



THE OCHIL VIEW

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Welcome from The Chair

We're delighted to welcome you to our Summer Newsletter!



It has been an incredibly busy and productive time for our team. One of our key achievements has been the implementation of HomeMaster, our new software system, which will help us improve the way we deliver services. Alongside this, we've been working closely with customers, consulting on important policies including Adaptations, Complaints, Shared Ownership, and Customer Service Standards. Your input

continues to play a vital role in shaping the services we provide.

We were also thrilled to host our first ever Easter Bingo, Bites and Ballads evening, which was a fantastic success. It was wonderful to see tenants come together for a night of live music, bingo, and great food. Thank you to everyone who joined us and helped make the event so enjoyable.

Excitement is building as the Clackmannanshire Community Housing Day reaches its final planning stages. We look forward to welcoming you there and sharing another great community experience together.

As always, we remain committed to working in partnership with our tenants to enhance and develop our services. Your feedback and involvement are at the heart of everything we do.

We hope you have a safe, happy, and relaxing summer!



Bridge Terrace Celebrates 30 Years with a Special Tea Party

Tenants at Bridge Terrace recently came together to celebrate a truly special milestone - 30 years of the scheme - with a tea party filled with warmth, laughter, and community spirit.

Residents marked the occasion in style, enjoying a lovely selection of refreshments while sharing memories and stories that reflect the history and heart of Bridge Terrace over the past three decades.

The event provided a wonderful opportunity for neighbours to connect, reflect on the past, and celebrate the strong sense of community that has developed over the years.

The celebration was a great success, thanks to the efforts of everyone involved in organising and contributing to the day. From decorations to refreshments, it was clear that a lot of care and pride went into making the event memorable for all.

Well done to everyone who played a part in bringing the celebration together. We hope all tenants had a fantastic day and look forward to many more milestones to come at Bridge Terrace.



Community Benefits Update

We are currently working in partnership with the Scottish Procurement Alliance to review our Community Benefits Statement and the processes we follow when contractors secure work with OVHA.

This review will help ensure that community benefit commitments made by contractors are:

- Clearly defined
- Easy to monitor
- Successfully delivered for the benefit of our tenants and communities

By strengthening this approach, we aim to maximise the positive impact of every contract awarded.

We are also excited about the opportunity to explore even more community benefit initiatives throughout 2026/2027, helping to bring added value to our neighbourhoods.

Current Opportunity

As part of these ongoing efforts, idverde has generously committed **£1,000** towards a Community Project.



We have already invited tenants to share their ideas on how this funding should be used, and we look forward to seeing your suggestions.

For more details on how to get involved, please look out for the Community Project advert in this newsletter.



Budget Update

During 2026-27 we plan to invest £2.31m across several areas within our stock, which incorporates the following areas:

TOTAL INVESTMENT
£2.31m

Energy Improvements
£800,000



Kitchen Replacements
£554,000



Window & Door Replacements
£465,000



Door Entry Upgrades
£237,000



External Decoration
£213,000



TMV Installation
£28,000



Roofs
£10,800



Staff are now progressing each of these contracts, and if you are due for an upgrade or replacement, you will be contacted directly by our staff with information around the project.

If you have any questions on this, you can ask for Vicki Brown

Mill Road

We have undertaken risk assessments of our properties at Mill Road, Alloa in relation to the external cladding and construction which identified various areas of remedial work and actions to be taken by the Association, some of which relate to our processes on what happens in the event of a fire. Actions to be taken forward are:

- Further surveys to undertake detailed assessments of the building construction and to ascertain if any works are needed in relation to fire safety.
- Improving housekeeping in all areas. We recently cleaned the entire development of all dumped rubbish and items, and staff will regularly check this and ensure all common areas are kept clear moving forward.
- We have identified remedial repairs to the external walkways and are considering proposals for repairs.

All affected tenants will be kept informed of changes or any updates as we progress this area.

Should you have any questions, please contact Ailsa Sadowski.



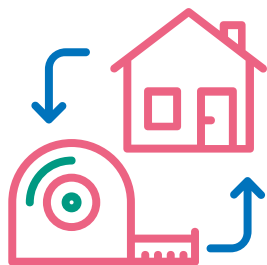
Alterations and Improvements

Thinking of making changes to your home (even small ones)? If so, you need to ask for permission before making any alterations/improvements, and this includes installing video ring doorbells and CCTV which are common requests.

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 contact us first and we will send you the necessary forms to complete before we can offer you our approval.

You should always seek advice on any changes you plan to make to your home. Staff are available to provide advice and guidance on what you can and cannot do and to help you through the permissions process.

You can also find useful information in our Tenants Handbook on Alterations, which is available on our website.



Energy Efficiency Work

The Association has long-term targets to meet covering the energy efficiency of its homes. During 2026/27 we are carrying out a project in Tullibody which will see us invest **£800,000** in renewable technology.

The project will see us install air source heating, solar photovoltaic panels, battery storage and external wall insulation to 16 homes. We are in the early stages of works, speaking with those tenants involved and aim to start work over the summer period.

Our window replacement program is also due to start shortly and going forward, we are installing high-efficiency triple glazing which will benefit the occupants of those properties. This is an investment of around **£465,000**.

This is part of our ongoing efforts to meet current and future targets around energy efficiency.

If you have any questions on this area, you can contact Vicki Brown.



Appliance Servicing and Maintenance checks

If you have any of the following appliances in your home, we will require access to service this equipment up to two times a year. It is vital you allow access for the maintenance of the equipment to ensure it is safe to use.

Here is a table of appliances we service, and the various contractors used for each.

STAIRLIFTS

Stannah
Advanced
Mobility Scotland

HOISTS

Arjo
W. Munro

CLOSOMAT/ GEBERIT TOILETS

Closomat
Derek Upton

AUTOMATIC DOORS

All Round Security

RISE AND FALL BATHS

Astor Bannerman
Arjo

AIR CONDITIONING

A McGillvray

If you have any questions on this then please email us at Compliance@ochilviewha.co.uk

or call us and ask for Leona Hens or Andy MacKinnon on 01259 722899.

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.**

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.



Damp, MOULD & condensation

Damp, mould and condensation can be a serious issue in your home, therefore if reported, our staff will undertake a diagnosis taking account of whether this is the first report which is crucial to determining any further action that may be required.

In most cases we will inspect your home and assess the entire building, discuss temperature and humidity levels and check all ventilation. We will also look for structural defects and ask you questions about how you and your family live in your home. In some cases, we may engage an independent inspection by a qualified contractor or surveyor for further advice. If any repairs are identified, we will always tell you what we are doing and why, and we will contact you after several weeks to ensure any repairs are working effectively to cure the problem.

To ensure we diagnose correctly, the Association has been installing sensor equipment to some homes, which allows us to accurately record levels of moisture, air flow and temperature so we can ensure we provide the best possible solution.

Here are some self-help tips that can help deal with condensation in your home.

- Ensure the property is heated appropriately, between 18 and 21 degrees is best
- Ensure the property is being ventilated appropriately, opening trickle vents and windows assists with this
- Ensure your bathroom and kitchen fans are working and used when bathing and cooking
- Minimise drying of clothes on radiators



Complaints & Positive Comments

How we respond to complaints is important as we want to ensure we investigate these fairly and thoroughly, but also as quickly as possible for the complainant.

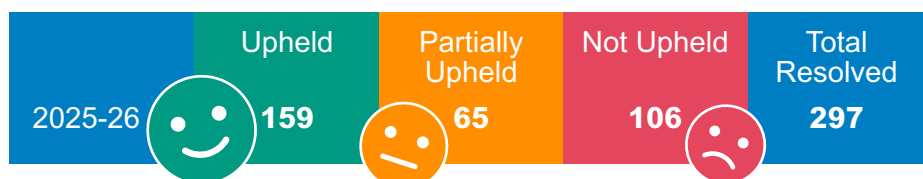
Below is a snapshot of how we performed for 2025-26

Complaint Stage	Target (working days)	Number of Complaints	% resolved within target	Average Working Days to Respond
Stage 1	5	299	83.95%	3.30
Stage 2	20	31	83.87%	14.23

While there were some challenges in both areas, particularly during the introduction of a new repair's contractor and with early quality and reporting issues, complaints performance improved towards the end of the year. This progress provides a strong foundation, and we will continue building on it to further improve results in both areas during 2026-27.

