


6<sup>th</sup> September 2021

### **Office Re-opening Announcement**

Following the recent lifting of restrictions, we are delighted to advise service users that the office will re-open on Monday 13<sup>th</sup> September 2021 initially FOR APPOINTMENTS ONLY.

In terms of telephone contact, we will also be reverting back to the Main Office Number of 01259 722899 from the same day.

<p><b>General Enquiries During Office Hours (Monday to Friday 9am to 5pm)</b></p> <p>By email – <a href="mailto:customerservices@ochilviewha.co.uk">customerservices@ochilviewha.co.uk</a></p> <p>By phone – 01259722899</p>	 <p><b>Out of Hours Emergencies</b></p> <p>Gas Emergency call City Technical on 0333 202 0708</p> <p>Non Gas Emergency call Logie Building Services on 0330 022 4402</p>
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As previously advised the Association is strictly adhering to government Covid – 19 guidance which means that any service user accessing the office for an appointment will require to follow the various Covid 19 protocols in place.

These include

- ✓ Answer some screening questions prior to entering the building
- ✓ Ask you to provide the necessary Test & Protect contact details
- ✓ Ask you to wear a face covering (unless exempt)
- ✓ Take your temperature on arrival
- ✓ Use the hand sanitisers provided on arrival
- ✓ Restrict your visit to a maximum of 2 persons per household
- ✓ Maintain “social distancing” throughout the appointment
- ✓ Keep the visit as short as possible

By the same token the Association will

- ✓ Welcome you via the door entry system
- ✓ Guide you through the Covid protocols in place
- ✓ Clean / sanitise the Interview Room before and after each appointment

As all staff have not yet fully returned to office working appointments will ensure that service users are able to see the person requested at a date and time that suits both parties and will not therefore have to wait for a member of staff to become available or in fact be disappointed that the member of staff is not working in the office that day.

Registered Office: Ochil House, Marshall, Alloa, Clackmannanshire FK10 1AB. General Enquiries: 01259 722899  
Fax: 01259 212728 Email: [customerservices@ochilviewha.co.uk](mailto:customerservices@ochilviewha.co.uk) Web: [www.ochilviewha.co.uk](http://www.ochilviewha.co.uk)

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

It is hoped that this will improve the customer service which we are able to provide and ensure the most efficient use of everyone's time.

In addition to encouraging service users to make an appointment if they require to see someone in person, we will be encouraging service users to continue with many of the arrangements introduced during lockdown particularly where these have been shown to be very effective.

For example, we will be encouraging tenants to continue to make rental payments in the following ways

- Direct Debit – please contact a member of staff and we will set this up for you;
- By logging into your tenant account on **My Home**;
- Online, through our payment's agent [www.allpay.net](http://www.allpay.net);
- At any Post Office or Paypoint. You will need your Ochil View "swipe card" to do this. You can find your nearest payment at <https://consumer.paypoint.com/>;
- By debit or credit card over the phone (see telephone number above) (9:00am to 5:00pm Monday to Friday, except bank holidays);
- By telephone. Call the allpay.net 24 - hour automated system on: **0844 557 8321** and have your card to hand. You will be guided through the process.

We will no longer be accepting cash payments (including rent) once the office re-opens.

Due to this we would encourage as many service users as possible to use the Associations website Facebook or twitter to contact us or to obtain up to date information.

We are continuing to encourage as many tenants as possible to sign up to "My Home" which allows tenants to manage their tenancy remotely with facilities to pay rent, report repairs, update their household information and so on.

All services have now resumed and as a result we are hopeful of a return to a degree of normality with the re-opening of the office although it may be several weeks before the need for an appointment ends.

As the recommendations from the Scottish Government continue to require a high degree of caution, we would ask that service users respect the measures being adopted by staff and our various contractors and should there be any questions on anything relating to the service to contact the Association directly.

In the meantime, please continue to stay safe and be assured that we are continuing to work as hard as possible to provide an effective service to all service users and to keep everyone informed as much as possible.

Yours sincerely

*W George Tainsh*

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Chief Executive

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