



# OCHIL VIEW HOUSING ASSOCIATION

## Tenant Engagement Annual Report

**2025 - 2026**

# Introduction

Ochil View Housing Association is dedicated to nurturing a vibrant and inclusive community where tenants feel valued and listened to. This report for 2025-2026 outlines the ways tenants have interacted with us over the past year, showcasing our accomplishments, collaborative efforts, and the contributions of our tenants.



## April 2025

April proved to be an exciting month for engagement. We conducted a consultation regarding the format and frequency of our newsletters. In addition, Mr. Fairgrieve from Alloa was the fortunate winner of a £35.00 shopping voucher. We also released our Tenant Engagement Annual Report for 2024/25.

Brew with Ochil View was re-launched, giving tenants the chance to visit the office and engage in conversations with our Housing and Property Service teams.

**BREW WITH OCHIL VIEW**

OUR HOUSING AND PROPERTY TEAM INVITE YOU TO JOIN US FOR A CUP OF TEA, ALONG WITH EXPERT ADVICE AVAILABLE JUST FOR YOU.

9:30am - 11:30am

- Thursday 24th April 2025 - Welfare Rights
- Thursday 29th May 2025 - Estates
- Thursday 26th June 2025 - Welfare Rights
- Thursday 31st July 2025 - Digital Inclusion
- Thursday 28th August 2025 - Welfare Rights
- Thursday 25th September 2025 - Estates

**FREE HOT DRINKS AND BISCUITS**

OCHIL HOUSE, MARSHILL, ALLOA, FK10 1AB

EASTER

Our Easter competition winners were siblings Jack (3) and Lucy (2) from Sauchie, who have won our Easter basket. Congratulations to both of them!



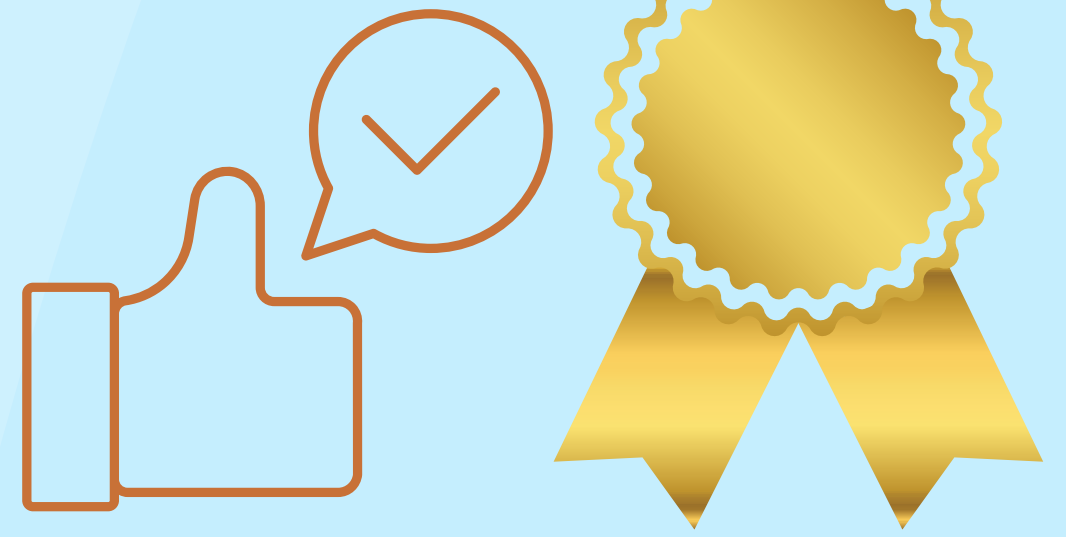
We successfully offered fuel assistance to tenants with prepayment meters through external funding, and we were also able to support those with credit meters, thanks to generous donations from our contractors, Alpha Comm, Monument, Franks Portlock, and MCN .

Our Tenant Scrutiny Group convened in April, where we proudly welcomed a new member. The group then began the process of reviewing our Estate Management Policy.

## May 2025

We launched three new consultations designed to gauge interest in digital support, youth engagement, and innovative concepts for our Community Project for 2025. Additionally, our "Brew with Ochil View" session in May concentrated on local estates.

# June 2025



Our Tenant Scrutiny Group was nominated for the award of “Good Practice in Involving Tenants to Shape and Improve Services” by the Tenant Participation Advisory Service (TPAS). Our Tenant Engagement & Communication Officer, Jade Murray, attended the Good Practice Awards alongside Heather Stewart, a member of our Scrutiny Group. Although we did not win on this occasion, we were proud to have been recognised and considered.



Marc Young from Oakley was our 1000<sup>th</sup> tenant to sign up to My Home and won a £50.00 Amazon voucher.

Well done Marc!





