

THE OCHIL VIEW

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

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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

Free
hot
drinks &
biscuits

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.



Scam Information

It's perfectly normal to feel worried about scams. But our information and advice can help you spot and avoid the latest scams targeting your money.

Being scammed can be very distressing, and the impact is often emotional as well as financial - it can happen to any of us. But if you've been scammed, there's support available. Below are some useful contacts:

The Police
Call 101

Victim Support Scotland
0800 160 1985

Citizens Advice Scotland
01259 219404

Banks/Building Societies
Please contact your bank or building society is you believe you are a victim of a scam.



Tips for spotting scams

DON'T OPEN EMAILS OR ATTACHMENTS FROM UNKNOWN SENDERS

NEVER GIVE YOUR PIN NUMBER
Your bank will never call to ask for your PIN.

DOORSTEP CALLERS...
Always remember stop, lock, chain & check ID.

AVOID PENSION SCAMS
Always obtain independent advice before making any decisions.

YOU HAVE WON...
Don't believe any letters claiming you have won a fortune. If you haven't entered, you haven't won.

DONT BE AFRAID TO
Hang up, say no or ask someone to leave.

Community Benefits & Initiatives Update

We extend our sincere gratitude to our contractors, idVerde, RB Grant, Alpha Comm, Monument, Franks Portlock, MCN and Doortec for their generous community benefit donations.

- IdVerde's contribution has enabled us to initiate another Community Project this year. We encourage you to reach out with your suggestions! Last year we were able to install a memorial bench and facilitate the 'Seed to Plate' project.



- Contributions from Alpha Comm, Monument, Franks Portlock, and MCN have facilitated cash vouchers for tenants with credit (dry meters) to assist with their fuel expenses.
- The donation from RB Grant will fund the Alloa Academy Artwork Projects, providing students with the opportunity to create artwork for our office.
- Doortec kindly made a donation to buy two laptops for tenants currently in education and without a device. Please contact us to request an application form to be considered.

Meter Tampering

Rigging an Electric or Gas meter is illegal and can lead to fines, imprisonment and a criminal record.



Meters that are tampered with can cause electric shocks, fire, burns or explosions which may cause serious injury or death to yourself or others. It may also lead to damage to a property or properties, and may invalid your Home Insurance.

We carry out yearly inspections of gas appliances in your property and this includes service and inspection of gas meters and gas boilers.

You can report meter tampering anonymously online at www.stayenergysafe.co.uk/ or by calling 0800 023 2777.

Legionella safety in your property

Is your property going to be vacant for a period of a week or more? If it is, we strongly recommend on your return you flush the water system.

This means:-

- Running all taps and showers for a minimum of two minutes once a week,
- Flushing all the toilets on your return
- It is also recommended that you clean and descale your shower head too!

Paying your Rent

Paying your rent is one of the main responsibilities of being a tenant. Your rent amount is clearly outlined in your tenancy agreement and is reviewed annually, with any changes communicated to you in advance.

Ways to Pay

Rent can be paid in several convenient ways:

- My Home Account
- Direct Debit
- Standing Order
- Telephone payment



Choose the method that works best for you to ensure payments are made on time.

Receiving Universal Credit?

If you receive Universal Credit and are entitled to Housing Costs, it is your responsibility to:

- Update your Universal Credit account with any changes to your rent
- Make sure your rent is paid in full and on time

You can also request that your Housing Costs be paid directly to your landlord to help manage your payments.

If You're Struggling

If you're having difficulty paying your rent, speak to your landlord or housing provider as soon as possible. Ignoring the issue can lead to rent arrears, which could result in eviction. Many landlords are willing to work with tenants to find a solution before things escalate. Your local Citizens Advice Bureau can offer assistance and advice if you are having financial difficulties.

Budget Update

We planned for a substantial investment programme during 2025-26 with most projects now well underway across several areas. Here's an outline of the main projects we are delivering:

- Kitchen Upgrades - **£250,000**
Survey stage, expected on site over summer.
- Bathrooms - **£403,000**
Awaiting start date.
- Window & Door Replacements - **£497,000**
Survey stage, expected on site over summer.
- Roofs - **£11,500**
Being progressed later in year.
- Door Entry Upgrades - **£254,000**
On site.
- TMV Installation - **£65,000**
On site.

If you have any questions on this, you can ask for Billy McCord.



Total Investment **£1.48m**

Reactive Maintenance Service

We are currently going through the process of appointing a new contractor for our reactive maintenance service. Our temporary arrangement with several contractors will remain in place until our new contractor has been appointed.



You may therefore be contacted by any of the following contractors should you require a repair.

- Property One
- MP Group (UK) Ltd
- Magnus Electrical Services
- Drainclear
- Forth Roofing

These changes do not affect heating and gas servicing, which continue to be undertaken by City Technical Services who can be contacted on 0333 202 0708.

For out of hours Emergency Repairs, please contact our contractor, Property One Ltd on the following:-

Mon - Fri after 5pm - 0141 611 1922

Friday's only between 3pm and 5pm - 0141 774 8600.

Complaints & Positive Comments

Here is how we did for the year April 2024 to March 2025:

FOR 136 STAGE 1 COMPLAINTS WE RESOLVED	FOR 19 STAGE 2 COMPLAINTS WE RESOLVED
97.06% WITHIN TIMESCALE (4 DAYS)	100% WITHIN TIMESCALE (20 DAYS)

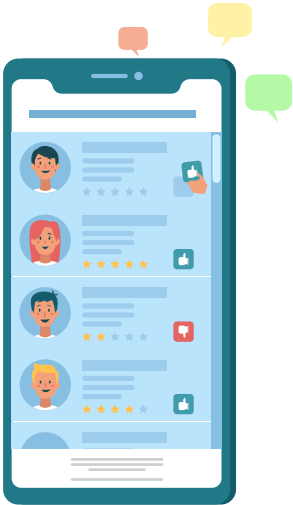
We value all complaints and comments as they help us deliver services better. For the year, we identified 56 instances where we could learn from complaints, and these were used to discuss improvements with both staff and contractors to try and eliminate future errors.

We have a system for tenants to share positive experiences with Ochil View Housing and we continue to receive lovely comments. Here's a selection:

"Excellent repair carried out in a timely professional manner"

"I just want to praise Ochil View for all your hard work to provide all the services you do to make you a great landlord. Thank you for all you do!"

"Repair carried out promptly and very nice and polite guy. Ten out of ten. Well done."



You can share your positive experiences of Ochil View anytime. Just give us a call, chat to a staff member or pop into our office.

Questions or comments: Contact Andrew Gibb, Director of Property Services.



APPROVED CONTRACTOR

NICEIC are our approved contractor to carry out audits on Gas repairs and Electrical work.

They will write to you direct to advise when in the area.

It is important to give access to ensure any work required to be audited is done so.



Adaptations to your home

Every year we request funding from the Scottish Government so that we can provide adaptations to tenant's homes to allow them to live independently and improve their daily life. This is work such as **key-safes, grabrails, bannisters, ramps and showers.**

We are delighted that we have recently been awarded **£326,000** so that we can continue delivering these vital improvements. As we have a small waiting list for larger adaptations such as showers, staff are now contacting those affected to arrange to have the work undertaken as soon as possible.