We upheld or partially upheld 67.9% of complaints. This means that, in these cases, we agreed fully or in part with the complainant and took action to put things right.

Overall, we resolved 297 complaints (90%). In some cases, however, we were unable to achieve a resolution that satisfied the complainant, despite our efforts. This was sometimes due to policy constraints or because the complainant did not agree with the proposed outcome.



You said, we did

We value every complaint and comment, as they play an important role in helping us improve and shape our services. Over the past year, we reviewed 141 complaints that provided valuable opportunities for learning. We shared this feedback with staff and contractors to support ongoing service improvements and reduce the likelihood of similar issues arising in future. Examples are:

- We received complaints regarding divisional fencing. During 2026-27, we will review this area and consider changes.
- You told us of various issues with repairs. This fed into the decision to change repairs contractor, and we will use this feedback to shape our next contract.

Positive Feedback

We have a system for tenants to share positive experiences with Ochil View Housing and we continue to receive lots of amazing comments, over 1000 during the year!.

Here's a selection:

“Plumber was very respectful, sweet & got the job done really fast. Very happy!”

“As a new tenant to Ochilview, I have been blown away by the friendliness of the staff I've spoken/ dealt with and overwhelmed by the amount of additional support and advice you provide.”

“Very prompt as I had no access to any hot water - friendly, professional engineer”

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.
Any questions or comments please contact Andrew Gibb.

Gas Servicing What to expect.....

Every year Ochil View Housing Association will arrange to access your property to carry out your annual gas service. These are carried out by our Gas contractor City Technical Services. We must access before the anniversary date, so it is important that you provide access when required.

City Technical start to arrange access a few months in advance of the anniversary date by sending an email to those who have requested paper free or post a letter to those who have opted out of paper free. **If you are unable to provide access on the requested date, then please contact them direct on 0333 202 0708 to rearrange.** We would rather rearrange appointments than send engineers to an empty property.

When the engineer attends for the pre-arranged appointment, they will require access to your boiler, gas meter, gas cooker and hot water taps so please ensure these areas are clear and easy to access on the day of the appointment.

The engineer will also test your Smoke, Heat and Co2 alarms when in the property.

The purpose of these checks is to ensure we remain complaint and ensure your appliances are correctly installed and in working order.



IMPORTANT if you have any issues with your boiler, you can call City Technical direct to report any repairs, please do not wait for your next service appointment.

City Tech – Paper Free

Gas Servicing Appointments – What to Expect from City Tech

To help keep your home safe, our contractors City Tech will be contacting tenants ahead of their gas servicing appointments. Here's how the communication process works:

16 days

before your appointment
- You'll receive an email from City Tech.

14 days

before - If the email hasn't been acknowledged, a letter will be sent.

7 days

before - You'll get a text message reminder.

48 hours

before – A final text reminder will be sent.

Please keep an eye out for any correspondence from City Tech and ensure you provide access to your property on the scheduled date. Your cooperation helps us maintain safety standards and avoid missed appointments.

Electrical Safety Checks What to expect.....

Every Five years Ochil View Housing Association will arrange for an Electrician to attend your property to carry out an electrical safety check. This is an inspection of the properties wiring and electrical systems to make sure everything is safe and complaint. Please note these checks are a legal requirement.

Firstly, Ochil View will send you a letter with the name of the contractor attending and an appointment date. If the date does not suit you must contact us to rearrange to a more suitable date.

During the Visit the Electrician will require access to the Electrical distribution board, electrical sockets and hard-wired appliances (Showers, cookers etc).

These tests can take two to three hours. The importance of these tests is to highlight any issues with wiring, circuits or sockets and to identify any potential dangers and to arrange for a prompt solution.

We aim to keep disruption to your home at a minimum and to help this please ensure the areas to be checked are kept clear.

After the tests are carried out, we will issue a certificate of the findings. If any reports come back as unsatisfactory, we will issue repair works and an additional certificate will be issued to show that these have been rectified.

IMPORTANT - If you spot any issues with your electrics and you are not due an electrical safety check please do not wait for the next appointment, please call our repairs team to report it.



Quality Assurance Checks

We work with NICEIC to help make sure any gas or electrical work carried out in your home is safe and completed to a high standard. From time to time, NICEIC may send an inspector to visit a small number of homes at random to check recent repairs or installations.



Their visit might include looking at your gas boiler or checking electrical work that has been done. These inspections help confirm that everything meets safety guidelines, and they also give us valuable feedback so we can continue improving the service our contractors provide.



If NICEIC gets in touch with you, we'd really appreciate you giving them access so they can complete their inspection.



Support and Advice Provided by the Tenancy Sustainment Officer, Margaret Hall

Since April 2026, tenants of Ochil View have experienced a combined financial gain of **£273,164.72**. During this period, a total of **221 enquiries** have been managed, encompassing a broad range of issues, including the provision of welfare benefits advice and assistance with submitting claims.

This support has resulted in the following financial outcomes:

Housing Benefit and
Discretionary Housing
Payments:
£209,073.63

Universal Credit:
£28,914.33

Scottish Welfare
Fund:
£4,051.99

Other benefits,
including Disability
Benefits:
£31,124.77

Through the delivery of targeted advice and practical assistance, tenants have been supported to maximise their entitlement to financial support, thereby contributing to improved financial stability and tenancy sustainment.

School Age Payment applications open

Families across Scotland can apply for over **£330** to help with primary school start-up costs from **1 June 2026**.



Children born between **1 March 2021** and **28 February 2022** may qualify. Eligible families getting Scottish Child Payment should receive this automatically and do not need to apply.

Families can apply before their child starts school. Children deferring their start date, or not attending school, may still qualify. Applications close on **28 February 2027**.

Family benefits available from Social Security Scotland

Scottish Child Payment is **£112.80** every four weeks for each eligible child under 16.

Best Start Grant Pregnancy and Baby Payment helps with pregnancy and baby costs. It pays **£796.65** for a first child and **£398.35** for later children, although some later children may also qualify for **£796.65**. Applications open from 24 weeks of pregnancy until the baby is 6 months old.

Best Start Grant Early Learning Payment is a one-off **£331.95** for children aged 2 to 3.5, even if they are not in nursery.

Best Start Grant School Age Payment is a one-off **£331.95** for children starting school, including those deferring their start.

Find out more and apply at mygov.scot/familybenefits, in person, by phone or by requesting a paper form on 0800 182 2222.



During Carers Week (8–14 June)

We want carers across Scotland to know about the support available and encourage anyone who may not identify as a carer to seek help.

Unpaid carers in Scotland may be eligible if they:

- 16 or over
- provide regular unpaid care to one or more people who get disability benefits
- earn **£204** per week or less on average after some deductions

Carers can now access four payments: Carer Support Payment, Scottish Carer Supplement, Carer Additional Person Payment and Young Carer Grant. Please share this information with the people you support and across your networks.

Young Carer Grant

Young Carer Grant is an annual payment of **£405.10** for carers aged 16 to 19 living in Scotland. It can be spent however they choose.

To qualify, they must have provided care for an average of 16 hours a week over the last 3 months for someone receiving a qualifying benefit. They must not be caring as a volunteer, be paid to provide care, or already have applied for or received Carer Support Payment, Carer's Allowance or Northern Ireland's Carer's Allowance.

If more than one carer applies for the same person, only the first eligible application will get the grant. Young carers who share care should agree who will apply. They may also qualify for extra non-cash benefits through their Young Scot card, including discounts and special offers.

The grant does not need to be repaid, is paid directly into the young carer's chosen account, and does not affect UK benefits or tax credits. Eligible young carers can apply each year from age 16 to 19.

Find out more and apply at mygov.scot/benefits, in person, by phone or by requesting a paper form on 0800 182 2222.