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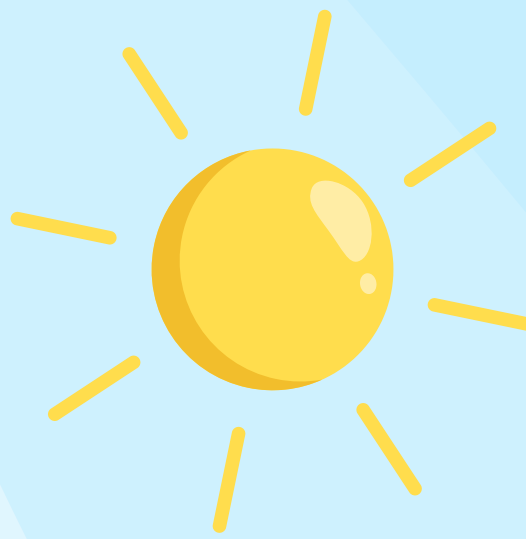
OCHIL HOUSE, MARSHILL, ALLOA, FK10 1AB

In June, Brew with Ochil View concentrated on Welfare Rights and our Tenancy Sustainment Officer, Margaret Hall engaged with tenants to offer advice and support regarding benefits.

Forth Valley Tenant Participation Forum met and discussed youth engagement and intergenerational working.



July 2025



Our summer newsletter was distributed in July which marked the launch of our annual garden competition. We also had 5 laptops up for grabs for tenants who were in education and without a device.



**THE OCHIL VIEW**

customerservices@ochilviewha.co.uk www.ochilviewha.co.uk

Stay Informed 01259 722 899 Get more local news and info @ochilviewha

**Introduction from Chair**  
 Welcome to Ochil View's Summer 2025 Newsletter.  
 Following consultation with tenants on our Newsletter we had a fantastic response. 67.5% of you felt that they would prefer one newsletter which covered all areas.

We have listened, and you will now find the one newsletter which will share plenty of interesting news and stories with you including an update on our reactive and voids repairs contract and on our planned maintenance programme. The Tenant Scrutiny Group are currently working hard on reviewing our Estate Management Policy and the findings will be shared with you when available.

It is that time of year when we get to enjoy our gardens in full bloom, and you will read about our annual garden competition which is currently underway. Don't delay sending us pictures of your hard work!

We have news on welfare benefits. I am delighted that we can still offer our tenants with pre-payment meters fuel vouchers. If you have not applied for assistance, then you will find information on how to do this.

You will see details of our tenant engagement projects including re-commencing our Brew at Ochil View, the Summer Carnival, Youth Engagement and digital support for our older tenants. We have also launched our 2025 Community Project which has been possible through donations from our Community Benefit Fund. Don't delay and get thinking on what could improve your area and send us your ideas.

I hope you enjoy this edition of our Newsletter as you will read there is a lot going on and loads to look forward to during the Summer of 2025. I hope you all have a wonderful, hopefully sunny and safe summer.

Many thanks, Jim

**We are excited to announce the re-launch of our Brew with Ochil View program, which began in April and will continue at our office until the end of September.**

These sessions offer tenants the opportunity to visit our office, engage with our housing and property services teams, and discuss the issues that are important to you. While each session has a specific focus, we warmly invite you to drop by on any date for a cup of tea or coffee and a selection of biscuits.

**JOIN US ON THURSDAY MORNINGS AT 9.30am - 11.30am**

24th April - Welfare Rights  
 29th May - Estates  
 26th June - Welfare Rights  
 31st July - Digital Inclusion  
 28th August - Welfare Rights  
 25th September - Welfare Rights

**Estate Inspection Update**

Margaret Scott, Assistant Property Services Officer, will carry out one full Estate Inspection on an annual basis. This will include picking up on communal estate issues such as gardens, dumped items and external repairs like gutters and boundary fencing etc. On a monthly basis Margaret will now be closely monitor the close cleaning and landscaping maintenance contract to ensure the best service is provided for tenants.

**Please note: Tenants can report communal repairs such as the above by calling direct on 01259 722 899 and pressing option 2 alternatively you can email direct to repairs@ochilviewha.co.uk.**

If you would like to report any Estate issues such as dumped rubbish or dog fouling please call 01259 722 899 option 1 or alternatively email housing@ochilviewha.co.uk.

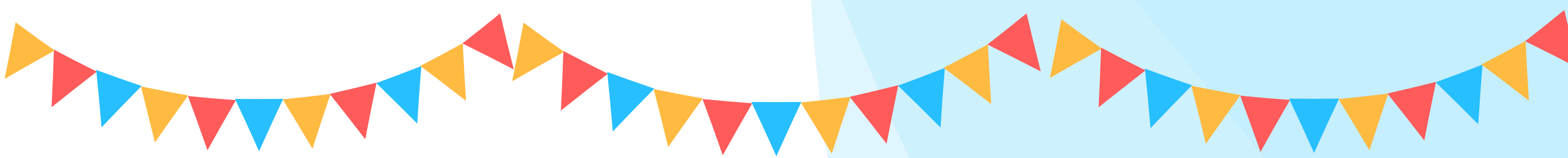
OCHIL VIEW HOUSING NEWSLETTER: SUMMER 2023



Our Tenant Scrutiny Group participated in estate inspections alongside Assistant Property Services Officer, Margaret Scott, to gain a deeper insight into the inspection process and the common issues that arise.