Please remember that we may be able to assist if you are finding difficulties with your mobility.

A referral from Occupational Therapy is not always required for small adjustments and we can often undertake work such as fitting grabrails and handrails. For larger or more complex referrals, we can also help you contact the Occupational Therapy team for advice.

Depending on the type of adaption, we may need you to complete a Vat exemption form, but we will guide you through the process. If required, this must be signed and if we do not receive it then the adaptation may be delayed.

If you would like to speak to someone about possible adaptations to your home, please contact us on 01259 722899.

Alterations and Improvements

If you want to make certain alterations to your home, you need to ask for permission, this includes video door bells and CCTV which are a common request.

These items require careful consideration as they can capture images and sounds of your neighbours and members of the public meaning they come under Data Protection legislation. If you plan installing one of these systems, you must speak with us first and obtain approval to do so.

Remember to always seek advice on changes you plan to make to your home. Our staff are on hand to provide advice on what you can and cannot do, or you can find useful information in our Tenants Handbook on Alterations which is available on our website.

Repairs timescales

We are committed to providing a first-class repairs service to you and thought it would be good to remind you of our repairs' timescales.

Emergencies - attendance to make safe within 3 hours (for any heating related repairs, we will offer temporary heating if we are unable to repair at the 1st visit)

Urgent - completed within 24 hours

Routine - completed within 5 working days

External Repairs - 15 Working Days

We have done our best to build a comprehensive list of repairs into our tenant's handbook and you can find what timescales we use in there!

There may unfortunately be instances we cannot adhere to these timescales for example if there are roofing works required to your property and the weather will not allow us to work at height safely, or if we are waiting on parts.

You also have a responsibility to take good care of your home and not cause damage to any part of it.

Repairs you are responsible for as a tenant

We will carry out nearly all repairs within your property, however there are a few things we are not responsible for. These include things such as:-

- Changing light bulbs
- Changing toilet seats if they are broken
- Divisional fencing (fences between you and a neighbour)

More information can be found in your tenant's handbook!



2 yearly Visits to every tenant

Biennial Visits

Our Housing Staff are continuing to do Biennial (2 yearly visit) visits to every tenant. This is your opportunity to meet your Housing Team and to discuss any issues, provide feedback and ask questions that you may have.

The reason for visiting is to ensure that we have up to date and correct information for each household as this may have changed since the last contact that we have had.

If when you receive your appointment letter the date and time is not suitable, then please contact the office to rearrange a more suitable time.

My Home

is our online tenant portal available through our website by clicking on the green 'My Home' link.

It allows our tenants to  update contact details,  log repairs,  make rent payments,  amend occupant details,  complete online forms and more.

Many of your important tenancy documents also are available on My Home and can be accessed at any time. The 'Useful forms' section is available on My Home and includes Pet Permission and Alterations & Adaptations amongst others.

If you need any assistance, need to get set up or have a question about My Home then our digital champions are available to assist with any help, either at your home or in the office.

Our Brew with Ochil View on 31st July 2025 (09:30 – 11:30am) is themed around Digital Inclusion, please feel free to pop in for advice, tea & biscuits.

Exciting Update on My Home Initiative

You might recall that we have been actively promoting My Home over the past year and held a competition where the 1000th tenant to sign up for our online portal would win a £50 shopping voucher.

We are thrilled to announce that the winner is Mr Marc Young from Oakley. Congratulations!

Marc said, "My home is easy to use and hassle free. I can use it to report repairs and pay rent quickly and easily".

If you haven't yet been set up on My Home or require any assistance, our digital champions are ready to help, whether at your home or in the office.

Winner Mr Marc Young



Tenancy Sustainment Info



Carer's Allowance Supplement to be paid in June

Carer's Allowance Supplement is an extra payment to help people in Scotland who

already get Carer Support Payment or Carer's Allowance. It is only available in Scotland and recognises the crucial role that carers play in our local communities. The money can be used for anything, from spending it on a hobby to taking a short break.

The next payment of £293.50 will be paid between 18 and 19 June 2025. Carers are eligible for this payment if they received Carer Support Payment or Carer's Allowance on 14 April 2025.

Carers who are eligible for the payment will receive a letter from us before the payment is made. Carers do not need to apply for the supplement, it is paid automatically to everyone who is eligible.

If a carer is eligible but has not received a letter or payment by 30 June 2025, they should contact us free on 0800 182 2222.

Find out more about Carer's Allowance Supplement at mygov.scot/carers-allowance-supplement

Positive Feedback

'I don't tend to let anyone in the house, but Margaret Hall put me at ease very quickly. She was so patient. Thank you to Margaret for her patience and reassurance throughout this process. I believe without her help I would have lost my money; I struggle to deal with any paperwork Thank you Ochil View'

'Margaret was very helpful and done amazing job couldn't have done it without her thank you'

'Margaret was very helpful, kind and compassionate.'

'What a nice lassie very helpful explained everything slowly so I could understand Outstanding'

Energy Advice

Energy advice is available from the HEAT team at Clackmannanshire Council and Cosy Kingdom Fife Council. They can offer advice and support by telephone or through a home visit to help you stay warm, save energy and reduce your carbon emissions.

Our friendly energy advisors can help you find practical and affordable ways to save energy, understand your gas and electricity bills and tariffs, support you in dealing with suppliers, advise on gas and electricity utility debt and help apply for grants and schemes such as the Warm Home Discount.

- Clearing or reducing fuel debt
- Reducing energy debt repayments (for debt that remains)
- Helping vulnerable households apply for the Warm Home Discount
- Giving advice on improving the energy efficiency of homes
- Analysing household energy usages
- Providing tailored energy saving tips so households avoid wasteful energy use
- Assisting households to switch to cheaper energy deals



The energy price cap July 2025 Update:

For the period from July 1 to September 30, 2025, the energy price cap for a typical dual-fuel household (using both electricity and gas) is set at £1,720 per year, a decrease of 7% from the previous period, according to Ofgem.

Some things to know about the energy price cap include:

There is a separate cap for prepayment tariffs, which is reviewed independently of the standard variable tariff cap.

The cap is based on a range of factors, including wholesale cost of energy, network costs, policy costs, operating costs, and prepayment meter costs.

The standing charge is a cost that is included in each electricity and gas bill and is set by your supplier. Energy advice for our tenants living in Fife <https://www.cosykingdom.org.uk>

Energy advice for our tenants living in Clackmannanshire <https://www.clacks.gov.uk/housing/energyadvice>

If you would like further information on any of the benefits or grants mentioned please contact Margaret Hall our Tenancy Sustainment Officer on 01259 722899 or Margaret.hall@ochilviewha.co.uk

School Age Payment is now open for applications until 28 February 2026.



The payment is £319.80 per child, for children born between 1 March 2020 and 28 February 2021. It is one of our Best Start Grant payments and only available in Scotland. People have until midnight on 28 February 2026 to apply.