UPDATE

Key Changes to LCWRA Payments

What Has Changed?

- **A New Lower Rate:** Most new claimants now receive **£217.26 per month**. This rate is frozen until April 2030.
- **The Higher Rate:** The higher tier is set at **£429.80 per month** and will continue to rise with inflation.
- **Protection for Existing Claims:** If you were already receiving LCWRA before April 2026, your payment will not be reduced.

Who Qualifies for the Higher Rate?

New claimants will only receive the higher **£429.80** monthly rate if they meet specific criteria:

- **Pre-existing Claims:** Health conditions were reported to the DWP before 6 April 2026.
- **Terminally Ill:** Claimants qualifying under special fast-track rules.
- **Severe Conditions:** Lifelong, diagnosed conditions that permanently meet the Work Capability Assessment criteria.

Understanding Universal Credit: What is Transitional Protection “Erosion”?

If you recently moved to Universal Credit (UC) from older benefits like Tax Credits, you might receive an extra top-up called Transitional Protection. This ensures you do not lose money during the initial move. However, this top-up is temporary and reduces over time through a process called erosion.

Here is what you need to know about how your payments might change.

How Erosion Works

Transitional Protection is designed to shrink as your standard Universal Credit elements increase.

- **The “Penny for Penny” Rule:** If your standard UC elements go up, your Transitional Protection top-up reduces by the exact same amount. Your overall monthly payment stays the same.
- **No Overall Increase:** You will not see your total monthly payment rise until your Transitional Protection has completely reduced to zero.
- **The Exception:** Claiming or increasing the **Childcare Costs** element will not reduce your protection.

What Triggers a Reduction?

Your top-up will decrease whenever your standard UC entitlement goes up. This usually happens because of:

- **Annual Benefit Increases:** Standard inflation-linked rate increases applied by the government.
- **New Elements:** Adding a new element to your claim, such as the housing element or a disability/carer element.

When Does It Stop Completely?

Your Transitional Protection ends permanently if:

- Your standard UC elements rise enough to completely replace the top-up amount.
- Your earnings rise enough to reduce your UC claim to zero for four consecutive months.
- You experience a major lifestyle change, such as a partner moving in or out.

Good Feedback



Margaret was very polite and checking in i had successfully received my flooring through Scottish welfare fund.

Margaret couldn't do enough to explain how things work and everything needed for her to help me

From reception staff always polite to getting in contact with who I deal with David, Donald and Margaret if I can't get them always phone me back when possible, so very satisfied with the staff at Ochil view

Overall Ochil view are a really good housing company. Staff are always happy to assist.

It was fabulous that they offered to check to see if I was entitled to anything and the service was great

Margaret was very helpful and knowledgeable. A very nice person.



If you are unsure about any changes, seek advice from your Tenancy Sustainment Officer Margaret Hall on Margaret.hall@ochilviewha.co.uk or to read more online visit:

www.socialsecurity.gov.scot/information-on-benefits and <https://www.gov.uk/browse/benefits>



My Home Help

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.



My Home Owners Reminder

Owners can now register and use our online portal called **My Home**.

Through the portal, you will be able to access information securely and it will allow you to: -

- ✓ View payment transactions
- ✓ Print an online statement
- ✓ Make a payment
- ✓ View repairs history
- ✓ View outstanding repairs
- ✓ Place a repair request
- ✓ Update your details and contact information
- ✓ Request a meeting with a member of staff
- ✓ Report a complaint
- ✓ View/download any documents such as Factoring Agreements or Development Schedules)

The service is free to use and allows you to access services whenever you want, whatever the time.

If you would like help getting started, or have any questions on this, one of our Digital Champions can assist. Simply email factoring@ochilviewha.co.uk or call us on 01259 722899.

Free Sim Cards Vodafone

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.

Need Help With Fuel Costs or Energy Debt?

No matter who your energy supplier is, and whether you use a pre-payment, credit, or smart meter, we can refer you for specialist support. Help is available from:

- **Clackmannanshire Council Home Energy Advice Team (HEAT)**
- **Cosy Kingdom for tenants in Fife**

These services offer free, confidential advice on fuel costs, energy use, and fuel debt.

If you need support, please get in touch. We're here to help.



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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 de-scale your shower head too!



PET PERMISSION

We understand that tenants wish to keep pets in their home as they can add to family life and be great company. However, tenants are reminded that **permission must always be requested and approved in writing before bringing any pet into your home.**

Your tenancy agreement includes clear conditions on pet ownership. These conditions are in place to help ensure that homes are kept in good condition, that noise or nuisance is minimised and that all residents can enjoy a safe and comfortable environment. Failure to adhere to the conditions may result in pet permission being withdrawn and could lead to a breach of tenancy.

If you are considering getting a pet, the process is simple:

- 1. Submit a formal request** - this can be done in writing or through your My Home Account
- 2. Wait for written approval** - before bringing the animal into the property.
- 3. Follow all conditions** - set out in the permission letter, such as responsible ownership, cleanliness, and supervision.

We know pets can be a wonderful addition to a home, and we aim to support responsible pet ownership wherever possible. Unfortunately, some developments such as Mill Road are not suitable due to the layout & design and pet permission will not be granted.

TMV Installations

We are currently in the process of installing thermostatic mixer valves (TMVs) to all fitted baths across our housing stock. This work is being carried out to comply with requirements set out in the Building Regulations.

A TMV blends hot and cold water supplies to regulate the temperature at the tap, significantly reducing the risk of scalding.

City Technical Services is completing this work on our behalf and may contact you to arrange access for installation. It's important that you cooperate with them to ensure access is provided.

We are committed to upgrading every property, and your assistance in facilitating this is greatly appreciated.

**Any questions?
Contact Leona Hens
or Andrew MacKinnon.**



the noise app

A Helpful Tool for Reporting Noise Issues

Using The Noise App: Quick Guide for Residents

The Noise App makes it easy to report and evidence any excessive noise issues directly from your smartphone. Here's how to get started and make the most of it.

Download & Register

Download The Noise App from the App Store (iPhone) or Play Store (Android – search "The Noise App RHE"). After installing, open the app, select Get Started, and create an account using your email address. Choose your organisation (investigator) from the dropdown menu and confirm your account via email. Once verified, log in, accept the terms, and enter your home address. Alternatively the Housing Team may have sent you an invite to join which should be found in your email inbox.

Submitting a Noise Report

To record a disturbance, open the app and tap the record button in your Noise Diary. Hold the icon to capture up to 30 seconds of noise - this doesn't have to be the full incident, just a clear snapshot. You can add multiple recordings if needed.

You'll then be asked to:

- Enter how long the noise lasted
- Select the type of noise
- Choose where it was heard in your property
- Rate its intensity and add comments explaining how it affects you
- Provide the address the noise is coming from

Once complete, review your details and press Send Report.

Tracking Your Case

Your reports appear in your Noise Diary, where you can monitor progress and add further recordings. A spinning icon shows your report is still uploading, while a tick confirms it's been received.

You can also:

- View case updates via notifications (bell icon)
- Message your investigating officer
- Add more recordings to existing cases

Important Notes

In some cases, you may need approval from your service provider before your report is investigated. If this applies, you'll be notified by email.

Stay Consistent

Continue logging incidents for as long as the issue persists—regular updates help build a clearer picture and support your case.



TENANT ENGAGEMENT UPDATE

Since our last newsletter, there has been a great deal of exciting tenant engagement activities taking place at Ochil View. Here are some of the highlights:

OCHIL VOICE

Our tenant group, Ochil Voice, is currently reviewing our Customer Service Standards Policy. They will present their recommendations by the end of June.

The group is also looking to welcome new members. If you would like to have your say, get involved, or simply learn more, please don't hesitate to get in touch – we would love to hear from you.

BIG EASTER BINGO, BITES & BALLADS

Our Easter event was a fantastic success! Thank you to everyone who joined us for an evening of bingo, live music, delicious food, and plenty of Easter fun.

A special thank you goes to St Mungo's RC Church for hosting the event and Jeanie's Rolls for providing the tasty catering.

