

# THE OCHIL VIEW

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## WELCOME FROM THE CHAIR

Welcome to the Summer Newsletter and we start with a goodbye from me as my time as Chair of the Board at Ochil View Housing comes to an end.

I was elected Chairperson in September 2019 and little did anyone know just how the next 5 years would develop!

The first three years were basically taken up with all the rules and regulations around the Covid pandemic. The office was closed, and all staff had to work from home. We were in the fortunate position that none of our staff had to be furloughed. Board meetings were changed to being done remotely online.

This has now led to all Board meetings being delivered with a mixture of in-person and remotely, which is working well and suits all Board members.

Towards the end of Covid when things were starting to look a bit more normal, our Chief Executive of 30 plus years, George Tainsh, took the decision to retire. This led to a recruitment exercise to replace him, and we welcomed Anne in her new role as Chief Executive and appointed a new Director of Finance in her place.

We recruited our first ever Tenant Engagement and Communication Officer, Chris McShane. Chris has developed the Tenant Scrutiny Group and holds regular meetings and events with tenants - a great way for tenants to become involved in the Association and let their voices be heard.

We also finished the redevelopment of Mar St in Alloa and we also finally got our scheme at Elm Grove developed and provided much needed new housing for people in the area.

As I come to the end of my 5-year stint it is good to look back on what was an interesting time and I have loved every crazy moment of it.

We have lots of interesting news to share in this summer edition, including our first ever joint family event later this month, the conclusion of our staff restructuring phase and our community benefits programme.

**I hope you have a happy, sunny and safe summer.**

**Thank you.**  
**Margaret Baxter**  
**Chairperson**



## We are delighted to announce the first ever Clacks Community Carnival will take place this month!

We have been working with Clacks Council, Kingdom Housing and Paragon Housing to create a family-friendly event, **which is absolutely free!** There will be lots of different activities for the kids, including face painting and games, as well as free sandwiches and drinks, a tombola, book swap and so much more.

We will also have a range of different local groups and services on the day providing information. This is a fantastic opportunity for people to come along and share what's great about Clacks! **We would love to see you there – Friday 26th July at Alloa Town Hall between 11am and 3pm.**

**FRIDAY 26TH JULY 2024 | 11AM TO 3PM**

**JOIN US FOR THE FIRST EVER**

**CLACKS COMMUNITY CARNIVAL**

**FUN FOR THE WHOLE FAMILY!**

FACE-PAINTING | FOOD & DRINK | BOOK SWAP | BOARD GAMES | ARTS & CRAFTS | COMPETITIONS | TOMBOLA

**AND MUCH MORE | ALL ABSOLUTELY FREE!**

**ALLOA TOWN HALL, FK10 1AB**

## COMPLAINTS & POSITIVE COMMENTS

Here is how we did for the year April 2023 to March 2024:

**FOR 252 STAGE 1 COMPLAINTS**  
we resolved 94.84% within timescale (4 days)

**FOR 18 STAGE 2 COMPLAINTS**  
we resolved 94.44% within timescale (20 days)

We value all complaints and comments as they help us deliver services better. During the year, we identified 120 instances where we could learn from complaints, and these were used to discuss improvements with both staff and contractors to try and eliminate future errors.

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

**“ All work was carried out quickly with good communication with contractors about appointments. Very friendly service ”**

**“ Good service, polite and pleasant engineer as usual ”**

**“ Viewing the property and signing our tenancy went very smoothly, lots of useful information provided in a friendly, helpful manner in a way we'd easily understand it, very welcoming too. ”**

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

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

## OPEN ACCESS DAY

**We are opening our office on the afternoon of Thursday 18th July between 1pm and 4pm for anyone wanting to pop in to get help with their devices, like smart phones and tablets etc.**

We will have our Digital Champions available to assist, they can help tenants get set up with the likes of the Housing Perks app or using our My Home service, or any general queries.

**Come in anytime between 1pm and 4pm and we'll make sure there's plenty tea and biscuits waiting for you!**



## Budget Update

For the financial year ahead, 2024-25, we are aiming to deliver a significant investment programme across several areas shown below.