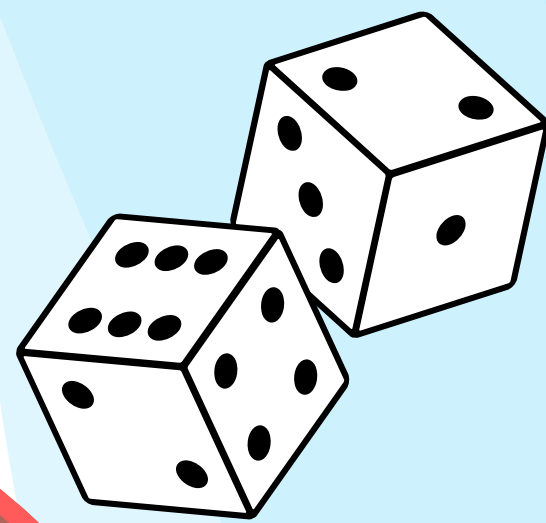
The group also had a meeting with Claire Tetsill, Estates Officer at Paragon Housing Association. During the session, Claire shared insights from their review of the estate management policy.



The second Clacks Community Carnival was held in July at Alloa Town Hall. This event was ran by Clackmannanshire Council, Ochil View HA, Paragon HA, Kingdom HA & Clackmannanshire Tenants & Residents Federation.



**Clackmannanshire Council**

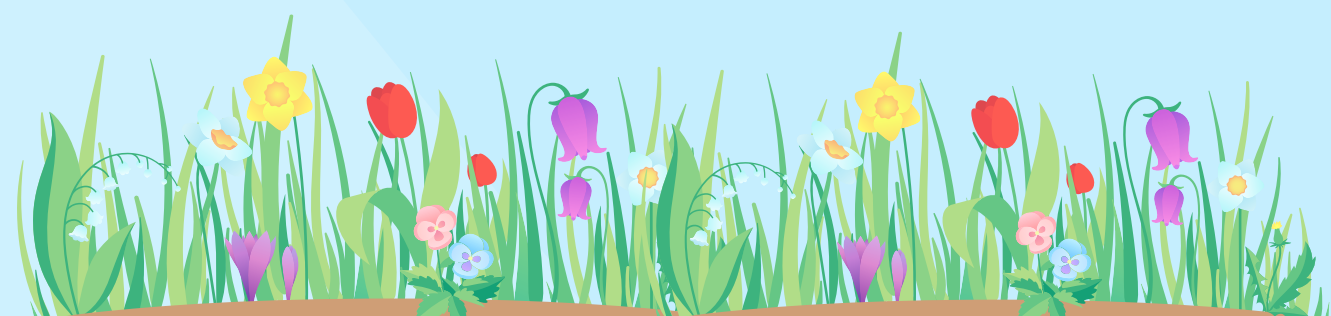


# August 2025

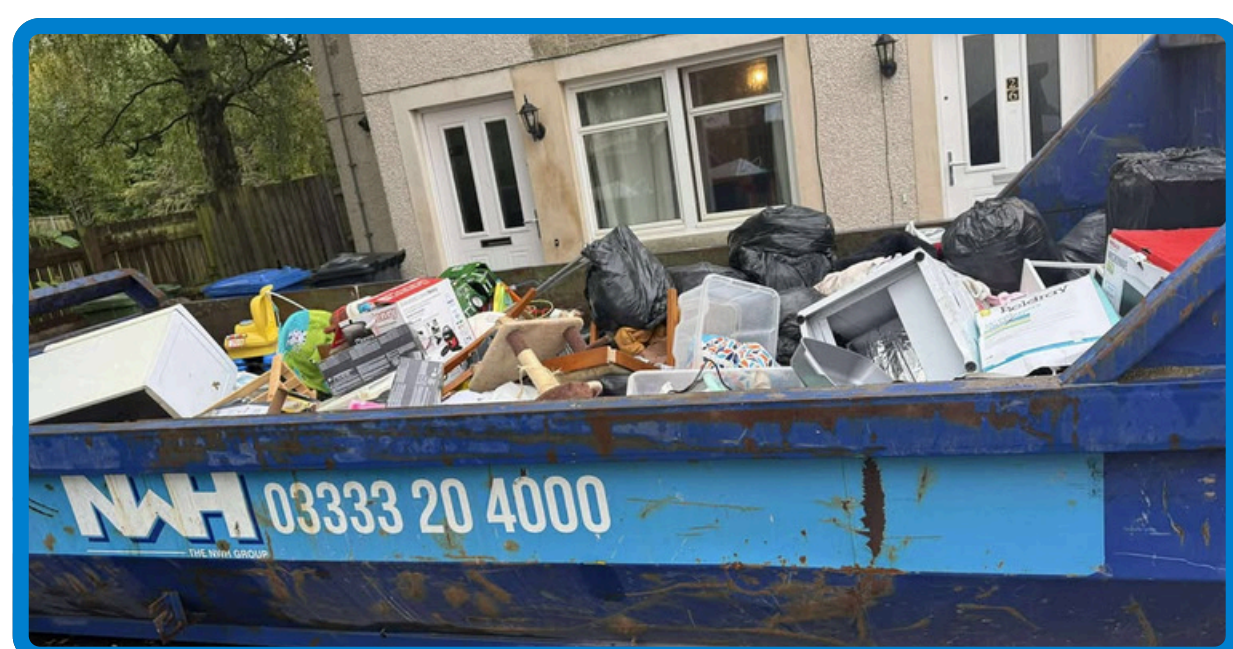
The Tenant Scrutiny Group's Estate Management Outcomes & Recommendations Report was published and distributed to Senior Management and our Customer Services Committee.