The money is available to parents and carers, on certain benefits, to help with any costs of their child starting school and is available for all eligible children from the same household. School Age Payment is paid automatically to people who get Scottish Child Payment. People who do not receive Scottish Child Payment, or who have opted out of automatic payments, should apply.

A person may be able to get Best Start Grant and Best Start Foods if they or their partner meet these conditions:

- live in Scotland
- are pregnant or have a child who's the right age for a payment
- are the main person looking after the child
- get certain benefits (people under 20 years old who do not get one of these payments, may still be able to get Best Start Grant and Best Start Foods)

If you support people who may be eligible for School Age Payment, please signpost them to the following link for more information or to apply: mygov.scot/best-start-grant-best-start-foods

School Clothing Grants and free school meals for our Clackmannanshire tenants

Please apply online for free school meals here: https://clacks-central.oncreate.app/w/webpage/request?service=free_school_meal

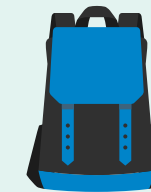
If your child attends one of our primary, special or secondary schools, you may qualify for a school clothing grant:

- £145 for primary aged child
- £185 for secondary aged child

School clothing grants will not be paid to children who are not enrolled at school. To qualify for a school clothing grant you must be in receipt of Child Benefit and one of the following benefits:

- Universal Credit with a monthly earned income of not more than £1,666
- Any income related element of Employment and Support Allowance
- Support under Part VI of the Immigration and Asylum Act 1999

<https://www.clacks.gov.uk/learning/schoolclothinggrants/>



School Clothing Grants and free school meals for our Fife tenants

If your child attends one of our primary, special or secondary schools, you may qualify for a school clothing grant:

- £130 for primary aged child £160 for secondary aged child

To qualify for a school clothing grant you must be in receipt of Child Benefit and one of the following benefits:

- Universal Credit with a monthly earned income of not more than £1,666
- Any income related element of Employment and Support Allowance
- Support under Part VI of the Immigration and Asylum Act 1999
- You can also receive free school meals and clothing grant if you care for a child as part of a kinship care agreement.

<https://www.fife.gov.uk/services/form-pages/apply-for-a-school-clothing-grant-and-or-free-school-mealsmilk>



Pension Age Disability Payment is replacing Attendance Allowance in Scotland. You do not need to do anything if you already get Attendance Allowance.



You cannot get Pension Age Disability Payment and Attendance Allowance at the same time.

Pension Age Disability Payment is a Scottish social security benefit for people of State Pension age who have a disability or long-term health condition, and need help or supervision due to that condition. It is not means-tested and provides financial support to help with the cost of care and living expenses.

Eligibility:

- You must be of State Pension age or older.
- You must have a long-term health condition or disability that means you need help or supervision.
- This applies even if you don't currently receive that help.

Levels of Support:

- The payment is paid at two different rates: lower and higher.
- The lower rate is £73.90 a week.
- The higher rate is £110.40 a week.
- If you are terminally ill, you will automatically receive the higher rate.

Application:

- You can apply by phone
- You can call Social Security Scotland on 0800 182 2222. <https://www.mygov.scot/pension-age-disability-payment>

Support and Advice from the Tenancy Sustainment Officer Margaret Hall

Since April 2025 we have helped a total of **151 tenants** with **226** different enquiries, ranging from benefit advice to help with energy costs.

Our tenants are better off by **£272,984.99**.

This includes Housing Benefit of **£18,728.15** and Universal Credit of **£89,65.44**.



Support and advice in your area...

Alloa, Clackmannan & Sauchie

In your area this included helping **72 tenants** leading to overall additional income of **£69,571.48** this includes **£4,965.48** Housing Benefit and **£15,388.80** Universal Credit, plus **£49,145.20** in other benefits, such as the Scottish Welfare Fund, Carers and Disability benefits.

This is an average annual gain of **£966.27** for each tenant in your area that has received our advice and support since April 2025.

Hillfoots

In your area this included helping **3 tenants** leading to overall additional income of **£45,075.87** including **£4611.36** Housing Benefit and **£24,948.36** Universal Credit, plus **£15,025.29** in other benefits, such as the Scottish Welfare Fund, Carers and Disability benefits.

This is an average annual gain of **£5,008.43** for each tenant in your area that has received our advice and support since April 2025.

If you would like information on Benefits etc, then please contact Margaret Hall our Tenancy Sustainment Officer.

Fife

In your area this included helping **36 tenants** leading to overall additional income of **£48,190.28** this includes **£2,765.21** Housing Benefit and **£14,770.20** Universal Credit, plus **£30,654.87** in other benefits, such as the Scottish Welfare Fund, Carers and Disability benefits.

This is an average annual gain of **£1,338.61** for each tenant in your area that has received our advice and support since April 2025.

Tullibody & Cambus

In your area this included helping **104 tenants** leading to overall additional income of **£110,147.36** including **£5,895.04** Housing Benefit and **£33,958.08** Universal Credit, plus **£70,294.24** in other benefits, such as the Scottish Welfare Fund, Carers and Disability benefits.

This is an average annual gain of **£1,059.10** for each tenant in your area that has received our advice and support since April 2025.



Migration

Transitional Protection if you receive a Migration Notice letter

What is Transitional Protection?

Transitional protection helps with your move to Universal Credit. If eligible, this protection means you can get a transitional protection payment added to your Universal Credit entitlement if you receive more from your previous tax credits or benefits.

Your current benefit

Employment Support Allowance (ESA) only

When you may get your letter From September 2024 to October 2025

Your current benefit

Employment Support Allowance with Housing Benefit

When you may get your letter From September 2024 to October 2025

If you're unsure whether you're affected by migration, you can check the government website or contact DWP.

There is support available to help you with the migration process. This includes help with making a claim, understanding your entitlements, and managing your money.

For more information, visit <https://www.gov.uk/guidance/transitional-protection-if-you-receive-a-migration-notice-letter>



Transitional protection payments

Transitional protection payments are an additional amount to help with your move to Universal Credit. They're also known as the 'transitional element'.

The payment, known as the transitional element, will make up the difference if your Universal Credit entitlement is less than your previous tax credits or benefits.

Example

Jane is entitled to £800 on her existing benefits.

Her Universal Credit entitlement is £600.

This means Jane's transitional protection amount will be £200.

Her total Universal Credit entitlement is now £800.

How long your transitional protection payments last

Transitional protection payments are not permanent. They can decrease or end if your Universal Credit entitlement increases.

If you're eligible, your transitional protection payments will continue until:

- your Universal Credit entitlement is the same or more than your previous tax credits or benefits
- you have a significant change of circumstances

Changes that can decrease your transitional protection payments

- having a child
- starting to care for a child or disabled person
- an increase in housing costs (rent)
- a worsening health condition
- changes to government benefit rates



This is because these changes are likely to increase your Universal Credit amount.

Example

Jane's current Universal Credit payment is £800, which includes a transitional protection amount of £200.

Jane has a second child added to her claim. This increases her Universal Credit amount by £50.

This means Jane's transitional protection amount will decrease by £50.

However, her total Universal Credit payment is still £800.