SPOTLIGHT TICKETS

We were pleased to offer 35 tenants free tickets to attend the 'Here Right Now' cabaret, courtesy of Spotlight Theatre. It was a wonderful opportunity for tenants to enjoy a great night out in the community.

CLACKMANNANSHIRE COMMUNITY HOUSING DAY

Planning is well underway for this year's Clackmannanshire Community Housing Day. We are working in partnership with Clackmannanshire Council, Paragon Housing Association, Kingdom Housing Association, and the Clackmannanshire Tenants and Residents Federation to make this a successful and engaging event for all.

CONSULTATIONS

It has been a particularly busy period for tenant feedback over the past two months. We've asked for your views on several key areas, including:

- Adaptations Policy
- Complaints Policy
- Shared Ownership Policy
- Our Values & Priorities
- Customer Service Standards Policy

Thank you to everyone who took the time to share their feedback - your input is invaluable in helping shape our services.

COMING UP

We have lots to look forward to in the coming months! This newsletter includes exciting competitions giving tenants the chance to win tickets for:

- The Alva Games
- First Day of School competition
- Our annual Garden Competition
- Clackmannanshire Community Housing Day

We are also looking for suggestions for this year's Community Project, proudly sponsored by idverde. More information on how to get involved can be found elsewhere in this newsletter.

Join Ochil Voice - Have Your Say, Make a Difference

Get Involved!

Are you passionate about making a positive difference in your community?

Ochil Voice is our tenant-led group that meets once a month to help shape and improve the services we provide - and we're currently looking for new members to join us!

Over the past year, Ochil Voice has made a real impact, helping to influence important changes to our policies and procedures. The group's hard work and dedication have even been recognised on a national stage, as they were named finalists at the 2025 TPAS National Good Practice Awards

Being part of Ochil Voice is a great opportunity to ensure tenant voices are heard and represented.

Do you ever feel there isn't always a clear way to raise the issues that matter most to you?

Would you like to help influence decisions and create positive change in your community?

If so, Ochil Voice could be the perfect opportunity for you.

- No experience needed
- Just one meeting per month
- Open to all OVHA tenants
- For more information or to get involved, please contact:

Jade Murray, Tenant Engagement & Communication Officer

jade.murray@ochilviewha.co.uk

01259 722899

Get involved, share your voice, and help shape the future for tenants at Ochil View Housing Association.

What's Next??



COMPLAINTS

We are committed to valuing complaints and seek to resolve any dissatisfaction as soon as possible, and to be thorough, impartial and fair in all investigations so that where possible, we can make evidence-based decisions on the facts of the case and resolve any concerns.



WHAT IS A COMPLAINT?

Examples below show what we consider a complaint:

- ✓ failure or refusal to provide a service
- ✓ inadequate quality or standard of service, or an unreasonable delay in providing a service
- ✓ delays in responding to enquiries or requests
- ✓ unfairness, bias or prejudice in service delivery
- ✓ lack of provision, or the provision of misleading, unsuitable or incorrect advice or information
- ✓ a repair that has not been carried out properly or in an agreed timeframe
- ✓ dissatisfaction with one of our policies or its impact on the individual
- ✓ failure to properly apply law, procedure or guidance when delivering services
- ✓ failure to follow the appropriate administrative process
- ✓ conduct, treatment by or attitude of a member of staff or contractor
- ✓ disagreement with a decision

WHAT IS NOT A COMPLAINT:

Examples below show what we do not consider a complaint:

- ✗ a routine first-time request for a service
- ✗ a request for compensation only
- ✗ issues that are in court or have already been heard by a court or a tribunal
- ✗ disagreement with a decision where there is a statutory procedure for challenging that decision (such as for freedom of information and subject access requests), or an established appeals process followed throughout the sector
- ✗ a request for information under the Data Protection or Freedom of Information (Scotland) Acts
- ✗ a grievance by a staff member or a grievance relating to employment or staff recruitment
- ✗ a concern about a child or an adult's safety
- ✗ an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision
- ✗ abuse or unsubstantiated allegations about our organisation or staff where such actions would be covered by our Unacceptable Actions / Expected Behaviours Policy; or
- ✗ a concern about the actions or service of a different organisation, where we have no involvement in the issue (except where the other organisation is delivering services on our behalf)

These lists are not exhaustive but aim to provide guidance on what we will investigate, should you be dissatisfied.

We value complaints and take learning outcomes from them, which are used to provide further staff training, change policies or procedures and to work with contractors and other providers we engage, to ensure they improve their service.

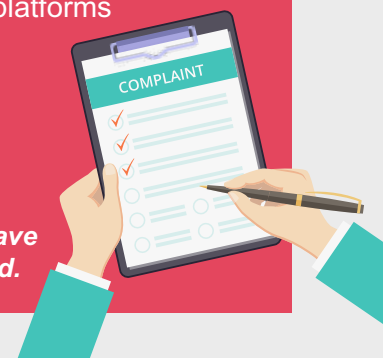
PROCEDURE & CONSULTATION

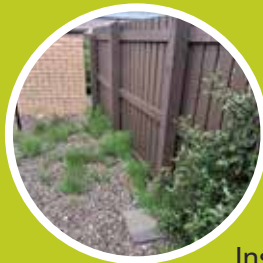
Our Complaints Handling Procedure is the guiding document on how we deal with any dissatisfaction. This was reviewed recently where we asked for your opinions and we were delighted to receive **186 responses (14%)**. The consultation highlighted several areas for us to consider improvements to how we handle and respond to complaints, and how we share information with tenants on this area.

After reviewing all comments, including from our staff, we are making the following changes:

- Creating a standalone Complaints document with simple and effective information around the complaints handling process and that can be shared more easily and on different platforms
- Publish more information on our website and in our newsletter around complaints handled and outcomes.
- Additional training will be provided to staff.
- We will update our internal processes for handling complaints with the aim of improving clarity, consistency and information shared with complainants.

Thank you to all who took part in the consultation. Your comments and suggestions have helped us develop improvements to this area, and we will now take these areas forward.





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, this process is in direct relation to feedback that we received through our Tenant Scrutiny Group.

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 .

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



Tree Maintenance and Responsibilities

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.



Adaptations Policy & Consultation

We have a policy covering medical adaptations which explains what adaptations we can undertake to assist tenants to live in their home and how tenants can go about requesting and having this work done.

All adaptations rely on funding from the Scottish Government so this determines how and when we can do work. Generally, we undertake minor adaptations such as level access showers, grab rails and handrails and the table below highlights what we have done over the past year based on the requests received:

Type of Adaption	Number
Grabrail (e.g. at bath or shower)	43
Handrail (Internal)	27
Level Access Shower	17
Keysafe	10
Handrail (External)	3
Wet Floor Shower / Wet Room	3
Stairlift	3
Raised toilet seat	1
Lever taps	1
Widening doorways	1

We can also conduct major adaptations, which may involve altering or extending a property to meet the needs of the tenant. These may also be funded however as these involve significant work and expense, we would consider if we can find an alternative, more suitable property first, should one be available.

Our policy on medical adaptations was recently due for review, and we asked for your opinions. We received a fantastic 136 responses (10%), and this provided us with a range of areas to consider, including what works well in the current policy, and what works not so well. We also took this policy to our scrutiny group, Ochil Voice, for their input.

We have considered the comments from everyone, including our staff, and the changes we are making are:

- Updating our leaflets for tenants / service users, and making this more available
- Creating additional documentation that can be shared more easily and on different platforms
- Publish more information on our website and in our newsletter – This will look at types of adaptations and how many we install.
- Increased the lower threshold for minor adaptations. This should reduce waiting times for tenants.

We are incredibly grateful to everyone who responded as this feedback allows us to update the policy so that it works better for you – thank you!

Remember, if you are struggling to live independently in your home, we may be able to help. For an informal chat about the process and what we can do, please contact Margaret Scott or Vicki Brown.