The winner of our 2025 Garden Competition was Mark Fitzpatrick from Tullibody who won a £50 voucher. Well done!



The 2025 Community Project was awarded to Kippen Place. The goal of this initiative was to tidy up the area and acquire alternative bins for the development, aiming to minimise fly-tipping and prevent contamination of the bins. This project received funding from our contractors, idVerde and Property One.



Due to generous donations from MCN and Doortec, we were able to purchase 5 laptops and give them to tenants (or household members) who required a device for educational purposes. Well done to those who were successful!



Our Tenant Scrutiny Group convened in August to concentrate on expanding membership and rebranding. The group, now known as 'Ochil Voice' are eager to welcome new members.

If you are interested in joining, please call 01259 722899 or email [tenantengagement@ochilviewha.co.uk](mailto:tenantengagement@ochilviewha.co.uk)



# September 2025

With thanks to our contractors DCL Joinery and RB Grant, Ochil View HA celebrated Scottish Housing Day on 17th September 2025, and held two sessions in our office for tenants.



Tenants heard presentations from staff, Clackmannanshire Third Sector Interface and Scottish Fire & Rescue Service.

We asked all attendees to complete a survey on their neighbours and communities and received lots of positive feedback. Those who completed the survey, were entered into a prize draw to win two hampers and two cash prizes.



# September 2025

Congratulations to Ann Blyth, was our very first Good Neighbour Award winner! Ann was recognised on Scottish Housing Day for her outstanding community spirit and received a £50 voucher and a certificate to celebrate her contribution. Well done, Ann!



We received lots of fantastic nominations for our Good Neighbour Award, including these inspiring individuals who go above and beyond to support their communities. Thank you all for your kindness and dedication



**Sharon Watson,  
Tullibody**



**Mr & Mrs  
Mathewson,  
Tullibody**



**Mags Benvie,  
Tullibody**



**Lisa Bates,  
Tullibody**



**Edward Morrison,  
Oakley**



**Colin Ritchie,  
Alloa**



**Jean Fagan,  
Alloa**

# October 2025

# CHALLENGE POVERTY WEEK

Ochil View HA took part in 'Challenge Poverty Week' where staff presented at Alloa Town Hall alongside Clacks Council and Paragon HA. Staff shared support available for applicants through to managing their tenancy.



We released our Annual Assurance Statement along with the Annual Performance Report for 2024/2025.

# November 2025

Our winter newsletter was sent out, marking the kick-off of our Christmas competition!



Our Tenant Scrutiny Group continued examining our lettable Standards Policy. This process included presentations from our Property Services Team, insights from Forth HA, and inspections of vacant properties.

As part of our Community Benefits initiative, we invited S3 pupils from Alloa Academy to design artwork showcasing popular attractions in Clackmannanshire for display in our office.



Congratulations to our winners:

1st Place: Freya

2nd Place: Alicia

3rd Place: Lily



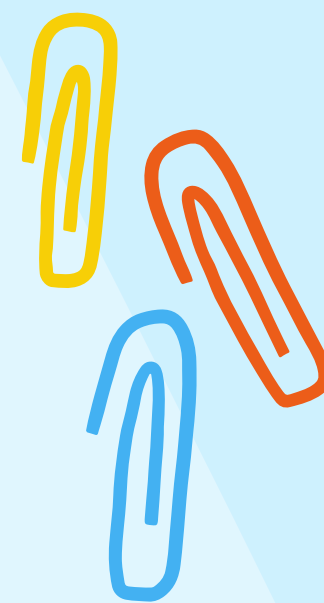
Each winner received an Amazon voucher, and thanks to a generous donation from our contractors RB Grant, we donated £250 to Alloa Academy's Art & Design Department.



# November 2025



On Wednesday 12th November, our team attended the careers evening at Lornshill Academy, Tullibody. We had great conversations with pupils and parents about careers in housing and the exciting opportunities for further education within the sector.