How your Universal Credit entitlement affects your transitional protection payments

If your Universal Credit entitlement increases, your transitional protection payment will decrease by the same amount. Childcare costs are the only exception.

Changes to your circumstances after your claim

If you have a significant change of circumstances after transitional protection has been awarded to your Universal Credit claim, your transitional protection may end.

The following are significant changes of circumstances:

- changes to your relationship status, such as a partner moving into or out of your household
- changes that end your Universal Credit claim

Find out about your responsibilities and reporting a change in your circumstances.

If your Universal Credit decreases to zero due to your earnings increasing

If your earnings mean your Universal Credit is reduced to zero for 4 assessment periods in a row, your transitional protection will end. If your earnings then decrease, you may be eligible to apply for Universal Credit again but will not receive transitional protection.

If your earnings drop below an agreed amount for 3 months in a row

If your earnings are equal to or above in your first assessment period, and they drop below for more than 3 assessment periods in a row, your transitional protection will end.

If you were eligible for the transitional capital disregard and your savings reduce to £16,000 or less

If your money, savings and investments reduce to £16,000 or less, your transitional capital disregard ends. Your claim will remain open, as you can claim Universal Credit with £16,000 or less under normal Universal Credit rules.

If your money, savings and investments go above £16,000 again you may no longer be eligible for Universal Credit.

Find out more about how the transitional element is calculated when you move to Universal Credit





Rubbish/Dumped items

Dumped household waste and bulky items continue to be an issue, it can be unsightly for residents, can attract vermin and pests to the area and there can be costs involved to get it removed. Your garden should be maintained to a reasonable standard, allowing your garden to become untidy, overgrown or to cause a nuisance to others is a breach of tenancy and action can be taken if this is an ongoing issue or there are repeated issues. We will work with Clackmannanshire Council Waste Services and Environmental Health if required to resolve issues.

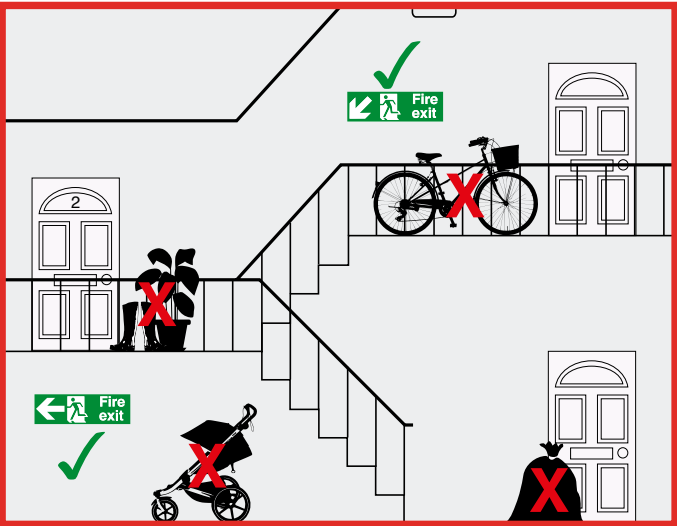
Clackmannanshire Council provide waste services to residents – providing 4 different wheelie bins:

- Blue Bin - For recyclables** - Plastic containers, Metal cans & containers, Drinks cartons (all rinsed). More space can be made by crushing down your containers and cans. Uplifted every 4 weeks.
- Brown Bin - For garden waste** - grass cuttings, flower and plant cuttings, twigs and small branches, weeds etc. Uplifted every 3 weeks.
- Grey Bin - For paper and cardboard products** (ensure all your cardboard and paper is flattened to maximise space. There should be no tissues, kitchen towels, soiled or wet paper placed in the grey bin. Uplifted every 4 weeks.
- Green Bin - For items that can not be recycled or reused** - Wallpaper, Pet waste, contaminated or soiled packaging, used hankies, nappies, cotton wool etc. Uplifted every 4 weeks.
- Food caddy - For all food waste items**, no pet waste or liquids. Uplifted weekly.

Clackmannanshire Council provide Bottle banks throughout Clackmannanshire that can be used by all households.

Ochil View HA continue to offer our tenants a reduced cost uplift service which is provided by Clackmannanshire Council. This is limited to 2 uplifts per year at a cost of £20.00 per uplift. Uplifts can be arranged by contacting Clackmannanshire Council on 01259 450000, this service is suitable for oversized items that will not fit into a standard wheelie bin but is limited to 5 items per uplift.

Ochil View HA also provide FREE brown bin permits for our tenants. If you require a brown bin permit then please contact us.



Keep Communal Closes/ areas Clear

The common stair is your only means of escape in the event of a fire.

Have you ever thought what you would do if a fire were to break out in your stair? It may not necessarily be in your property. A fire started in a common stair could be fatal. Even a small bag of rubbish can create enough smoke to fill a whole stair.

Items left in a common stair are often deliberately set on fire.

KEEP IT CLEAR

- Get rubbish, old furniture etc out of the building
 - Make sure storage areas are kept locked
 - For advice on uplifting items contact your local council
- Please ensure all communal areas shared with neighbours are kept clear from bikes, prams, scooters and rubbish bags at all times. These items pose as a fire risk and are also a health and safety hazard. This also includes ensuring communal areas are free from any cigarette ends, litter and dog fouling.

If you are experiencing issues with the above, please contact your Housing Officer directly.



Bogus Callers

Important Safety Guidelines for Home Visits

When a stranger comes to your home, it is essential to always request photo identification. If you have any doubts or suspicions about their identity, do not grant them access and contact the police by calling 101.

While we will make every effort to inform you before visiting your home, there may be rare instances when this is not feasible. Rest assured, our staff and contractors will always present their identification before entering your residence.

Pest Control

In partnership with Clackmannanshire Council, we provide pest control services for most types of pests within the home, common pests are rats, mice, ants and wasps. We will not provide a service for these if they are within the garden area or an outhouse belonging to the tenant or if the vermin are being attracted by dumped rubbish, food waste or overflowing bins.



- No service is provided for the following:**
- Bats (all species of bats found in the UK are protected by law)
 - Cats (domestic or feral)
 - Earwigs
 - Foxes
 - Moles
 - Moths
 - Snails
 - Slugs
 - Woodlice (slaters)
 - Nesting birds (all wild birds, their nests and eggs are protected by law)

Are your contents insured? THISTLE TENANT RISKS

Did you know that Ochil View provides buildings insurance only cover for your property?

We do not insure your furniture, floor coverings, belongings and other personal items within your home. No matter how careful you are, there's always a risk that your belongings could be broken, stolen, or damaged (for example, fire, theft or escape of water), so home contents insurance can help provide peace of mind.

Example

- Leak from rear of toilet pan causes damage to vinyl flooring fitted in bathroom, and to your kitchen ceiling and your toaster is no longer working due to water damage
- Ochil View will repair the leak at the toilet pan and also repair any damage to the kitchen ceiling below, however damage to your vinyl flooring and toaster will not be covered by the Association's buildings insurance policy and should be claimed via your own home contents insurance policy.

To help you decide whether home contents insurance is right for you, we have teamed up with Thistle Tenant Risks, who provide the Crystal Insurance Scheme, a specialist insurance scheme for social housing tenants.