REPORTING Repairs

It is important that you report any repair issues or concerns about your home as soon as possible. Small problems can quickly become bigger, more serious issues if left unattended. This can lead to more damage to the property, disruption to your household, and in some cases risks to health and safety.

By reporting repairs promptly, we can arrange the right action at the right time, help keep your home safe and comfortable, and prevent avoidable deterioration. Whether it is a leak, dampness, faulty heating, damaged fixtures, or any other issue, please let us know as soon as you notice it.

Working together in this way helps us maintain homes to a good standard and ensures tenants receive the support they need.

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!



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.

Home Contents Insurance

What is it and do I need it?

When you rent a home from a Ochil View, you gain a safe and secure place to live - but did you know that your personal belongings aren't automatically protected? Many tenants are surprised to learn that while the building itself is insured, the items inside their home are not. That's where home contents insurance comes in.

Home contents insurance protects the things you own - décor, furniture, clothes, electrical items, carpets, valuables, and everyday essentials. These items can be expensive to replace if something unexpected happens, such as:

- Fire
- Flooding or water leaks
- Theft or burglary
- Vandalism

If your belongings are damaged or destroyed, contents insurance can help you replace them without the financial strain.

What to look for in a policy

When choosing contents insurance, consider:

- How much your belongings are worth (Most people underestimate this!)
- What the policy covers and excludes
- If there's an excess to pay when claiming
- Whether accidental damage is included

Remember: Insurance Is Your Choice - but it can make a big difference

At Ochil View we strongly encourage tenants to consider home contents insurance because replacing essentials after an emergency can be extremely difficult & costly without financial support. Contents insurance offers reassurance that you won't be left out of pocket if the unexpected happens.

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 visit **www.thistletenants-scotland.co.uk** and request a call back.



HAVE YOUR SAY - Community Improvements!

We're excited to invite you to help shape your community!

Our contractor, Idverde, has generously donated up to £1000 to support a local community project - and we want your ideas on how it should be used.

What improvements would you like to see in your community?

This is your chance to suggest ideas that will make a real difference to where you live.

Please note:

All suggestions must benefit the wider community, rather than individual homes or properties.

How to get involved:

Send us your name, address, and idea by email: tenantengagement@ochilviewha.co.uk

Or give us a call

and speak with our
our Customer
Service Team

Closing date:

Monday 20th
July 2026



Youth Engagement

**Calling
All Young
Tenants:
Your Voice
Matters!**

At Ochil View Housing Association, we're keen to hear from our **younger tenants** and understand what matters most to you and your community. If you're aged **16-24**, we'd love for you to get involved!

We're inviting young people to join our Tenant Scrutiny Group, now known as Ochil Voice, where you can help shape new projects - like the creation of a dedicated Youth Forum - and even contribute to our social media and newsletter content.

We know that traditional meetings aren't for everyone, so we offer flexible ways to get involved. Whether it's through WhatsApp, social media, or online team calls, you can participate in a way that suits your lifestyle.

This is a great opportunity to make a difference, build new skills, and connect with others in your community.

Interested? Contact Jade Murray, Tenant Engagement & Communication Officer:

✉ jade.murray@ochilviewha.co.uk

📞 or call: 01259 722 899

We look forward to hearing from you and working together to make Ochil View even better for young tenants!



the gate SCHOOL UNIFORM CLUB

The Gate school uniform club is available all year round from The Gate Charity Shop at Mill Street, Alloa

- ✓ Free, used good quality school uniforms
- ✓ Offered to local families
- ✓ Helping to save money and the environment



Donations:- If your child has outgrown their uniform you can donate to The Gate and all donations are gratefully received.

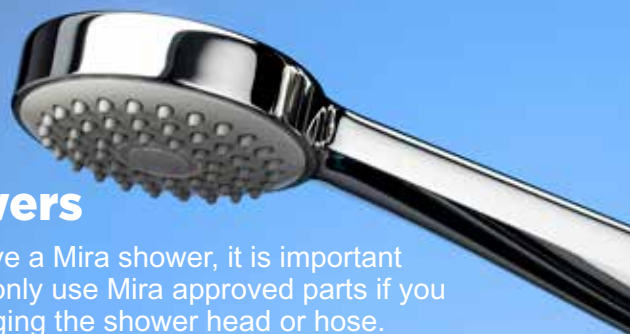


FIND US ON FACEBOOK

Follow our page for new stock, opening hours, special offers and more...

The Gate Charity Shop

Mira Showers



If you have a Mira shower, it is important that you only use Mira approved parts if you are changing the shower head or hose.

We are seeing an increase in the number of repair calls to poor water flow where the problem is due to the incorrect shower head and / or hose that has been fitted. Not every shower head is suitable and this can take up valuable time and resource repairing these problems and may also be chargeable.

If you have any questions, you can call our team for advice.



FOLLOW US ON INSTAGRAM!



@ochilviewha

We're building our online community and we want YOU to be part of it!

Follow us on Instagram @ochilviewha and help us reach our goal of 500 followers. Once we hit that milestone, one lucky follower will be selected at random to win a cash prize!

It's our way of saying thank you for staying connected and engaged with us.

HOW TO ENTER:

1. Follow @ochilviewha on Instagram.
2. Stay tuned for updates.
3. Cross your fingers- you could be our winner!

Let's grow together. Tell your friends, family, and neighbours to follow us too!



Help when you need it DOMESTIC ABUSE

In Clackmannanshire there was **127 domestic abuse incidents per 10,000** of the population reported to Police in 2022-23 although many incidents likely go unreported. The Scottish average for Local Authorities being 114 incidents per 10,000 of the population.
(Source - Scottish Government, March 2024)



Anyone can be a victim of domestic abuse, but some people particularly women - are more likely to be victims.

A common perception is that Domestic Abuse is only physical contact. Domestic Abuse is not limited to physical abuse, it can be controlling or coercive behaviour, mental or emotional abuse, financial abuse or sexual abuse. Help and support is available to everyone, some contact agencies are noted below. Housing staff can provide further details with a support directory available on our website - www.ochilviewha.co.uk/page/domestic-abuse

Scotland's Domestic Abuse and Forced Marriage Helpline - 0800 027 1234

Shout 85258 is a free, confidential, 24/7 text support service in the UK for anyone struggling to cope with issues like anxiety, depression, or suicidal thoughts.

Rape Crisis Scotland - 08088 01 03 02 or text 07537 410 027

Scotland's helpline for male domestic abuse victims (AMIS) - 03300 949 395.

If you identify as LGBT+ you can call Galop on 0800 999 5428 for emotional and practical support.

Shakti Women's Aid - Help for black minority ethnic (BME) women, children and young people who are experiencing, or who have experienced, domestic abuse - 0131 475 2399.

As a housing provider we have a policies & procedures in place to assist tenants and household members who are victims of Domestic Abuse.

We can assist with lock changes & installing other possible safety measures and we can provide housing advice. The safety of the tenant and their dependents will be our priority and there may be occasions where either emergency accommodation is required whilst safety measures are implemented, or it is not safe for them to remain. If this is the case the duty to provide immediate temporary accommodation lies with the Local Authority under section 28 of the Housing (Scotland) Act 1987 therefore, we will refer the tenant to the Homeless section of the Council. The tenant can also contact or be referred to Women's Aid for emergency refuge.

If you are experiencing domestic abuse and need to be rehoused, you may be eligible for a Gold Priority Pass when you register on These Homes and begin bidding for suitable properties. We may ask for supporting information from a recognised support service to help assess your situation. In exceptional circumstances, we may also consider a management transfer to help prevent homelessness in exceptional circumstances.

Our housing staff can discuss the options available to you discreetly & professionally either at home, in our office or at a neutral location. Please speak to us on 01259 722 899 for this or any tenancy related query.

Family Wellbeing 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 Wellbeing Drop-In Hubs** and **talk 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
- **Fridays** - The Blue Hoose, Tullibody, 101a Newmills 9.30am - 11.30am

Find out more:



Clackmannanshire Family Support Collaborative

Info@familysupportclacks.scot




Siblings Welcome!