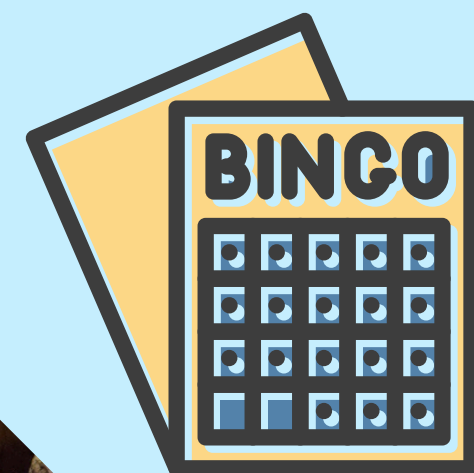


We're passionate about inspiring the next generation to consider a rewarding career in housing!

# November 2025



To help tackle social isolation during the dark nights in November, we kicked off our very first “Come Dine with Us” events. Each event provided tenants with a complimentary hot meal, a chance to connect with staff and neighbours, and the opportunity to participate in our quiz and bingo games.



November 2025

**FEEDBACK**

The feedback we've received has been wonderful. A heartfelt thank you to our contractors DCL Joinery, Envirocure and MCN who made these events possible from our community benefits initiatives.

I really appreciate it, it was good to get out the house and get a nice meal. Ochil View were wonderful.

I loved the recipe book and its on my fridge. I only ever cook microwave meals for myself and I am now going to make the lasagne and soup.  
Great idea!

Was a good laugh and very laid back. I was made to feel really welcome and appreciate all the work and time that went into organising.

It was good to get out the house and socialise with people I haven't seen in years.

envirocure<sup>Ltd</sup>  
[www.envirocure.co.uk](http://www.envirocure.co.uk)

**DCL**  
Joinery & Contractors

MCN  
(Scotland) Limited

# December 2025



The winner of our “Guess the Elf’s Name” Christmas competition was Emily from Tullibody! She has won a Christmas hamper filled with treats and is now the proud owner of “Mistletoe,” the playful Elf!



To share the joy of Christmas, we bought tickets for Spotlight Theatre’s production of Aladdin, performed at Alloa Town Hall, enabling tenants to attend the show at no cost. In addition, Spotlight Theatre generously donated an additional 60 tickets, allowing a total of 31 households to experience the performance and embrace the festive spirit!

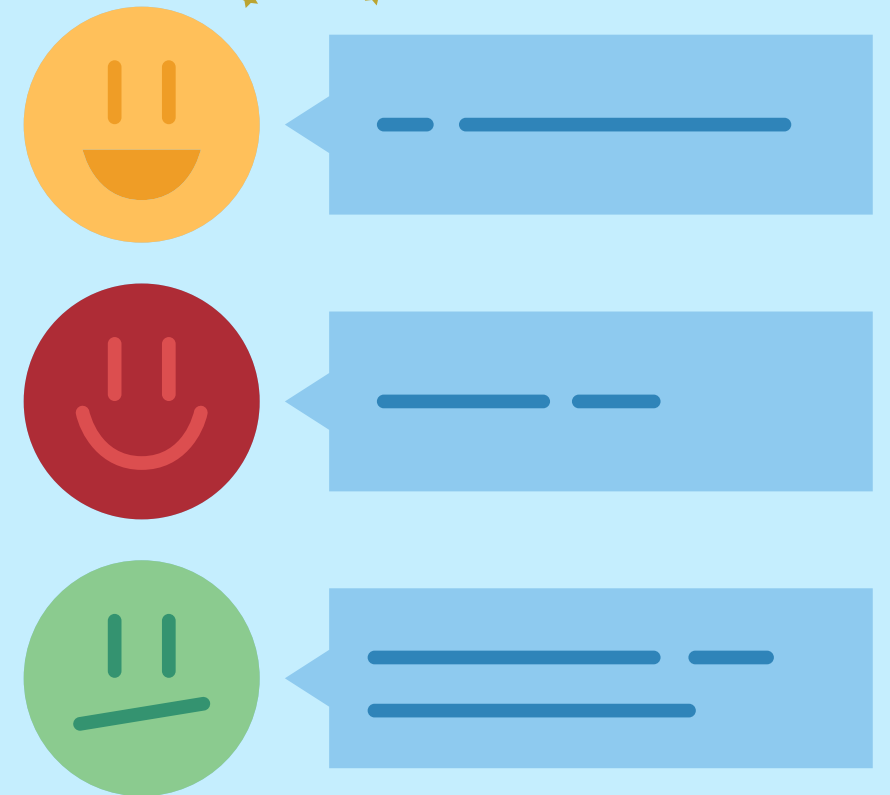


Our 2026 Rent Review Consultation was distributed to all tenants to gather their feedback regarding our proposed rent increase.