If you want more information, please contact Thistle Tenant Risks on telephone 0345 450 7286 or email at tenantscontents@thistleinsurance.co.uk.

LANDSCAPING UPDATE

We are now in our summer phase of landscaping within our developments. If you would like to speak to us about any issues or provide any feedback, please contact Margaret Scott, Assistant Property Services Officer on Margaret.scott@ochilviewha.co.uk

Summer Months (April to October)

- **Grass Cutting** - Every 10 working days, except in very inclement weather conditions.
- **Grass Edging** - Every 10 working days plus annual edge reforming (not including naturalised areas).
- **Shrub Pruning** - As required.
- **Weed Control** - As required.
- **Hedge Trimming** - As required.
- **Litter Picking** - Every 10 working days



IMPORTANT INFORMATION Regular Safety Checks

As a landlord of a social housing property, it is extremely important that we carry out regular safety checks. Please assist us by allowing access to your home when required as if we cannot gain access before the anniversary date then we may take further action to force entry to ensure these works are carried out.

Gas Servicing

Gas safety checks are every year and are carried out by the Gas contractor City Technical. They will email or letter you with an initial appointment, if you are unavailable for the date provided then please contact them direct to rearrange.



Electrical Safety Checks

R.B. Grant Electrical Contractors

Electrical safety checks are carried out every five years and the contractor

we are currently using is RB Grant electrical. Ochil view will write to you with an appointment, if you are unavailable for the date provided then please contact Leona Hens, Assistant Property Services officer to rearrange.

We would rather rearrange the appointments to suit the tenants where we possibly can as this stops engineers turning up to empty properties.



Untaxed and abandoned vehicles

There has been a number of calls received by the Association regarding cars that have been abandoned or are untaxed. Unfortunately, we are unable to remove vehicles or enforce parking at our schemes.

- Untaxed vehicles should be reported to DVLA
- Vehicles without an MOT and being used on the road should be reported to Police Scotland
- Abandoned vehicles or vehicles you believe may be abandoned should be reported to the Local Authority. Please note that this will involve the Local Authority doing checks to confirm that the vehicle is abandoned.

If you are in doubt then please contact us for assistance and/or advice.

Cuckooing Awareness

CALL 101

Cuckooing is a practice where criminal gangs befriend vulnerable people before taking over their homes for exploitation, criminal activity and abuse. This is a widespread issue that's on the rise throughout the UK. If you are concerned for a neighbour, friend or family member, please contact the Police on 101 (this can be reported anonymously).



Pet Permission

We ask that our tenants seek permission to have a domestic pet, the Pet Permission form is available on 'My Home' under useful forms. We will not grant permission to keep animals such as livestock or wild animals – sheep, pigs, goats, chickens etc.

We expect tenants to be responsible for their pets and to not allow their pet to cause a nuisance – this can be excessive barking, animal odours or dog fouling. We are not likely to refuse pet permission unless there is concern for the animal's welfare, limits to the size of property, damage being caused to the property or pets that are causing a nuisance to others. We will withdraw permission for keeping a pet should conditions not be adhered to.

XL Bully dogs - We will not withdraw consent to keep XL Bully type dogs provided that the dogs are registered and an exemption certificate is provided. It is important to note that this breed must be kept muzzled and on a lead whilst out in public areas and with someone over the age of 16 who is able to securely hold the lead. Owners are also required to have third party public liability insurance for their dog.

HOUSING PERKS

Ochil View tenants who have signed up for the Housing Perks app have now collectively saved nearly £1000 already!

The app is a fantastic, free and easy-to-use tool that can help you make savings in your shopping – perfect as we are coming up to Christmas! Not only that, but you can shop at many of the top retailers should you be looking for that special festive gift. Shops available include Primark, Tesco, Argos, B&M and Asda, as well as the likes of Google Play.

To get started, all you need to do is find Housing Perks on your phone – either by going into your app store or through your internet browser. Once installed, you will need your tenant reference number and there is an easy-to-follow guide within the app to get you started.

When you know what you are spending at the shop, simply request a voucher on your phone for a discount – show this at the till and start saving!

Staff here at Ochil View would also be happy to help you get started, if you are unsure. Just give us a call on 01259 722899 and someone will assist you. You can also pop into our office, and we will get it set up for you.



Consider a move? Maybe you need to downsize or your home is bursting at the seams and needing a larger property?

Tenants of a Registered Social Landlord can consider a Mutual Exchange with another tenant of a Registered Social Landlord.

Once you have identified another prospective property then please ensure that you make yourself aware of the property, the area, transport links, services available etc.

Once forms have been submitted to the landlords then there would be property and tenancy checks done by the landlords involved.

House Exchange (www.houseexchange.org.uk) allows you to register your property to connect with other tenants who are also considering a Mutual Exchange – call us and speak to your Housing Team for more information.

These Homes is also available to applicants looking for our properties in the Clackmannanshire area – registrations can be completed online at www.thesehomes.com, if you have a query with your These Homes registration or require assistance then please contact us.



Anti-Social Behaviour is not acceptable and Ochil View HA will take action against a tenancy should there be evidence of Anti-Social Behaviour. We try our best to respond effectively to Anti-Social Behaviour complaints and that victims/witnesses receive appropriate support. The Noise App is available to our tenants, The Noise App records short clips and also videos of noise disturbance and can be used as evidence when dealing with Anti-Social Behaviour complaints.

The Noise App is free to download and is easy to use. If you are experiencing anti-social behaviour, please contact your Housing Services Officer to discuss access to The Noise App, we can also assist you with how to use the software.



Trees maintenance

Trees in communal area's belonging to Ochil View are the responsibility of the Association, if you have concerns about trees in communal areas, please contact us on 01259 722899.

Trees within the boundary of an Ochil View property is the responsibility of the tenant and must be maintained to prevent them from becoming unmanageable as per the tenancy agreement.



Who do I contact regarding any communal factoring issues??



Margaret Scott is our Assistant Property Services Officer; she deals with all factoring related issues and queries. If you have any communal property issues you would like to discuss please do not hesitate to contact her on factoring@ochilviewha.co.uk or alternatively contact her direct on **01259 231 992**.

Road Safety/Children Playing



The summer holidays and light nights are a time for children to be enjoying the outdoors and should be encouraged; however it is important to ensure that children are safe when playing outside, especially next to roads and on streets.

Parents/guardians should ensure their children are aware of road safety and the dangers.

Drivers should also be aware and be mindful of children playing. Safety should take priority and speed reduced when driving within a residential area.



For more helpful information please visit. www.roadsafety.scot

Our Housing team carry out several visits to our tenants

New tenants of Ochil View Housing Association are contacted by their Housing Services Officer within 6 weeks of signing up for their tenancy.

A settling in appointment is arranged for the Housing Services Officer to visit and meet new tenants in their homes and go over any outstanding issues and ensure new tenants are settling into their new homes.

Our Housing Services team are also currently carrying out biennial visits to all tenants of Ochil View. We intend to carry out these visits over a 2-year period and the purpose of these visits is to offer housing related support, ensure our tenancy records are up to date and to offer digital assistance.