Registered Charity No. SC003945

PLAY AND CHAT

A GROUP FOR PRE SCHOOL CHILDREN WITH ADDITIONAL SUPPORT NEEDS AND THEIR PARENTS/CARERS.

When

Fortnightly starting Monday 27th April

- 11th May • 25th May
- 8th June • 22nd June

Where

Tullibody Community Centre
Abercromby Place
Tullibody FK10 2RU

Time

10:00am - 11:30am

Contact Us

family@plusforthvalley.org.uk
01786 450086

NO DIAGNOSIS REQUIRED

Fun for Them, Support for You!



The Family Wellbeing Drop-in Timetable 2026



Location	Day and Frequency	Time	Dates
The Hive Alloa	Wednesdays Weekly	12pm-2pm	
Alva Cochrane Hall	Third Monday of the month	12pm-2pm	18 th May, 15 th June, 20 th July, 17 th Aug, 21 st Sept, 19 th Oct, 16 th Nov.
Clackmannan Bruce Lounge	Second Wednesday of the month	2pm-4pm	13 th May, 15 th June, 15 th July, 12 th Aug, 9 th Sept, 14 th Oct, 11 th Nov, 9 th Dec.
Sauchie Resource Centre	Friday 4 Weekly	2pm-4pm	22 nd May, 19 th June, 31 st July, 28 th Aug, 25 th Sept, 23 rd Oct, 20 th Nov, 18 th Dec.
Tullibody The Blue Hoose	Friday Weekly	9:30am-11:30am	

CTSI Clackmannanshire Council

Email: info@familysupportclacks.scot Phone: 01259 23940

*Stay updated by following the @ClackmannanshireFamilySupportCollaborative on Facebook



Champions can help you work your computer or tablet.

They can even answer any questions about emails, CVs, Attachments

Interested in becoming a Digital Champion? Contact Brian (brian.weaver@ctsi.org.uk) to learn more

Clackmannan Town Hall	Speirs Centre, Alloa	The Bowmar Centre, Alloa	Sauchie Resource Centre
IAIN Wednesday 11:30am - 1pm	ROBBIE Wednesday 2pm - 3pm	ALASTAIR Friday 10am - 12pm	EVE Days and Times Vary Please contact the centre for up to date info

Supporting Our Tenants - Looking Back 2025-2026

The Cost-of-Living crisis has resulted in substantial increases in the cost of essential goods and services including food and energy. However, income levels for many households have not kept pace with these rising costs. As a result, real disposable income has declined, with low-income households, being affected. During 2025-2026 Ochil View have continued to support our tenants where possible to provide financial and practical support.

Looking back over the year, this is some of the assistance that has been provided:



The Association's tenancy sustainment service during 2025/2026 directly securing £1.2m income across all the Associations tenants. The successful claims made on behalf of tenants and the annual gain to tenants is listed in the table below:

	Number of Successful Claims	Total Annual Amount Gained	Average Claim Per Tenant
Universal Credit	65	£632,386.63	£9,729.03
Housing Benefit	31	£145,623.40	£4,697.53
Discretionary Housing Payment	190	£173,736.37	£914.40
Council Tax Reduction	102	£121,744.40	£1,193.57
Other Benefits	24	£116,330.60	£4,847.11
Social Welfare Fund	24	£22,069.46	£919.56
Miscellaneous	39	£10,777.36	£276.34
Total	475	£1,222,668.22	£2,574.04

✓ We referred **75 cases** for food parcels to The Gate in Alloa and Trussell Trust in Fife and distributed personal packs direct from the Association to 13 existing tenants and 97 new tenants

✓ A total of **37 tenants** were referred for Fuel/ Energy Advice to either Clackmannanshire HEAT Team, Cosy Kingdom Fife or Citizens Advice

✓ Through Vodafone Charities Connected we distributed **63 Sim Cards** with 40GB of data per month and free calls and texts for 6 months.

✓ A total of **11 applications** were made to an external funding body to help families in financial hardship, in total £11,506.13 was paid.

✓ A total of £1,480 was received from Contractors through our Community Benefit initiative towards the cost of living. The Association ran a project called Ochil Thrive to support new tenants and those existing tenants experiencing financial hardship. A total of **74 households** were provided with a £20 Aldi Voucher.

✓ We were successful with funding from the Intel Trust who awarded £1,000 to purchase a total of **6 laptops** for tenants or household members who were currently in education or further education and without a device.



✓ In January 2026 we held our annual tenant winter event, this year we called it 'Come Dine with Us' and it was centred around social inclusion, isolation and practical support to help tenants with meal ideas when cooking on a budget. A total of **34 tenants** attended, and all received a low-cost recipe book (5 meal ideas for £25.00), a £20 Aldi voucher, thermal flask, tea/ coffee sachets, biscuits, heated gloves, reusable shopping bag and trolley coin. This was funded through our Community Benefit Initiatives and the Tenant Engagement budget.

✓ In December 2025 we purchased 50 Spotlight Theatre, Panto tickets through our Tenant Engagement Budget, we were then donated a further 60 tickets free of charge from Spotlight. A total of **31 households** received tickets and attended the Panto.

In addition to the above we were also able to access Fuel Vouchers for tenants from two funding sources. Due to strict rules in accessing fuel vouchers, we also raised funds through our Community Benefit initiatives to assist tenants who did not meet the funding providers criteria. In total we paid £85,647 to our tenants towards energy costs.

During 2026-2027 we will continue to source funding opportunities to help support our tenants. Margaret Hall our Tenancy Sustainment Officer is available to assist tenants with income maximisation and claiming benefits therefore, if you require any assistance please contact Margaret.

Staff & Contractor Safety

KEEPING EVERYONE SAFE DURING HOME VISITS

Ensuring the safety and wellbeing of both tenants and our staff is a top priority. When our staff or approved contractors visit your home—whether for repairs, inspections, or routine checks—we want the experience to be safe, smooth, and respectful for everyone involved.

Identification and Security

All staff and contractors will always carry official photo identification. Before allowing anyone into your home, please take a moment to check their ID. If you're ever unsure, you can contact Ochil View on 01259 722899 and a member of staff can confirm their identity.

Pets and Home Visits

During home visits, we ask for the safety of our staff, contractors, and your animals, that all pets are secured in another room during the visit. This helps prevent accidents, reduces stress for animals, and allows work to be completed efficiently.

VERMIN & waste disposal

There has been an increase in reports of rats and vermin being spotted throughout the area. Rats can breed quickly and in ideal conditions a population can grow rapidly. Brown rats are notorious carriers of infectious diseases that can be transmitted to humans and pets, primarily through their urine, droppings, and bites. It is therefore important to ensure that all food waste is adequately disposed of, ideally using local authority food waste uplift arrangements.

Dumped black bags can also attract vermin looking for and feeding off of any scraps/food waste, general waste should be disposed of in the green wheelie bin if living in Clackmannanshire Council area or the Blue wheelie bin for Fife Council area. Tenant's should ensure that they follow local authority arrangements for recycling.

Tenants are responsible for making sure all waste is disposed of properly, either through local authority collections or by arranging disposal themselves, such as bulk uplifts or taking items to a waste & recycling centre.

If your garden becomes untidy and/or causes a nuisance, a Notice of Proceedings may be served. Because of the health and safety risk, if rats are found and there are black bags left in your garden, a special uplift may be needed and the cost may be recharged to you.

Bulk uplifts can be arranged by contacting your Local Authority.



Reactive and Void Maintenance Contract



As reported in our last Newsletter, we had concerns over the performance of the contractor delivering our repairs service. As such, we recently took the decision to end our agreement with that contractor as having an effective, responsive and high-quality repairs service is critical to the Association to ensure our tenants receive prompt repairs and that our homes are well maintained.

We have engaged MP Group (UK) Limited to undertake our reactive repair service on a temporary contract whilst we work through the process of installing a longer-term solution. MP Group (UK) Limited worked with us during 2025 providing temporary cover so you may be familiar with them.

We aim to conclude the process of appointing a contractor to deliver this service by October and we will keep you updated on progress in this area.