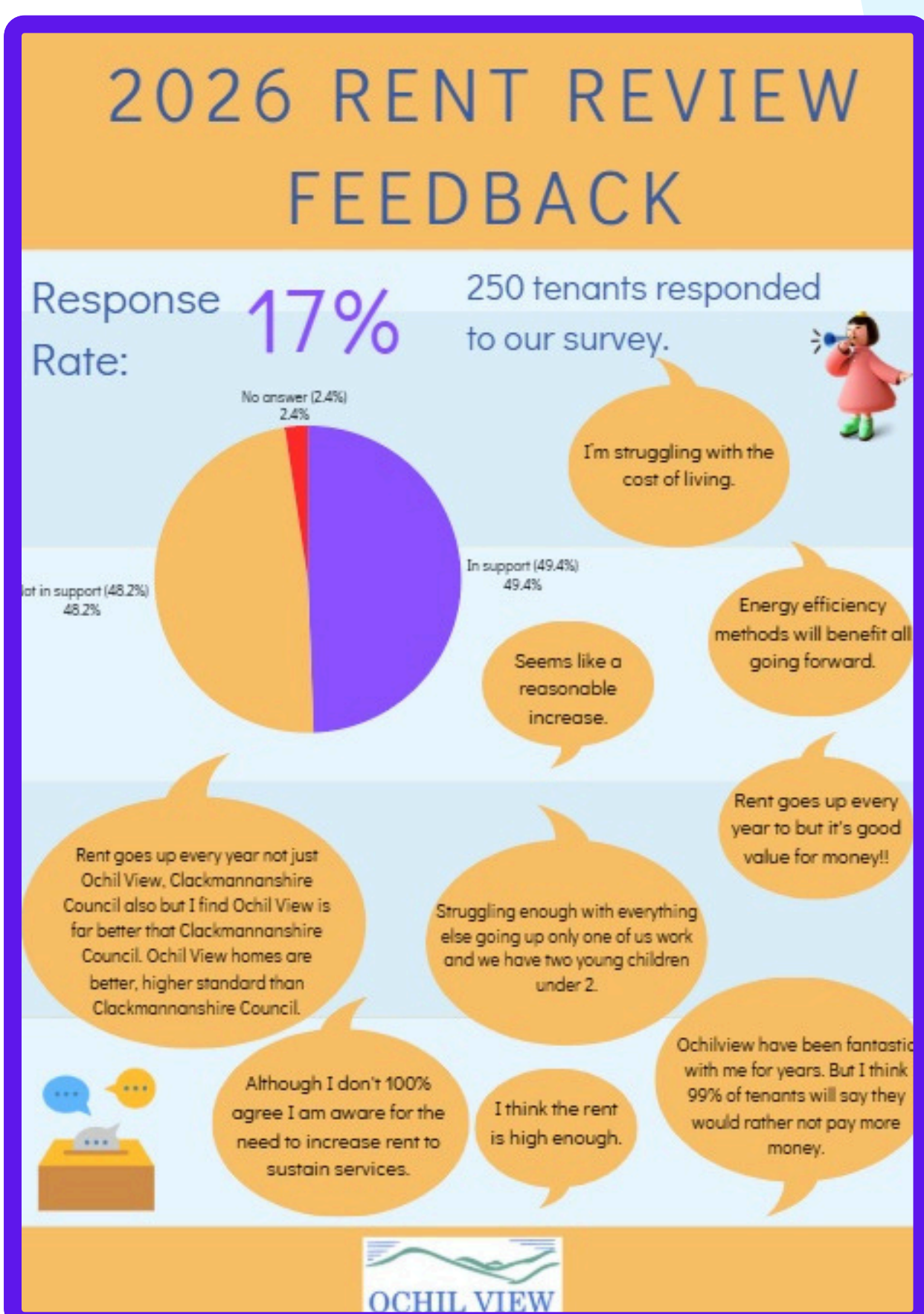
# January 2026



Knowledge Partnership carried out our Resident Satisfaction Survey with tenants and owners. The survey provided us with valuable insight into how residents feel about their homes, their neighbourhoods, and the services we provide. We offered a prize draw for those who participated and provided their feedback.

