if needed. Costs have risen recently due to market-wide factors like inflation and repair costs, but we work with insurers to secure the best terms each year.

Riverside pays the premium upfront and recovers the cost through your service charges. As this is a lease requirement, opting out isn't possible.

We are responsible for insuring the structure of your home, but don't insure for furniture or personal belongings, all residents are encouraged to take out contents insurance.

For more information on home contents insurance visit www.riverside.org.uk/insurance

PROTECTOR INSURANCE

T: 0161 274 9077 E: claims@protectorinsurance.co.uk Policy Number: 2150376

Please provide Protector with the incident date, details of issue and any photographs.

For more information on insurance and how to make a claim, visit the website by following the QR code:

MORE CONTROL OVER YOUR HOME

CHANGES IN HOUSING LAW

The UK government has introduced major reforms to housing law, bringing important changes that give you more security, transparency, and control over your home. We're making sure our services reflect these updates so you stay informed and supported.

What you need to do:

There's no need for you to take any immediate action. These changes are not yet in affect and will take time to implement, as they require further consultation and legislation. Your current lease remains valid, and we'll let you know when anything affects your rights or options.

What we are doing:

We're already making changes to support you. Our service charge letters now use clearer language and breakdowns. We're reviewing key leasehold processes to align with the new law, and we'll continue to share updates through newsletters and on our website. We're also keen to hear your views and answer any questions you may have.

What does the future hold?

Looking ahead, the government plans to replace leasehold with commonhold — where you own your home outright and manage the building jointly with other owners. There's no ground rent, no permission fees, and more control over your property. A draft bill is expected in late 2025, with the aim of making commonhold the default tenure by 2029. Your current lease won't automatically convert, but we'll keep you informed when options become available. We're here to help you navigate these changes and ensure your home remains safe and secure.

MORE CONTROL OVER YOUR HOME

STAIRCASING: TAKE A BIGGER STEP TOWARDS OWNERSHIP

Thinking about owning more of your home? Staircasing lets you gradually buy extra shares in your property— reducing your rent and increasing your financial freedom.

Why it makes sense

- Lower rent – The more you own, the less you pay.
- Build equity – Grow your stake and future value.
- More control – Greater say over improvements, resale, and lease options.
- Rent-free future – Own 100 % and say goodbye to rent increases.

Ready to explore?

Get in touch and we can help to guide you through the process and connect you with independent mortgage advisors.

E: rho.resales@riverside.org.uk

T: 0345 111 0000

SUBLETTING? HELP US HELP YOU

We know many of our leaseholders rent out their properties, and we want to make sure things run smoothly for everyone involved. But here's the key point: subtenants aren't our customers. That means we're unable to share information with them directly — even if they contact us — which can lead to confusion, delays, and unnecessary frustration.

Here's how you can help us help you:

- Provide us with your contact address if different from your leaseholder home.
- Let us know when a new tenant moves in — this helps us keep our records accurate and avoid miscommunication.
- Share basic details of the sublet arrangement, including managing agents if applicable.
- If you sell the property with a sitting tenant, the new owner must still engage with our onboarding process. We can't assume they're aware of their responsibilities.
- And just a reminder: subletting by rented tenants or shared owners is not permitted under the terms of your lease or tenancy agreement.

By keeping us in the loop, you'll help avoid delays, ensure your tenants aren't left in the dark, and make sure we can continue delivering the best service possible.

DAY IN THE LIFE OF A HOME OWNERSHIP OFFICER

By Jo Smith – Supporting Leasehold Living with a Personal Touch

Hi, I'm Jo Smith, and I'm a Home Ownership Officer here at Riverside. I work with leaseholders living in our older people's schemes, and I absolutely love what I do. No two days are ever the same—but every day is rewarding.

My main goal is to support our customers in the best way we can. I will always let my customers know in advance when I am planning to visit as many prefer face-to-face visits, and I want them to feel comfortable and prepared for the visit. Following the visit, I like to send a short letter outlining what was discussed and what we are doing to help. It's all about transparency and ensuring each concern is handled with care and clarity. These face-to-face conversations are the best part of my day. I hear wonderful stories -sometimes about life decades ago, other times about a pie that didn't survive the microwave. For some residents, these chats are a real lifeline. Being a familiar and friendly face is something I truly value.

One memorable moment for me, was when a leaseholder confided in me about struggling with daily tasks like cleaning and personal care. They were worried that asking for help might be seen as a sign they couldn't manage - and that this could affect their ability to stay in their home. With their permission, I connected them to local support services and reassured them that seeking help doesn't mean giving up independence. Many people need a bit of extra support at different stages of life, and it's absolutely okay to ask for it. Our role is to listen, offer guidance, and help signpost residents to the right services. It's about making sure people feel safe, respected, and supported.

After a busy day of visits, calls, and catching up with residents, I head home to unwind. I love taking my dog, Denzel, out for a walk and if I've got the energy, I'll squeeze in a gym session too. But the best part of my evening? Spending time with my granddaughter, who's nearly one and already keeping us all on our toes! Being a grandmother is one of life's greatest joys, and it reminds me every day why community, care, and connection matter so much—at home and at work.

OUR COMMITMENT TO YOU

As leaseholders, you've made a long-term investment in your homes and communities — and we're here to support you in making the most of that. We know that clarity, consistency, and good communication are key.

We're listening to what leaseholders are telling us—about what works, what's frustrating, and what could be better. Things are changing, and while we're still in the early stages of improving how we deliver leasehold services, your feedback is helping us shape that journey.

We may be guided by the terms of your lease, but that doesn't mean your voice doesn't matter. Whether it's a concern, a suggestion, or a fresh perspective, we want to hear from you.

YOUR VOICE, OUR FUTURE: SHAPING RIVERSIDE TOGETHER

As we begin to shape our corporate strategy for the next five years, we're asking for your input by sharing your views with us. Our corporate strategy will set out our direction for the years ahead, outlining our priorities and help keep us focused on how to achieve our ultimate goal of making things better for you and our communities.

We have agreed that we will have three pillars that we will focus on for our next corporate strategy, which are **homes, customers and people**, and we want to hear what you think our key priorities should be for each area.

Please take a few minutes to complete it and help us to deliver great services to you.

GIVING BACK: GOT ANY IDEAS FOR US?

Did you know our team gets two volunteer days a year? We're always looking for ways to spend those days doing something meaningful — and we'd love to hear from you.

If you know of a local charity, community project, foodbank, or even a garden that could use an extra pair of hands, drop us a line! It's a great way to get stuck into something positive and give a little back to the areas we work in.

No idea too big or small — we're all ears.

MY RIVERSIDE

Did you know that My Riverside is available to all Home Ownership customers?
It's the easiest way to get in touch with us.

The app is free and simple to download via our website and allows you to access handy features to easily manage your tenancy. This includes the ability to track payments and service charges at the touch of a button, keep personal details up to date and even get on the spot help from an advisor using our new live chat feature.
You can also report and follow communal repairs to your building and neighbourhood and plan the repairs around your schedule.

Riverside

Riverside's Home Ownership team was established over 90-years ago to provide a range of affordable housing options for people across England and Scotland. With customers firmly at our heart, we are all about creating vibrant, friendly, diverse communities where people want to live, work, and relax.

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