

05 March 2021



Dear

These Homes - Go Live Date

We are excited to be working in partnership with another six landlords from around Scotland to deliver a new online Digital Lettings Service – **These Homes** which will replace the Homehunt system we currently use to allocate and relet our properties.

We will be closing down Homehunt on **Friday 19th March 2021** and switching over to These Homes on **Monday 22nd March 2021**. You will no longer have access to Homehunt unless you are also registered with Eildon or Link Housing Associations, in which case your Lead Landlord status will automatically switch to one of them on that date.

What you need to do

- You will need to register with These Homes from Monday 22nd March 2021 by going to www.thesehomes.com and completing an online application. Please make sure you give yourself plenty of time to complete all the sections, as making sure all the relevant information is filled in will make finding your ideal home much easier
- You will need your Homehunt registration number: «**Reference**». This is so you can keep your original registration date and means that we can transfer any priority on your Homehunt account to your new These Homes account
- **You must register by 16 April 2021 to avoid losing your original registration date and Priority Pass award date**

What Happens Next

Once you have registered with These Homes, we will contact you to confirm your

application and to ask for any further information if needed. We would normally try to do this within a couple of days but we are expecting over 2,500 applicants to register around the same time so it may take us a little longer – please bear with us.

We will stop advertising homes on Homehunt before 19 March 2021 and will resume advertising on These Homes from 16 April 2021. **If you do not register by the 16th April 2021 you will lose your original registration date. This could affect when you may be offered a property with us.**

Registered Office: Ochil House, Marshall, Alloa, Clackmannanshire FK10 1AB. General Enquiries: 01259 722899
Fax: 01259 212728 Email: customerservices@ochilviewha.co.uk Web: www.ochilviewha.co.uk

Honorary President: Jennifer, Lady Balfour of Burleigh, Chairperson: Margaret Baxter, Chief Executive and Company Secretary: George Tainsh, MA Dip. TP
Ochil View Housing Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 and with the Scottish Housing Regulator No HAL 213
Ochil View Housing Association Limited is a recognised Scottish Charity No. SC033130 Property Factor Registration No. PF000367

Service Improvements

We have been working with the following landlords to improve the service we offer you, and to ensure that we gather all of the information we need to make sure we can offer you a home that meets your needs and aspirations:

- Berwickshire Housing Association
- Castlehill Housing Association
- East Lothian Housing Association
- Grampian Housing Association
- Hillcrest Homes
- Sanctuary Housing Association

New changes include:

- Priority Passes are now included during the registration process to ensure we capture all of your needs
- Customised searches – available properties can now be filtered to display your preferred property type and location automatically
- Email alerts – you can set up your account to send you an email or text alert if a property which matches your preferences is listed

If you have any queries or need support to complete the registration process you can contact us at housing@ochilviewha.co.uk or by phoning 07857650038 or 07857650042 or 07857650040.

Yours Sincerely

Linda McLaren.

Linda McLaren
Housing Services Manager

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