**Kitchen Upgrades**  
**£533,000**

**Windows / Door Upgrades**  
**£275,000**

**Bathroom Upgrades**  
**£181,000**

**Door Entry Upgrades**  
**£109,000**

**Thermostatic mixer valve installations**  
**£240,000**

Some of these projects are already underway with others in the procurement process. If you are due for any of the above upgrades, our team will be contacting you directly when we are ready to start works.

We also recently took the decision not to proceed with our boiler replacement project as the majority of these boilers remain working and in good condition. We will review this regularly and instead take decisions on replacement as and when any of the boilers break down, a more cost effective and efficient approach to replacement.

**If you have any questions on our investment plans, you can ask for Vicki Brown or Andrew Gibb.**



## Adaptations to your home

**Every year, we apply to the Scottish Government for funding to allow us to adapt tenant's homes for our properties in Clackmannanshire and West Fife. This service allows us to fit key-**

**safes, grabrails, bannisters and showers.**

This year an announcement on funding has been delayed and to date, we do not know if we will receive any funding for the year ahead. The Association therefore is putting all requests on hold until further notice. This will mean that requests will take considerably longer to be undertaken, if at all, and will only go ahead if funding is awarded to the Association. We will continue to take any adaptation requests and these will be progressed in order of date received. Please bear in mind that we have a current backlog of requests from last year due to receiving a higher level of requests than available funding.

**Remember, if you are finding difficulties with your mobility, we may be able to assist.**

You do not always need a referral from Occupational Therapy for small adjustments and we can sometimes undertake work such as fitting grabrails and handrails. We can also help you contact the occupational therapy team for more complicated referrals.

Please note we may require you to fill out a Vat exemption form, if this is required we will advise you and get you to sign this. If we do receive it back then the adaptation may be delayed.

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



## How are we doing?

We saw some upheaval for repairs in the early part of the year through having to change our contractor but performance levels have since improved. Here is how we performed for the year April 2023 to March 2024:

### WHERE WE PERFORMED WELL:

- average length of time to complete emergency repairs: **1 hour 24 minutes**
- reactive repair appointments kept: **91.96%**
- current tenancy arrears: **3.00%**
- % of annual lets to homeless applicants: **34.78%**
- rent collected as a % of rent due: **99.95%**
- Stage 1 complaints resolved within timescale: **94.84%**
- positive comments from service users: **396**



### WHERE WE DIDN'T DO SO WELL:

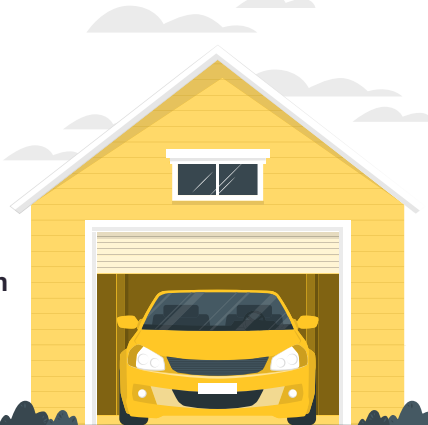
- emergency repairs response times: **98.83%**
- repairs completed on target: **93.45%**
- (New) tenants satisfied with condition of home on taking up tenancy: **88.89%**
- average length of time to complete non-emergency repairs: **7.97 days**
- repairs completed right first time: **87.10%**
- tenants satisfied with the repairs service: **84%**
- planned maintenance works v programme: **72.78%**
- Stage 2 complaints resolved within timescale: **94.44%**
- average time to let a house: **34.21 days**



**Questions or comments? Contact Andrew Gibb, Director of Property Services or Linda McLaren, Director of Housing Services.**

## Alterations & Permissions

**A reminder to all tenants should you wish to make an alteration to your property you are required to request permission in writing before carrying out any alteration/install.**



### YOU MUST GET PERMISSION IF YOU WANT TO:

- Alter, improve or enlarge your house, add to its fitting or features (altering walls, doorways, windows).
- Put up a garage or shed, fencing or other structure in your garden or land around your home.
- Decorate the outside of your home.
- Form a driveway or make an off-street kerb parking area (you must get consent from the Council to lower the kerb).
- Make any changes to the electrical system (adding sockets, changing light switches/fittings).
- Changing or replacing the kitchen/bathroom or shower installs.
- Replacing skirtings, door facings, internal/external doors.
- Altering/changing the central heating system.
- Adding double glazing.
- Tiling walls or splash backs.
- Install a gas cooker, hob or fire.
- Install a ring doorbell/CCTV.