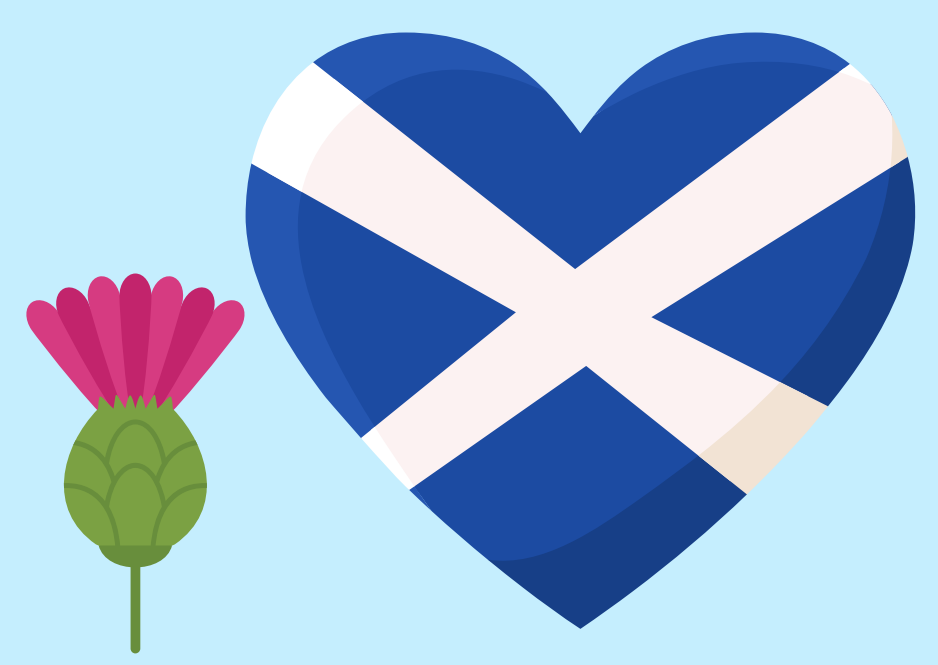


Congratulations to Mr & Mrs Peden (Tullibody), Mr & Mrs MacDonald (Alloa), Mr & Mrs Earle (Alloa) & Ms Hill (Menstrie) who all won a £50 supermarket voucher.



We achieved a 17% response rate for our annual rent consultation, during which two tenants were selected to win a £50.00 voucher in our prize draw which were donated by our contractors, Alpha Comm. Congratulations to Mr. Johnstone from Sauchie and Ms. Barker from Tullibody!

# January 2026



January 2026 saw the launch of our brand new initiative, Ochil Thrive. This project was created to offer a little extra support to new tenants and those experiencing financial difficulty, providing practical help at a time it's needed most.

Funded through Community Benefits, this limited fund allowed us to distribute Aldi vouchers to tenants identified by our Housing Services Team as needing a helping hand.



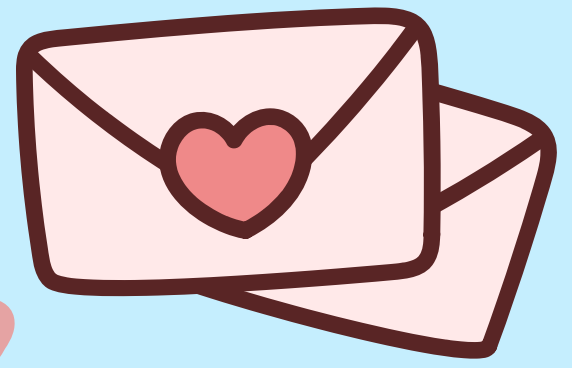
Fife Tenant Engagement Officers created a forum and gathered to discuss upcoming tenant engagement activities and projects in Fife.


Ochil Voice engaged in a meeting with TPAS to explore future projects and opportunities for the group.

The winner of our Burns Competition was Mags Benvie who submitted a stunning photo of the Wallace Monument. Mags won a £50 voucher donated by Alpha comm.




# February 2026

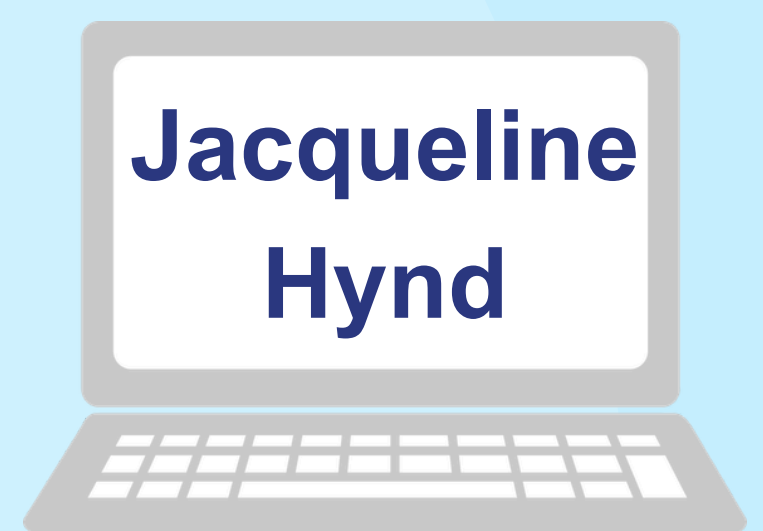


To celebrate Random Acts of Kindness Day, we invited tenants to share their stories of kindness. The winner was Lisa Bates from Tullibody, who was nominated by her neighbour, Karen Watt. Both Lisa and Karen received a voucher as a token of our appreciation. Well done! 

The Forth Valley Tenant Participation Forum convened to discuss forthcoming community projects and launched a recruitment campaign aimed at attracting more landlords to join the forum.



We successfully secured funding from  to supply an additional six laptops to tenants (or household members) who are currently pursuing their education and lack access to a device. Congratulations!



# March 2026



# Spring



Our Spring newsletter arrived in March, signalling the start of our exciting Easter competition.



Ochil Voice started their review of our Adaptations and Complaints Policies, and they also held a meeting with Knowledge Partnership to discuss the findings from our Resident Satisfaction Survey.

We actively participated in 'No More' Week, which focused on raising awareness about domestic abuse. Through our social media channels, we highlighted the signs of abuse and shared available support resources.