This is also a chance to meet your housing team and gives you an opportunity to ask questions about your housing circumstances. Some of our newer tenants will have already been visited as part of our settling in visits.



Easter Basket Competition 2025

We had joint winners for our Easter Drawing Competition and 1st Place went to brother and sister **Jack (Aged 3) & Lucy Sim (Aged 2)** from Sauchie. We hope you enjoyed your Easter treats!



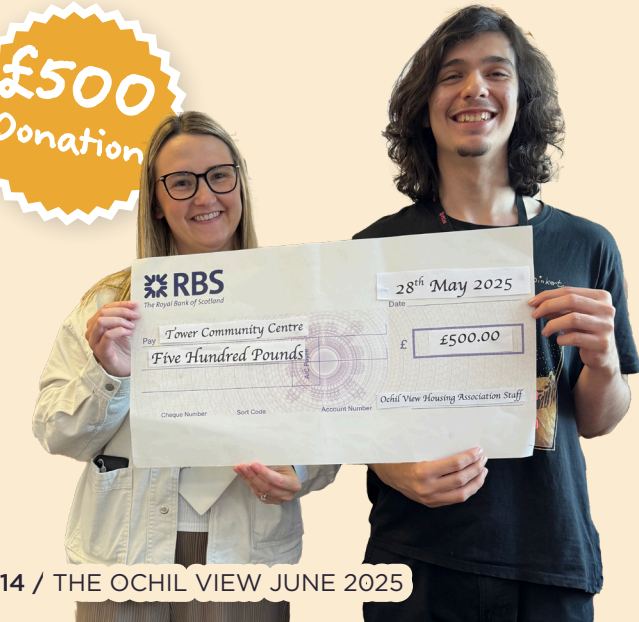
Thank you for all the lovely entries and keep an eye out for more competitions!

DRESS DOWN DONATION

Staff at Ochil View HA make a donation to 'dress down' on the last Friday of each month. Staff nominate local charities to donate the funds to and we are delighted to announce we were able to donate £500.00 to the Tower House Community Centre in Dunfermline. Our Housing Services Officer, Joanne Reid met with Callum to hand over the cheque.

Vikki Robertson (Community Education Officer at the Tower House) said

"Tower House is a youth centre based in Dunfermline and offers a safe and supportive environment for young people to develop their skills, build friendship to gather, socialise, and engage in various activities and participate in leisure activities. We provide a wide programme of activities which include employability programmes, participation work, youth information, LGBTIQ groups, arts and craft, youth cafe and holiday provision throughout the year. We plan to use the generation donation to help deliver our summer holiday programme as it would enable us to increase our numbers allowing more young people to participate in the activities and access the holiday food provision."



Newsletter Consultation 2025

£35 Prize Draw

You may remember our recent newsletter consultation survey where we asked your views on the format, frequency and content of our newsletters and in return you would be entered into a prize draw to win a £35.00 supermarket voucher. We received a fantastic response rate (40%) and the results are below:

1. We asked if you would prefer one newsletter for all areas rather than six different newsletters. **67.5% said yes**, 32.5% said no.
2. We asked if you would prefer newsletters more/less often. **59% said twice per year** and 40.2% said four times per year.
3. **92.6%** of respondents said they find information contained in our newsletters useful/interesting.
4. **61.1%** would prefer future newsletters to be emailed rather than posted.

Taking your feedback on board, we will now be issuing one newsletter three times per year for all tenants and owners. There will be an option for e-newsletters for those who already set up as 'paper-free', Those who are not paper free, will receive their newsletter via post as normal.

Mr Fairgrieve (Alloa) was the lucky winner of the £35.00 Morrisons voucher, well done! Thank you to everyone who contributed.

Tenant Scrutiny Group Shortlisted for Excellence

In June, our Tenant Scrutiny Group was honoured to be shortlisted for the award of 'Good Practice in Involving Tenants to Shape and Improve Services' at this year's TPAS Good Practice Awards.

This acknowledgment celebrates the group's exceptional efforts in reviewing our Antisocial Behaviour Policy.

Jade Murray (Tenant Engagement & Communication Officer) and Heather Stewart (Board & Scrutiny Member) represented Ochil View HA at the awards ceremony.

Although we did not win this year, being shortlisted is a significant achievement for the group, showcasing their dedication and hard work on a national stage.



We are all eagerly anticipating future collaborations and hope to be recognised again in 2026!

FREE ENTRY

FRIDAY 25TH JULY 2025
10AM - 2PM

JOIN US FOR OUR 2025
CLACKS COMMUNITY CARNIVAL

ALLOA TOWN HALL ALLOA
FK10 1AB

FUN FOR THE WHOLE FAMILY
FOOD • FACE PAINTING •
COMPETITIONS AND MUCH MORE!

Clackmannanshire Council
OCHIL VIEW
KINGDOM
PARAGON
CLACKMANNANSHIRE TENANTS
RESIDENTS FEDERATION

Summer Event

Following last year's success, we are thrilled to announce our partnership with Clacks Council, Kingdom, Paragon, and the Clackmannanshire Tenants & Residents Forum to bring back the 'Clacks Community Carnival' for a second year!

The event promises fun for everyone, featuring activities such as food, face painting, book swaps, and competitions.

We can't wait to see all of you there!



FOLLOW US ON INSTAGRAM!

Once we reach 500 followers, one lucky person will be selected at random to win a prize!

GOOD LUCK!



Closing Date for photos

AUG
28th

Garden Competition

Its that time of year again where we are looking for photos of your gardens, balconies, small spaces (even hanging baskets!). The winner will be chosen by our staff and will win a £50 cash prize!

Last year's winner was Peter Johnstone at Millers Lade Avenue in Sauchie.

£50 Cash Prize

Please send your photos to tenantengagement@ochilviewha.co.uk or give us a call and a member of staff can come out to take the photo for you. Good luck!

Free Sim Cards

Ochil View have free Vodafone Sim cards available for our tenants.

The Association has signed up with Vodafone's charities connected initiative to tackle digital exclusion. We want to support our tenants and families to get online and access services.

The Sim cards come with

- unlimited calls & texts (to standard UK numbers)
- 20GB of data
- Free for 6 months.

Tenants can then request to be considered for a new Sim card after the 6-month period has expired. We also have digital champions available to help any tenant who would like some help with accessing services digitally.

If you would like a sim card or some digital help, please contact the Association.



Support & Local Events

Family Support Drop-ins



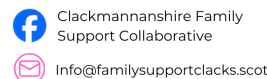
Are you a family member parent or carer?

Looking to access groups, activities, and support within the community?

Come along to one of our local Family Support Drop-In Hubs and speak with a member of our friendly team who can chat with you about the available options

Drop In Hubs

- Mondays** - The Hive, 21 Mill Street, 3pm - 5pm
- Thursdays** - The Bruce Lounge, Clackmannann, 12:30pm-2:30pm
- Fridays** - The Blue Hoose, Tullibody, 101a Newmills 9.30am - 11.30am



ALLOA ALLOA ALLOA



FANCY A GAME?

Street Soccer Scotland are now delivering free weekly drop sessions in your area.