**If in doubt, please contact a member of the Property Services Team to discuss.**

**Once your request has been received by us, we have one month to respond.**



## Bedford Place Project

The Housing team were delighted to spend some time again with the residents at Bedford Place, sprucing up their garden with plenty summer colour! We created some hanging baskets and planters, before tidying up their veg patch from last year and adding lots of wild flowers that will hopefully blossom in the weeks ahead! Here are two of the residents, John and Tan, working hard with Adele and Joanne on their raised bed.

**We hope they enjoy their colourful creations!**

# MONEY MATTERS

If you would like further information on any of the benefits mentioned please contact Margaret, Hall our Tenancy Sustainment Officer on 01259 722899 or [Margaret.hall@ochilviewha.co.uk](mailto:Margaret.hall@ochilviewha.co.uk)

*"Margaret was so helpful and advised me on what help could be available to me and my situation."*



## UNIVERSAL CREDIT MIGRATION



**Transitional Protection if you receive a Migration Notice letter**

**What is Transitional Protection?**

**Transitional protection helps with your move to Universal Credit.**

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

### Your current benefit

### When you may get your letter

Tax credits only	You should already have received a letter
Tax credits (pension age)	From August 2024
Tax credits with Housing Benefit	From April 2024
Income Support	From April 2024
✓ Income Support only	
✓ Income Support with Housing Benefit	
✓ Income Support with Tax credits	
✓ Income Support with Housing Benefit and Tax credits	
Housing Benefit Only	From June 2024
Income-related Employment Support Allowance with Child Tax credits	From July 2024
Income-based Jobseekers Allowance	From September 2024
Employment Support Allowance (ESA) only	This could happen as soon as from October 2024 to October 2025 to be confirmed.
Employment Support Allowance with Housing Benefit	This could happen as soon as from October 2024 to October 2025 to be confirmed.



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

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

**For more information, visit**

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

## SCHOOL CLOTHING GRANT AND FREE SCHOOL MEALS



If your child attends primary, special or secondary schools, you may qualify for a school clothing grant. School clothing grants will not be paid to children who are not enrolled at school.

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

- Universal Credit with a monthly earned income of not more than £1,666
- Income Support, Income-based Job Seeker's Allowance
- Any income related element of Employment and Support Allowance
- Child Tax Credit, but not Working Tax Credit, with an income of less than £19,995
- Both Child Tax Credit and Working Tax Credit with an income of up to £9,552
- Support under Part VI of the Immigration and Asylum Act 1999

Pupils who are eligible for an Education Maintenance Allowance (EMA) (over 16 years of age) are not eligible for a school clothing grant.

**Free school meal and clothing grant applications can be found here for our tenants living in Clackmannanshire** <https://www.clacks.gov.uk/learning/schoolclothinggrants/>

**For our tenants living in Fife** <https://www.fife.gov.uk/kb/docs/articles/education2/schools-in-fife/free-school-meals-and-school-clothing-grants>

## CHILDCARE COSTS PAYMENTS IF YOU ARE IN RECEIPT OF UNIVERSAL CREDIT



You have to pay for your childcare costs yourself. Then you report them to Universal Credit, and Universal Credit pays some of the money back.

You will only get the money back with Universal Credit after the childcare actually happens.

If you pay for childcare after it's been provided, we pay back your costs in the same month that you report them.

### How much you can get?

You can get up to 85% of childcare costs paid back to you. The maximum amount a month is: £1,014.63 for one child £1,739.37 for 2 or more children. To be eligible for Universal Credit childcare costs you need to be either: in paid work or starting a job in the next month. If you live with a partner, you both need to be in paid work, unless your partner cannot look after your children. It does not matter how many hours you work – there is no minimum. It must be paid work, so you're not eligible if you are volunteering and only getting money for expenses.