Should you have any questions on this contract, please contact Ashleigh Brown or Grahame Phillips on 01259 722899.

Coffee & a Catch Up with TPAS



We're pleased to invite you to our upcoming **Coffee & a Catch Up session** with TPAS, taking place on **Tuesday 7th July**

2026 from 11:30am - 1:30pm in our office.

This informal drop-in session is a great opportunity to come along, enjoy a cup of coffee, and have a friendly chat with us. Whether you have feedback to share, questions to ask, or simply want to find out more, we'd love to see you there.

It's also a chance to:

- Have your voice heard on the issues that matter to you
- Learn about different ways to get involved with the association
- Meet representatives from TPAS and connect with others in your community

There's no need to book - just pop into our office at a time that suits you.

We look forward to welcoming you!





Please help prevent blocked drains

Over the past 12 months, the Association has raised around 45 repair orders with our drainage contractor, Drainclear 247 and in some cases, we have been advised that blockages were caused by items being flushed down toilets that should have been disposed of in the bin.

Please do not flush **wipes, sanitary products or other bathroom items** down the toilet as these can block drains internally and also cause blockages to external drains that may serve you and/or neighbouring properties.

In line with guidance from Scottish Water, please follow the 3Ps rule and only flush Pee, Poo and Toilet Paper.

Please see the list of Do Not Flush items below.

- Any type of wipe, including baby wipes, facial wipes, personal hygiene wipes and cleaning wipes - even if labelled as 'flushable'
- Sanitary products, including sanitary towels, tampons, applicators, panty liners, backing strips and wrappers
- Cotton wool, cotton buds, disposable nappies and nappy liners
- Condoms, incontinence pads, colostomy bags, used bandages and contact lenses
- Medicines – please return any unused medicines to your local pharmacy for safe disposal

Thank you for helping our drain lines run clear

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.

HOUSING PERKS

Back to School Promotion

From Monday 13th July, Housing Perks is offering an incredible 10% discount on virtually all your shopping at ASDA, Sainsburys, Tesco and an extra 6% discount on all other retailers!

This is a limited time offer while stocks last and is ideal for getting all your 'Back to School' essentials! Take advantage of this special offer by following just a few easy steps.

How to Claim Your Discount

1. Download the Housing Perks App –

Available on iOS and Android. If you haven't signed up before, make sure to have your tenancy reference ready, as you'll need it to claim this exclusive offer.

2. Purchase a Voucher – Buy a voucher directly through the Housing Perks app. It'll arrive in your app within a few seconds.

3. Use your Voucher to Pay – Use your voucher to pay at the supermarket online or in-store.

That's it! On top of that, there'll be a 6% boost on the standard discount for other brands.

Important Details



The discount applies to the **first 3** vouchers you purchase



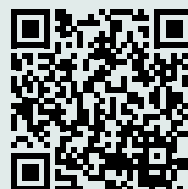
Make sure to check the terms and conditions of the vouchers. Please note Tesco and vouchers can only be used for shopping in store.



Don't forget to **have your tenancy reference handy** when you download the app if you haven't signed up already.

Ready to Save?

Download Housing Perks from your app store today, and start making the most of these fantastic savings!



Clackmannanshire Community Housing Day



**Friday
31st July
2026**



**Alloa
Town
Hall**



**10am
to
2pm**

This fantastic community event has been organised in partnership with Kingdom Group, Paragon Housing Association, Clackmannanshire Council, and the Clackmannanshire Tenants and Residents Federation.

We're also pleased to share that this year's event is proudly sponsored by AICO.

WHAT'S ON?

There's something for everyone to enjoy, including:

- Live music
- Face painting
- Glitter tattoos
- Magic shows
- Balloon modelling
- Tombola
- Food & drinks
- Community stalls
- And lots more fun activities!

Best of all - it's completely FREE!

Bring your family, friends, and neighbours along for a fun-filled day and a great opportunity to connect with your community.

We can't wait to see you there!



Spotlight Theatre Group Thank You!

We would like to extend a big thank you to Spotlight Theatre Group for their **generous donation of 35 tickets** for tenants to attend their "Here Right Now" cabaret in May.

It was a fantastic opportunity for tenants to enjoy a live performance, and the feedback we received was extremely positive. Attendees thoroughly enjoyed the show and appreciated the chance to take part in such a lively and entertaining event.

We are grateful for Spotlight Theatre Group's support and community spirit, and we look forward to attending your upcoming shows throughout the year.

Thank you once again for helping to create memorable experiences for our tenants!



EASTER COMPETITION WINNER!

Congratulations to **Elliot (Age 4, Tullibody)**, who did an amazing job spotting 37 hidden eggs in our Spring Newsletter - what an egg-cellent achievement!

Elliot won a £20 One4All voucher along with a delicious Easter Egg to celebrate.

Well done, Elliot! We hope you enjoyed your prize!

Thank you to everyone who took part - keep an eye out for more fun competitions coming soon!



We have received a generous donation of tickets for this year's Alva Games, which will take place on **Saturday 11th July 2026**. We are thrilled to offer two lucky tenants two tickets each (including refreshment tickets!)

To enter for a chance to win, please email tenantengagement@ochilviewha.co.uk or call **01259 722899**. Be sure to provide your name, address, and contact number.

The closing date for entries is **Sunday 5th July 2026**, and the two fortunate winners will be selected at random and notified on **Monday 6th July 2026**.





Garden Photo Competition 2026

It's that time of year again when we celebrate the wonderful outdoor spaces our tenants create! Whether you have a beautiful garden, a cosy balcony, a small outdoor space, or even a stunning hanging basket – we'd love to see it.

Enter our **Garden Photo Competition** for your chance to win a **£50 cash prize!**

Our team will carefully choose a winner from all entries, so make sure to show off your space at its very best.

HOW TO ENTER:

EMAIL YOUR PHOTOS TO:
tenantengagement@ochilviewha.co.uk

OR GIVE US A CALL, and a member of staff will be happy to visit and take a photo for you.

CLOSING DATE:
27th August 2026

Don't miss out – we can't wait to see your green-fingered creations!
Good luck!

Win a First Day of School Prize!

Starting school is a big and exciting milestone, and we want to celebrate it with you!

We are inviting children starting Primary One this year to take part in our fun competition by writing or drawing what they are most looking forward to about starting school.

Whether it's making new friends, meeting their teacher, or learning something new – we'd love to see their ideas and creativity!

We will choose one BOY and one GIRL to each win a special First Day of School prize.

HOW TO ENTER:

EMAIL ENTRIES TO:
tenantengagement@ochilviewha.co.uk

OR POP INTO OUR OFFICE, and hand in your entry



We can't wait to see all the wonderful entries!

Good luck to all our future Primary 1 pupils!



Café Inc is a free lunch club for children and young people. It offers tasty, healthy meals during school holidays when schools are closed.

No booking needed, just drop in. Children under 10 must be accompanied by an adult, who can also enjoy a meal.

Find your nearest venue using our listed areas below. For more support with the cost of living, visit our [fife.scot/gethelp](https://www.fife.scot/gethelp)

Oakley Community Centre, 15 Station Road, Oakley KY12 9QF

Offering

Hot food and cold packed lunches

Opening Times

12.00pm-2.00pm

Days

Monday and Friday

Availability

Throughout holidays

Or

Valleyfield Community Club, Kinloss Court, Valleyfield, KY12 8RT

Offering

Hot food and cold packed lunches

Opening Times

12pm-1.00pm

Days

Monday to Friday

Availability

Throughout holidays

And other locations throughout Fife

ANTISOCIAL BEHAVIOUR HOW TO REPORT AND WHAT TO EXPECT

At Ochil View, we believe everyone has the right to enjoy their home peacefully. Antisocial behaviour (ASB) is taken seriously, and we are committed to resolving issues as quickly as possible

WHAT IS ANTISOCIAL BEHAVIOUR?

ASB includes actions that cause alarm, distress, nuisance, or annoyance to others, or damage to property. This can include repeated behaviour (on two or more occasions), including verbal conduct.