**IF YOU ARE EXPERIENCING ABUSE, WE ARE HERE TO HELP.**

**SPEAK TO OUR STAFF IN CONFIDENCE**

**CONTACT SPECIALIST SUPPORT SERVICES**

- WOMEN'S AID - 01259 721 407
- MENS ADVICE LINE - 0808 801 0327
- VICTIM SUPPORT - 0800 160 1985
- GALOP (LGBT+) - 0800 999 5428

**REACH OUT FOR SUPPORT**

**REPORT** REPORT TO POLICE SCOTLAND BY CALLING 101 OR 999 IN AN EMERGENCY

**DO NOT SUFFER IN SILENCE, HELP AND SUPPORT IS AVAILABLE.**

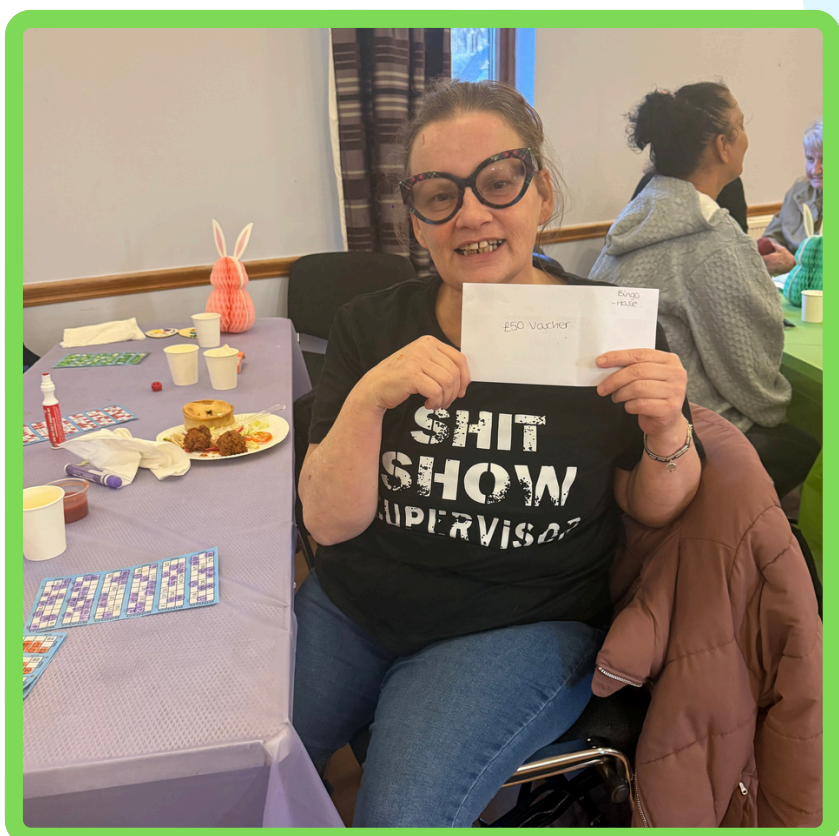
**OCHIL VIEW**  
Housing Association Ltd.

# March 2026

BINGO



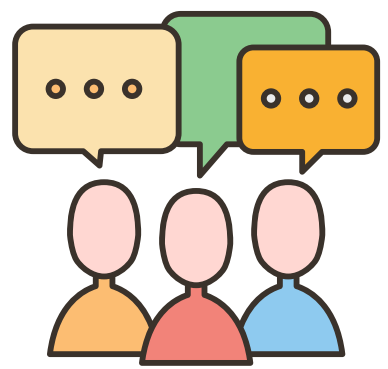
In March, we hosted the Big Easter Bingo, Bites & Ballads night, providing tenants with a complimentary evening filled with food and entertainment for the entire family. To top it off, we were delighted by a surprise visit from the Easter Bunny!



# Have your say!



We are eager to involve as many tenants as possible in our decision-making process. Here are some important ways for you to share your thoughts:



'Ochil Voice' - An independent, tenant led group who review Ochil View's policies & procedures.



Interested Parties List - Tenants can sign up to be on a list which we contact occasionally to get their input on key topics.



Tenant Surveys - Tenants can complete a survey on the issues important to them.



Talking to Staff - Tenants can engage by simply talking to staff, either in person, over the phone, email, live chat or via social media.



Estate Visits - Tenants can join staff on neighbourhood visits and share their thoughts/views.

# Get involved!

Tenants can be involved as much or as little as they like! To find out more about having your say, please contact Jade Murray (Tenant Engagement & Communication Officer):



01259 722899



[tenantengagement@ochilviewha.co.uk](mailto:tenantengagement@ochilviewha.co.uk)



Ochil House, Marshill, Alloa, FK10 1AB

# Conclusion

This report provides an overview of how our tenants and staff have collaborated to enable Ochil View Housing Association to offer the highest quality service over the past year.

We are committed to ensuring that tenants not only have a powerful voice in the services we deliver but also play a role in influencing and shaping these services for the future.

A heartfelt thank you to everyone who contributed!