## FREE CHILDCARE EXPANSION

From April 2024, parents of children over 2 years old will be eligible for 15 hours of free childcare per week if both parents are working at least 16 hours each. This expands to all children aged over 9 months from September 2024, reaching 30 hours per week for eligible parents by September 2025.

For more information, visit <https://www.gov.scot/policies/early-education-and-care/early-learning-and-childcare/>



## CARER SUPPORT PAYMENT

Carer Support Payment was first introduced in November 2023 in specific parts of Scotland and will be available across Scotland by Autumn 2024.



This payment will replace Carer's Allowance for people in Scotland and for those people who already receive this benefit, there will be no requirement to apply for Carer Support Payment, as their benefits will be transferred over. This transfer is planned to happen between February 2024 and Spring 2025. The current rate of this payment for 2023-24 is £76.75. As with other carer related benefits, there is a statutory duty to up-rate Carer Support Payment. There is no statutory duty to up-rate the earnings limits.

For more information, visit <https://www.mygov.scot/carer-support-payment>

## OVERVIEW OF BENEFITS AND GRANTS AVAILABLE FROM SOCIAL SECURITY SCOTLAND

**SCOTTISH CHILD PAYMENT:** a payment of more than £100 every 4 weeks for each eligible child under the age of 16. No limit to the number of children.

**BEST START GRANT PREGNANCY AND BABY PAYMENT:** a £754.65 payment for a first child and £377.35 for other children. People can apply from the end of the 24th week of pregnancy until your baby is 6 months old.

**BEST START GRANT EARLY LEARNING PAYMENT:** a £314.45 payment when a child is between the ages of 2 and 3.5 years. People can still get the payment if your child is not taking up a place at nursery.

**BEST START GRANT SCHOOL AGE PAYMENT:** a £314.45 payment when a child is first old enough to start school. People don't need to take up a place at school to get the payment.

**BEST START FOODS:** money every 4 weeks on a pre-paid card from pregnancy until a child is 3 years old.

**BEST START GRANT:** Early Learning and School Age Payments are paid automatically to parents and carers who already receive Scottish Child Payment when their children become eligible.

Families who already get Scottish Child Payment for a child under the age of six can add older children to their existing award. There is no cap on the number of children in one family who can receive Scottish Child Payment.

Families and carers can apply at [mygov.scot/scottishchildpayment](https://www.mygov.scot/scottishchildpayment) or by calling Social Security Scotland free on 0800 182 2222

The above benefits have devolved to Social Security Scotland for more information and advice go to <https://www.socialsecurity.gov.scot/benefits>

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

## Summer Food Deals

We thought it would be useful to highlight some of the deals supermarkets and restaurants are offering for kids food over the summer. Here are just a few:

### ASDA CAFES

**Kids eat for £1 All Day,**

Every Day at Asda cafes, with no adult spend required. The offer has been extended until the end of 2024.

In addition, children will receive a free piece of fruit such as an apple, pear or banana when purchasing the hot kids £1 meal deal.

Asda also provides FREE Ella's baby food pouches for children under 18 months old with any purchase.

### MORRISONS

**Kids eat free all day, every day**

in Morrisons cafes nationwide, daily with every adult meal over £4.49. This offer includes half terms.

### TGI FRIDAYS

**Kids Eat Free all day every day**

When 'Stripes Rewards Members' purchase a full-priced adult's main meal. If you're not a Rewards Member, book your table and then download the app before your visit.

### YO! SUSHI

**Kids eat free at YO! Sushi**

from Monday 1st July - Friday 30th August 2024, all day Mondays - Fridays when dining with a full-paying adult (minimum £10 spend).

### BEEFEATER

**Two children get free breakfast with one paying adult!**

### BREWERS FAYRE

**Up to two Kids (under 16) eat free,**

unlimited breakfast with any purchase of an adult's breakfast.