However, not all issues are classed as ASB. Everyday situations such as children playing, general household noise, or lifestyle differences may not lead to formal action—but we will always provide advice and support.

HOW TO REPORT ASB

You can report concerns in several ways:

- Phone: **01259 722899**
- Email: **housing@ochilviewha.co.uk**
- Online: via your **My Home tenant portal**
- In writing
- We can also provide a diary for you to log any incidents

If you're unsure whether something is ASB, get in touch - we're here to help.

WHAT HAPPENS WHEN YOU REPORT?

All reports are treated **confidentially and sensitively**. We will:

- Speak with you to gather details
- Contact any witnesses or neighbours
- Speak to the person responsible (where appropriate)
- Work with partners such as Police Scotland or the local authority

PLEASE NOTE: if you ask us not to contact the person responsible, it may limit the action we can take.

TAKING ACTION

We will always aim to resolve issues early. Initial steps may include:

- Warnings about unacceptable behaviour
- Mediation or support agreements

In more serious cases, legal action may be considered, but this process takes time and requires strong evidence.

CRIMINAL BEHAVIOUR

If the issue involves criminal activity (e.g. drugs or serious disorder), report this directly to **Police Scotland (101 or 999 in an emergency)**.

HOW YOU CAN HELP

- Report issues **as early as possible**
- Keep a **record of incidents**
- Use tools like the **Noise App** to capture evidence
- Avoid putting yourself at risk

We'll keep you informed throughout and follow up once your case is resolved.

REMEMBER: Early reporting and clear information help us take the right action and support you effectively.

SHARE AWARDS



In April, **Jade Murray (Tenant Engagement & Communication Officer)** and **Marian Kelley (Senior Housing Officer)** proudly attended SHARE's Annual Awards on behalf of the Association. This followed our shortlisting for the **Community Impact Award**, a fantastic achievement that recognises the positive difference being made within our communities.

While we didn't take home the award this time, being shortlisted is a significant accomplishment and a testament to the dedication and hard work of both staff and tenants. It reflects the strength of our partnership approach and the meaningful impact we continue to have through our services and engagement activities.

The ceremony also provided a valuable opportunity to connect with others across the sector, share ideas, and celebrate innovation and success in housing.

We are incredibly proud of this recognition and remain committed to building on our achievements, continuing to support and strengthen our communities together.

STAFF NEWS



Farewell Neil!

Our long serving colleague Neil Harrison will be retiring at the end of July

He started working for the Association in February 1998 as Finance Officer when he relocated to the Central belt after having 9 years of experience with Langstane Housing Association in Aberdeen

After continuing in that role through many changes within the Association, after 28 years of service he has decided that the time has come to retire for new challenges and to enjoy his love of sport, particularly football, horseracing and cricket.

Here is a quote from Neil

'When I started at Ochil View in 1998, I didn't think I would still be here 28 years later. The fact that I am is testament to it being a great place to work with brilliant, dedicated people. I want to thank all my colleagues, and Board members, past and present for the support I have received over the years with special thanks to everyone in the Finance Department. I am going to miss everyone!'

Neil has been a very hard working, dedicated and loyal employee who could always be relied on by other staff to provide excellent finance and IT assistance

He has also been great fun in taking on the role of the Association's resident quiz master and sports sweep stake organiser

Neil will be missed by all his colleagues who would like to wish him happiness, health and most of all relaxation in his retirement. very long and happy retirement.



Farewell to Lorna Pajor

In May, we said a fond farewell to our valued colleague, Lorna Pajor, who has retired from her role as Customer Services Assistant at Ochil View Housing Association.

Lorna has been a dedicated and much-appreciated member of the team, consistently providing excellent service and support to both colleagues and customers. Her commitment, warmth, and professionalism have made a lasting impact on the association and will be greatly missed by all who had the pleasure of working with her.

As she begins this exciting new chapter, Lorna is looking forward to spending more time with her family and enjoying some well-deserved relaxation. She also has plans to make the most of outdoor adventures, including sunny walking holidays - a perfect way to unwind after her years of hard work.

We would like to thank Lorna for her contribution and dedication over the years and wish her a long, happy, and fulfilling retirement.

Welcome New Staff



Following Lorna's retirement announcement, we are delighted to welcome Claire McAdam as our new Customer Services Assistant. Claire will be joining Molly and Joanna on reception and has already settled in well, becoming a valued member of the team.

"I'm Claire McAdam and I've recently joined the Customer Services team within Housing Services.

Before this role, I spent 7 years working in the security industry, where I built up strong experience working with people and handling a wide range of situations. I'm now looking forward to a new challenge and to learning more about the housing sector, and to support our tenants in any way I can.

Outside of work, I enjoy travelling and going on holidays, trying to keep fit, and spending time with my family.

I'm really enjoying being part of the team and appreciate how welcoming everyone has been!"



Welcome Ailsa!

We are delighted to welcome back our former colleague, Ailsa Sadowski, who re-joined us in May in a temporary capacity as a Property Services Officer. Ailsa will be known to many of you having worked for the Association before for several years.

Ailsa will be working on a small number of projects relating to Mill Road, Alloa over the next 6 months where we have identified various works that need taken forward quickly.

Katie Maternity Leave

In July, Katie McPhait (Assistant Housing Services Officer) will be going on maternity leave due her second baby. We are currently in the process of recruiting a temporary Assistant Housing Services Officer to cover Katie's role for 12 months and will keep you updated on this.

We would like to wish Katie the very best for her maternity leave and look forward to meeting her new baby soon.



Sun is out, that means BBQ season is here

With the warmer weather arriving, many of us are making the most of our outdoor spaces. If you're planning a BBQ, please remember that it involves an open flame and can present a fire risk, so it's important to take care.



- BBQs should never be used in enclosed spaces and must not be lit indoors.
- Please make sure children and pets are kept at a safe distance and never leave a BBQ unattended.
- If you are responsible for cooking on the BBQ, it is safest to avoid alcohol.

Food safety -

- Make sure all food is fully thawed before cooking.
- Check that food is within its use-by date and safe to eat.
- Keep raw meat separate from cooked meat and other foods to prevent cross-contamination.
- Use separate plates, chopping boards and utensils for raw and cooked meat.
- Ensure food is cooked thoroughly and served piping hot. Your kitchen oven can help finish cooking food or keep it warm if needed.
- Dispose of food waste and litter properly, as these can attract vermin.

Enjoy the good weather and stay safe.

Helpful hints to tell the difference between BEES & WASPS



Fuzzy

Help humans by pollinating our plants

Eat pollen and nectar

Gentle in nature and rarely sting

Legs are usually hidden when flying



Little to no hair

Help humans eating other insects

Eat human food that is laying around

Aggressive and ready to sting

Legs hang down when flying

Tenant Satisfaction Survey

The findings from our recent Tenant Satisfaction survey indicate that the Association is performing above the Scottish Average across all areas. The results also show we have improved in five out of seven areas and only slightly decreased in two areas.

% of tenants very or fairly satisfied 2022			
% of tenants very or fairly satisfied 2025			
Scottish Housing Average 2025 (SHR)			
Satisfaction with overall service	89.3%	92.5%	88.1%
Property Condition and Quality of Home	84.7%	92.5%	88.1%
Repairs Service and Contractors	84.7%	90.1%	85.8%
Communication and Customer Service	94.9%	94.5%	91.9%
Neighbourhood	89.1%	91.8%	85.7%
Tenant Engagement and Participation	85.7%	90.1%	88.6%
Rent and Value for Money	83.0%	82.6%	81.9%

Based on the feedback we gathered, we have formulated an action plan outlining our next steps for each area.

We will continue to support and develop our staff, recognising the positive feedback received for their commitment, helpfulness and responsiveness.

We will maintain strong performance in emergency repairs and complaint handling, learning from feedback to improve further.

We will keep tenants informed of progress and report back regularly on what has changed because of feedback.

A full copy of outcomes from the Tenant Satisfaction Survey and the proposed actions can be found on our website at www.ochilviewha.co.uk or a hard copy can be posted out on request.



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.