

THE LOCHILVIEW

Alloa, Sauchie & Clackmannan

Investment Update

During the coming months we plan to invest to improve the quality and safety of our homes. This includes:

Cyclical gutter cleaning in Burleigh Way, Bowhouse Gardens, Earl of Mar Court, Bridge Terrace, Hill Park, Hill Street, Broad Street, Stripehead, Kirkgate, Colville Gardens, Paton Court, St Mungos Wynd (Alloa) and Kippen Place, Pearson View and Baillie Court (Sauchie) is ongoing will be complete by August.

External decoration in Burleigh Way, Kirkgate, Ash Grove and Bridge Terrace (Alloa) and Pearson View (Sauchie) is underway and should be complete with in the next few weeks.

Installation of new central heating boilers in Paton Court and Mill Road (Alloa) and Schawpark Avenue (Sauchie) is due to commence in the next few weeks.

Smoke, heat & CO detector upgrades to properties throughout our stock to meet new regulations are in progress and should be complete by February 2022.

5 yearly electrical inspections to properties throughout our stock to meet new regulations will be complete by March 2022.

Replacement aerial / Sky TV systems to communal blocks is out for pricing to contractors and will commence in the coming months.

Central Heating Upgrades to Bank Street (Alloa) is out for pricing to contractors and will commence in the coming months.



Looking after your neighbourhood

We inspect your neighbourhood every 3 months for repairs, general cleanliness, vandalism and any other issues. Following long periods of being unable to carry these out during 2020-21, estate inspections resumed in April and during April and May we completed 21 inspections (100%).

We have found a number of repairs and untidy areas throughout each estate we have visited so far and are working to have these addressed as quickly as possible.

Do you have any concerns with your neighbourhood or would you like to join us to inspect your neighbourhood when inspections resume? It is an opportunity for you to tell us about anything that's not right. If you are interested contact Vicki Brown.

21
inspections
Completed

Alloa, Clackmannan and Sauchie Tenancy Sustainment Team - SUMMER NEWS

In 2020/21 we helped a total of **878 tenants** with a variety of different enquiries, ranging from benefit advice to help with energy costs. Our tenants are better off by **£1,651,036**. This includes Housing Benefit of **£167,887** and Universal Credit of **£1,084,251**.

In your area this included helping **277** tenants, leading to overall additional Income of **£535,794**, including **£73,894** Housing Benefit and **£348,366** Universal Credit. This is an average gain of **£1,935** for each tenant we helped.

If you would like information on Benefits, then please contact the Tenancy Sustainment Team.



Robert Cowan, Tenancy Sustainment Assistant



Margaret Hall, Tenancy Sustainment Officer

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Changes to bulk uplift service

You may be aware, but as of Tuesday 1st of June, the way we administer our bulk uplift service changed.

- Tenants should contact Clackmannanshire Council direct to arrange a bulk uplift instead of Ochil View and they can be contacted on **01259 450000**
- The Association will continue to subsidise the uplift, therefore the payment due by tenants will be only **£20**, rather than the full rate of £40
- Tenants will still only qualify for 2 uplifts per year that are subsidised. If you do call the council and have reached your limit of 2, this can still be processed for you however you will need to pay the full £40 and we will not cover the rest of the cost
- We will continue to only subsidise 20 uplifts per month across all of our stock. You may be advised when you call that this limit has been reached. You can choose to pay the full price of £40 or alternatively wait until the following month

Please note that black bags do not form part of a bulk uplift, therefore Clackmannanshire Council will not lift these.

If you do have black bags, please report them to the council and necessary information will be passed back to us to action.

Do we have the correct up to date information on how we can contact you or who is currently living in your home?



It is important that we know how to contact you as this will enable staff to speak to you about your tenancy. Also, we are currently looking to improve on our repair appointment service and we will ask for feedback on our contractors Logie Building Services and City Technical Services calling you ahead of your repairs appointment. Please also be aware that operatives from our contractors will call you direct from their works mobile telephone before they call therefore, please answer as it may be to do with your upcoming repair.

It is also important that you notify us of who is in your household and when someone moves in or out. If you do not notify us of a change in writing, then it may affect your tenancy rights including succession or assignment of your tenancy.

If you have registered on our tenant portal, My Home then you can see the contact telephone number or email address we have for you and you will also see who is listed as members of your household. If any of this information is incorrect then you can change the details yourself on the portal.

For more information or help with My Home then please contact your Housing Services Officer.

Ochil View staff out and about



Adele Rae, Assistant Housing Services Officer



Hazel McLean, Assistant Housing Services Officer



Vicki Brown, Assistant Property Services Officer



David Bishop, Housing Services Assistant



Sandra Marshall, Housing Services Officer



Linda Ure, Housing Services Officer



Marian Kelley, Housing Services Officer



Donald Beaton, Housing Services Officer



Grahame Phillips, Property Services Officer (Inspections)

Energy Improvements

As part of our ongoing commitments to improve the energy efficiency of our homes we are undertaking a project in Bank Street, Alloa which will see the existing electric heating removed and the installation of internal insulation and air source heat pumps to provide heating and hot water.

The project is being supported through funding from the Scottish Government's Social Housing Net Zero Heat Fund, which provides funding for projects involving low carbon technologies.

The work will improve the energy efficiency of each property, providing tenants with a warmer home, an efficient heating system and lower fuel bills.

If you have any questions on the project, please contact Ailsa Sadowski.



HAPPY TO TRANSLATE