### SAINSBURY'S CAFÉS

**Sainsbury's Cafes offers one child hot meal or lunch bag for £1 with any adult main meal**

purchased over £5.20. This offer is on every day from 11:30am. Kid's mains include one main, 3 sides a drink and a piece of fruit

### HUNGRY HORSE

**Kids eat for £1**

when accompanied by a paying adult, on Mondays only at Hungry Horse. More information can be found here.



### BELLA ITALIA

**Kids Eat Free all day every Thursday**

and for £1 between 4-6pm, Sunday to Wednesday. Kids can enjoy three delicious courses & a drink! Meals are suitable for 2-11 year olds.

### IKEA

**Kids can enjoy Kids Pasta with Tomato Sauce and a soft drink for 95p**

or any other Kids Meal for £1.50 every day from 11am. Also on Fridays kids get tomato pasta, a drink and a piece of fruit for just 45p.



### DOBBIES GARDEN CENTRES

At Dobbies, for every purchase of an adult breakfast or lunch, **kids eat for FREE.**

This offer is on every day.

# Tenant Engagement News

After a successful recruitment drive earlier in the year, we were delighted to welcome several new tenant members onto the Tenant Scrutiny Group recently!

The newly expanded group have started work on their latest scrutiny project, following the success of the repairs review work last year. The main focus in 2024 is reviewing Ochil View's current approach to anti-social behaviour. Tenant members will review our policy and procedures, hear from other organisations on their approach in this area and organise some tenant-wide consultation. They will then create a report with any recommendations for service improvements and this will go to senior staff and the Board to consider later in the year.

The group also recently met up with the Fife Housing Group's tenant body to share experiences of being on a scrutiny group and we are hopeful the two will be able to work together on a project in the future.

WE ASKED LISA HERTWIG, ONE OF THE NEW SCRUTINY MEMBERS, TO SHARE HER EXPERIENCES SO FAR:

## WHAT INTERESTED YOU IN JOINING THE SCRUTINY GROUP?

I wanted to join the group because there are things I am sometimes not in agreement with that Ochil View do or don't do and I feel there is no point having an opinion but not using it constructively to make a difference for myself and other tenants who make be facing similar issues. I believe the only way things can develop or help move towards more positive change is if tenants voice their experiences.

## WHAT IS IMPORTANT TO YOU AS A TENANT OF OCHIL VIEW?

Issues that are important to me mainly is my safety at home. I feel that it is important that I am valued as a tenant, that maintenance issues are carried out to the best standard and effectively and that the communication between Ochil View and myself is beneficial and accurate.

## HOW HAVE YOU FOUND THE MEETINGS SO FAR?

So far, I have some of the information I have received to be knowledgeable and interesting. I feel I have ample opportunity to ask any questions or voice any concerns in relation to the topic of the afternoon meetings. The meetings are open and inclusive.

I look forward to future meetings to see what other topics are open for discussion and to the potential future opportunities I may have to ask questions or offer any suggestions that may benefit myself and other tenants.

LISA  
HERTWIG



Chris McShane is the Tenant Engagement & Communications Officer at Ochil View Housing.

Please get in touch with him if you want to share your thoughts and ideas on how Ochil View is working for you. You can call him on 07874 864 323 or email: [tenantengagement@ochilviewha.co.uk](mailto:tenantengagement@ochilviewha.co.uk)

## COMMUNITY BENEFIT AND INITIATIVE UPDATE 23/24

A number of our larger maintenance contracts also include 'community Benefit' clauses in them, this means that as part of their contract the contractors pledge to make a donation which goes toward our community benefits fund. The donations received last year ranged from £50 to £5000.

The total amount donated from the below contractors was **£12,031.54**.

This amount was added to the funding that we received from SFHA and EVH, this went towards our meet, heat, and eat events and also assisted with providing tenants with fuels vouchers, energy saving items and food vouchers over the winter period.

Big thank you! to our contractors who donated:

- Envirocure • QAPM • Vaillant • RB Grant
- Alphacomm • MCN

As part of our Community Benefits & Community Initiatives strategy we can advise that during the financial year of 23/24 Ochil View Housing also donated £2000 to the below community organisations and groups throughout the year.