Sessions are open to anyone aged 16+ and all fitness and ability levels are welcome.

Street Soccer is more than a game, you can access support and other opportunities for training and education too.

Where: Indodrill Stadium, Alloa, FK10 1RY
Time: Tuesdays @ 11:45am - 1:30pm
Coach: Stuart Lovell - 07534297447
Colin Manson - 07483914571



Tullibody Community Garden has emerged once more out of winter slumber - and as this spring explodes into blossom and growth, the garden does too! This spring in the garden features

not only our usual volunteer sessions on Tuesdays and Wednesdays, but also a new schedule of events provided by sessional gardening/ cooking team Clarissa & Val!



Arts Included

is a not-for-profit, Community interest company, which provides services for creative activities and projects within our local communities with the aim of boosting wellbeing.

Collaboration is essential to what we do and invite we Artists to get in touch if interested in finding out about becoming involved.



Are you looking for tailored art, craft or creative activities for your group?

Arts Included welcome enquiries from groups or individuals interested in providing ways to support people in their communities in Clacks and Stirling.

Arts Included are professionals who aim to improve wellbeing with projects that may help with the barriers or challenges of stress, loneliness, or social anxiety, encouraging all abilities.

Arts Included

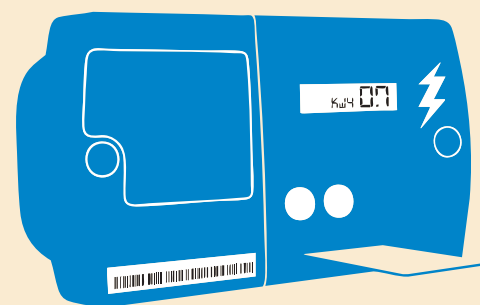
Studio 8
Elmbank Mill
The Charrier
Menstrie
FK11 7BU
Call 07964475369

www.artsincluded.co.uk

FUEL VOUCHERS UPDATE

Funding Availability for Fuel Vouchers.

We still have funding available for individuals using pre-payment meters to receive fuel vouchers. If you wish to apply, please contact our office at 01259 722899 or email customerservices@ochilviewha.co.uk



Unfortunately, the funding for those on credit (dry meters) has been exhausted. However, we are maintaining a waiting list to reach out to those who missed out initially when new funding becomes accessible.

If you would like to join this waiting list, please contact us.

GARDEN DATES

Tullibody Community Garden
April - June 2025

REGULAR GARDENING SESSIONS:

DROP-INS WELCOME

Tuesdays: 10am - 2pm
Wednesdays: 10am - 1pm
Fridays: 10 - 5pm*

*Fridays by arrangement, get in touch!

WEEKEND GARDEN OPEN DAYS

Sat, April 12th: Tattie Planting
Sat, April 26th: Grow Your Own
Sun, May 4th: Grow Your Own
Sun, June 8th: Summer Open
Sat, July 19th: Summer Open

Check our facebook for further details/times



Find us at our new facebook page by scanning the QR code, or e-mail us at tcggrowandcook@gmail.com



Youth Engagement

At Ochil View HA, we are eager to hear the perspectives of our younger tenants and understand what is important to you and your community. We invite individuals aged 16-24 to join our Tenant Scrutiny Group, assist us to explore new projects such as creating a 'Youth Forum' and contribute to the content for our social media and newsletters.

Engagement with Ochil View HA doesn't have to happen through traditional 'in-person' meetings. We offer flexible options for participation that suit your preferences, whether that's through WhatsApp groups, social media, or team calls.

If you're interested in this exciting opportunity, please reach out to Jade Murray, Tenant Engagement & Communication Officer, by emailing jade.murray@ochilviewha.co.uk.

We look forward to hearing from you!



WE NEED YOUR VIEWS

VOLUNTEER OPPORTUNITIES

- Promote youth engagement within OVHA.
- Publish Newsletter articles
- Attend Tenant Scrutiny Groups
- Create vlogs/Social media posts
- Create a 'Youth Forum'

BENEFITS:

- Enhance your C.V
- Future references
- Make a meaningful impact within your community
- Become OVHA's 'Youth Ambassador'

CONTACT JADE MURRAY | [TENANTENGAGEMENT@OCHILVIEWHA.CO.UK](mailto:tenantengagement@ochilviewha.co.uk)

Tenant Engagement Round Up

Since I joined Ochil View in February, I have been actively engaged with new and ongoing projects.



- We successfully launched our newsletter consultation, which received an enthusiastic response.
- Our Annual Tenant Engagement Report for 2024/25 has been published.
- We have also resumed our 'Brew with Ochil View' sessions.

In addition to these initiatives, I have been collaborating closely with Clackmannanshire Council to finalise preparations for the annual 'CLACKS SUMMER CARNIVAL,' scheduled for Friday 25th July 2025.



Our Scrutiny Group has welcomed one new member and is currently reviewing our Estate Management policy. They have already met with our Senior Housing Services Officer and Estates Officer to discuss the existing policy and share their suggestions. Soon, they will reach out to representatives from other housing associations to gain insights into their policies. We are eager to evaluate the recommendations made by the group.

The Tenant Scrutiny Group is always on the lookout for new members; if you're interested, please reach out.

Additionally, two new projects have been introduced to foster youth engagement for individuals aged 16 to 24, as well as to assess interest in digital support for those over 65. Keep an eye out for articles in this newsletter for more details.

If you would like to get involved with Ochil View HA, you can join our Register of Interested Tenants, where you will be invited to share your views and opinions. Alternatively, you can join our Scrutiny Group for more in-depth engagement.

For more information, please contact tenantengagement@ochilviewha.co.uk or call 01259 722 899.



Five Laptops for tenants



Apply Now

Are you or a member of your household in education but find yourself without a laptop for your studies?

Thanks to our contractors, Doortec and MCN, we are thrilled to announce that funds have been generously donated to provide five laptops for tenants currently enrolled in educational programs and need a device.

To apply, please email tenantengagement@ochilviewha.co.uk and request an application form.

or scan our QR code

Closing date for all applications is Friday 1st August 2025.



Digital Inclusion

We are currently looking into a partnership with AbilityNet Scotland to provide support for tenants aged 65 and over, as well as those living with disabilities, in mastering their digital devices. This initiative will feature three free sessions that will focus on:

- Online safety
- Internet navigation
- Proper device usage

Digital Skills Trainer, Caroline Martin will be attending



BREW WITH OCHIL VIEW on Thursday 31st July to offer basic support and meet those who are interested in attending future sessions.

Before finalising arrangements and setting dates for these sessions, we would like to know if you are interested in attending.

Please reach out to us by calling 01259 722899 or emailing Jade Murray, our Tenant Engagement & Communication Officer, at jade.murray@ochilviewha.co.uk.



STAFF AREA'S



Housing Officers

Our Housing staff have designated patches with each Housing Services Officer (HSO) having a dedicated Assistant Housing Services Officer (ASHO).

Adele Rae (HSO) & Kirsten Kirkwood (ASHO) cover stock in **Tullibody**: Alloa Road, Blackmuir Place, Banchory Place, Muirside Road, Broomieknowe, Craigleith View, The Braes, Wallace View & Newlands Place.