- CCLBA (Bowling) • Alva Games • Wimpy Park community Group • Banchory Primary School
- Valleyfield Community Council • Alloa Academy Parents Association • Sauchie Junior U14 and U16
- Clackmannanshire Heritage Trust

## Community Benefits for the Year Ahead

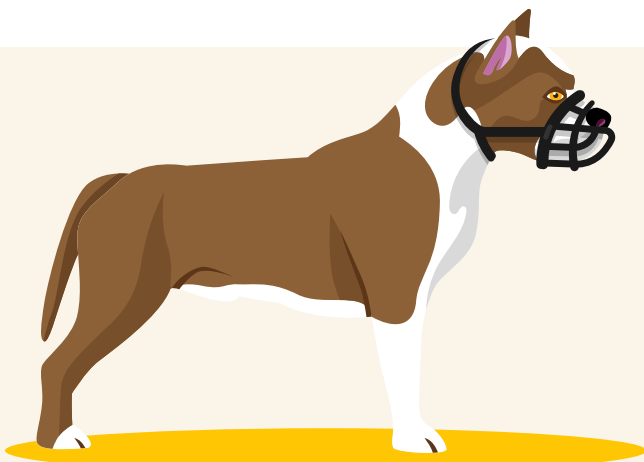
Thanks to the contractors' donations highlighted above, we are able to already begin planning some initiatives for the 2024-25 year. We have launched

our Neighbourhood Improvement Project, which is offering £500 towards a street or area that tenants feel could benefit from new plants, a bike storage facility, a garden bench...anything really!

We look forward to sharing more on this in the coming weeks. The other project we have is a £200 donation to Alva Academy, where our current Career Ready student Demi Robinson attends. Demi has identified what area of her school could benefit from this donation and will make a presentation to the school at the end of her time at Ochil View Housing.







## XL Bully Legislation

**Ochil View recognises that keeping a pet can offer significant health and social benefits to tenants however, we would like to make you aware that permission to keep any Pet is required from the Association.**

In line with legislation from the Scottish Government, Ochil View residents who own an XL Bully dog need to apply for a 'Certificate of Exemption' to legally keep their pet beyond 31 July 2024.

You will find more details about how to apply for this certificate on the government website: XL Bully dogs in Scotland - gov.scot ([www.gov.scot](http://www.gov.scot)).



**You will be committing a criminal offence and breaching your tenancy agreement if you do not hold a Certification of Exemption on 1 August 2024.**

If a person has an Exemption Certificate for an XL Bully they must follow these rules for the life of the dog;

- ✓ Keep the dog at the same address as the certificate holder (you can keep it at a different address temporarily for up to 30 days in a 12 month period).
- ✓ Advise if the dog dies or is exported.
- ✓ Keep the dog in secure conditions so it cannot escape.
- ✓ Keep the dog on a lead in public places. Someone over 16 years old must securely hold the lead.
- ✓ Keep the dog muzzled in public places.
- ✓ The dog must be microchipped.
- ✓ The dog must be neutered.
- ✓ You must have third party public liability insurance for your dog.

**If a tenant owned an XL Bully prior to the 31st July 2024 we will give permission for the dog to remain providing that a Certificate of Exemption is provided. If this is not in the possession of the tenant, we will report this to the authorities and refuse permission.**

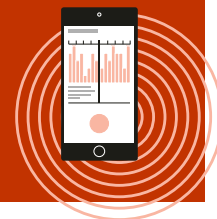
**This will be monitored to ensure the Certificate is received.**



## the noise app

Ochil View HA believes that anti-social behaviour is unacceptable. We try our best to respond effectively to anti-social behaviour complaints and that victims/witnesses receive appropriate support. To help with noise disturbance complaints we are now able to offer tenants the Noise App.

The Noise App is simple to use and free to download, it allows complainants to take short recordings of noise that is excessive or unreasonable and report easily to us. Recordings can assist with gathering evidence to confirm anti-social behaviour has taken place. If you are experiencing anti-social behaviour, please contact your Housing Officer to discuss access to the Noise App.