Alloa: Bridge Terrace, Ash Grove, Bank Street, Burgh Mews, Mar Street, Earl of Mar Court, Colville Gardens, Mercat Wynd, Broad Street, Stripehead, Kirkgate & Carpenters Wynd

Our **Tillicoultry** and **Dollar** properties are covered by Adele & Kirtsen.

Donald Beaton (HSO) & Katie McPhait (ASHO) cover some of our stock in **Tullibody**: Crofts Road, Dovecot Road, Knowefaulds Road, Ladywell Place, Ladywell Drive, Redlands Road, St Serfs Road, Stirling Road, Delphwood Crescent, Firs Road, Northwood Road & Westview Crescent.

Alloa: Elm Grove, Forth Crescent, Bowhouse Gardens, Hill Park, Hill Street, Paton Court, Burleigh Way, St Mungo's Wynd.

Properties in **Alva**, **Cambus**, **Coalsnaughton** & **Fishcross** are also cover by Donald & Katie.

Joanne Reid (HSO) & Holly Brember (ASHO) cover our stock in **West Fife**, **Sauchie**, **Clackmannan** & **Menstrie**.

They also cover stock in **Tullibody**: Paterson Place, Talisker, Baingle Crescent, Newmills, Old School Court, Chestnut Lane & Acorn Drive.

Alloa: Mill Road, Ashley Terrace, Garvally Crescent, Moir Street & Bedford Place.

David Bishop is our Assistant Housing Services Officer who deals mainly with rent arrears and covers **all area's**.



Property Services Officers

From left to right **Andrew Gibb** (Director of Property Services), **Margaret Scott** (Assistant Property Services Officer), **Grahame Phillips** (Property Services Officer), **Connor Hazlett** (Property Services Assistant), **Jillian Wilson** (Property Services Assistant), **Ashleigh Brown** (Property Services Officer), **Leona Hens** (Property Services Assistant), **Tara Hamilton** (Assistant Property Services Officer).

Team 1 - Area 1
Property Services Officer - Grahame Phillips
Property Services Assistant - TBC

Tullibody: Crofts Road, Dovecot Road, Knowefaulds Road, Ladywell Drive, Ladywell Place, Redlands Road, St Serf's Road, Stirling Road, Delphwood Crescent, Firs Road, Northwood Road, Westview Crescent

Alloa: Ashley Terrace, Elm Grove/Forth Cres, Bowhouse Gardens, Hill Park/Street, Paton Court, Garvally Crescent, Moir Street, Bank Street/Burgh Mews, Mar Street, Earl of Mar Court, Colville Gardens, Mercat Wynd, Broad Street/Stripehead, Kirkgate, St Mungo's Wynd

Sauchie: Pearson View, Baillie Court, Millers Lade Avenue, Posthill, Schawpark Avenue, Gartmorn Road, Sprotwell Terrace, Beechwood, Rosebank, Fairfield, Kippen Place

Menstrie: The Charrier

Alva: Stirling Street, Henry Street, Cleuch Drive

Team 2 - Area 4
Property Services Officer - Ashleigh Brown
Property Services Assistant - TBC

Tullibody: Alloa Road, Blackmuir Place, Banchory Place, Muirside Road, Broomieknowe, Craigleith View, The Braes, Wallace View, Newlands Place

Tullibody: Paterson Place, Talisker, Baingle Crescent, Newmills, Old School Court, Chestnut Lane, Acorn Drive

Alloa: Bridge Terrace, Ash Grove, Mill Road, Bedford Place, Burleigh Way

Coalsnaughton: Blackfaulds Steet, School Terrace

Tillicoultry: Weavers Way, Comrie Court, St Serfs Road, Scotland Place

Dollar: Mitchell Court

West Fife: Blairhall, High Valleyfield, Newmills, Oakley

Clackmannan: Millbank Crescent

Cambus: Main Street

Fishcross: Alloa Road

Staff Spotlight

Following our newsletter consultation, you expressed interest in featuring our staff regularly to help you get to know us better.

Introducing Denise Armstrong

Denise became our Customer Services Team Leader at Ochil View Housing Association in May 2024.

A typical day for Denise includes handling inquiries from tenants through various channels: face-to-face, phone, live chat, or email. She is responsible for managing the daily operations of our Customer Services Team while also assisting other departments with administrative duties.

Denise's favourite aspect of her job is supporting and building relationships with tenants.

In her spare time, Denise enjoys traveling, dining out, and spending quality time with her 2-year-old grandson, Freddie.



Staff & Contractor Safety



IMPORTANT GUIDELINES DURING HOME VISITS

While our staff and contractors are at your home, please take note of the following guidelines.

- Ask for Identification (ID)
- Ensure pets are kept in a separate room
- Ensure the space contractors will be working in has been cleared
- Please do not Smoke

If you have any concerns, please call our office on 01259 722899. Your cooperation is highly valued and appreciated.

RTS Switch Off

If you have electric heating, we have written to you already advising of the upcoming phasing out of the Radio Teleswitch Service (RTS) which starts on 30th June 2025. After this date, the service will start to be phased out across targeted areas. If you're affected, your energy supplier will be in touch.

You may have an RTS meter if you:

- have electric heating
- have a tariff where the price of electricity changes at different times of day
- have a separate box near your electricity meter with the words 'radio teleswitch' or 'radio telemeter'
- have two codes on your electricity bill that start with the letter S. These are 'supply numbers' or 'S numbers'.

If you have not yet heard from your supplier and you think the above applies to you, contact your electricity supplier as soon as possible to arrange replacement of your meter. Your supplier must replace your meter to make sure there's no disruption to your electricity supply and they must also do this free of charge. **It is important you do not delay as your service may be disrupted.**



BBQ season has arrived.

It is important to enjoy the fine weather and many of us make good use of the outdoor space when the weather is good. Having a BBQ can be an enjoyable change to the usual dinner, please remember that a BBQ is a fire risk so keep yourself safe -

A BBQ should never be used in an enclosed space and must not be lit indoors.

It is important to keep children and pets a safe distance from the BBQ and never leave a BBQ unattended.

It is best to avoid alcohol if you are in charge of a BBQ.

Food safety -

- Make sure food is completely thawed before cooking on the BBQ
- Ensure food is in date and not spoiled.
- Keep raw meat separate from cooked meat and other foods to avoid cross-contamination.
- Using different plates, chopping boards and utensils for raw and cooked meat.
- Ensure food is cooked thoroughly and is piping hot – your kitchen oven can be used before and after BBQ to help cook food/keep food warm.

Enjoy the weather and stay safe!

New Opening Hours

Following a successful trial of new opening hours, the Board has approved the change permanently.

Our opening hours are as follows:

Mon	Tue	Wed	Thu	Fri	Sat & Sun
9am-5pm	9am-5pm	12.30-5pm	9am-5pm	9am-3pm	Closed



HAPPY TO TRANSLATE

We are striving to make this newsletter as accessible as possible for everyone. Should you require a copy in large print, audio or in another language, please let us know by contacting our office.