## Changes to our Allocation Policy

Following successful consultation with applicants registered on our digital letting service These Homes, as well as our tenants and partner organisations, we have made several changes to our Allocation Policy. The new policy will be approved by our Board of Management on 25th July and all the changes implemented from Friday 26th July. For a summary of those changes please go to our website at [www.ochilviewha.co.uk](http://www.ochilviewha.co.uk) where you will also find a full copy of the Allocation Policy 2024.

## Ochil View Annual Garden Competition

**We are looking for your beautiful blooms again this year!**

Gift vouchers will be awarded for the best displays.

You can send your pictures to: [tenantengagement@ochilview.co.uk](mailto:tenantengagement@ochilview.co.uk) or via text to: 07874 864 323.

**Competition closes on 5th August. we look forward to seeing all your hard work!**





## 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](mailto: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



## Open Space Maintenance Contract 2024-2029

Following on from the latest formal competitive tender process we can now advise that ID Verde have been successful in winning the contract.

We hope to provide all our tenants with a comprehensive and thorough communal landscaping service.

If you wish to provide any feedback please contact Margaret Scott on [Margaret.scott@ochilviewhaco.uk](mailto:Margaret.scott@ochilviewhaco.uk).



## My Home

**My Home is available online to our tenants 24 hours a day/7 days week. It can be easily accessed through our website and is a useful tool for tenants:**



- ✓ To report repairs,
- ✓ Make rent payments
- ✓ Help you make arrangements towards your outstanding rent arrears
- ✓ Update your contact details
- ✓ Complete and submit forms online
- ✓ It contains other useful information relating to your tenancy

Help is available and should you require any assistance or have any questions with My Home then please contact us. We have our friendly Digital Champions available to help you either in the office or at home. We also have a handy guide available on our website which runs through the basics of My Home.

**Further information can be found at [www.ochilviewha.co.uk/page/my-home](http://www.ochilviewha.co.uk/page/my-home), you can also contact us by calling 01259 722899 or emailing: [housing@ochilviewha.co.uk](mailto:housing@ochilviewha.co.uk)**

## Dress Down Donation

Each month, staff donate money towards a charity that provides a service to the area and we were delighted to make our latest charitable donation in June. This time, the £400 donation went to the SSPCA in Fishcross. It was great to meet some of the staff there when we presented the cheque from Ochil View Housing. With over 1,000 animals at their centre, they are certainly kept busy! Here's Heather from our Finance team presenting our donation:





## COMMUNITY SAFETY

Do you have concerns regarding safety in the area you live in? You can contact your Housing Services Officer if you are interested in holding a community meeting to discuss these issues.

**STARTING A NEIGHBOURHOOD WATCH IN YOUR AREA MAY ALSO HELP.**



Neighbourhood  
Watch **SCOTLAND**

### What do neighbourhood watches do?

In general terms, people in Neighbourhood Watch:

- Care about and have pride in their neighbourhood
- Are aware of how to stay safe and prevent crime
- Know who to contact for assistance or advice on safety issues
- Where possible, assist people who are less able to look after themselves
- Help raise awareness of safety issues and Alerts locally
- Report information to relevant agencies (e.g. Police, Local Authority etc)
- Are welcoming and inclusive of all members of the neighbourhood

### Is there a neighbourhood watch near me?

Visit the official website to find out  
[www.neighbourhoodwatchscotland.co.uk](http://www.neighbourhoodwatchscotland.co.uk)

Pop your postcode into the "Your Local Area" search on the website. This will check for any existing groups near to where you live. If there is already a group covering your area, you can join it directly from the website, or contact the Coordinator if you have any queries.



### Starting a neighbourhood watch

If there's no group in your area, and you want to start one, there are a few simple steps to follow. The website has further advice and forms you can use:

- Find out if others in your area are interested in creating a Neighbourhood Watch
- Identify a coordinator or main contact for the group
- Go to [www.neighbourhoodwatchscotland.co.uk](http://www.neighbourhoodwatchscotland.co.uk) and click 'Join' to register the group (or telephone Neighbour Hood Watch Scotland and they will do it for you.)
- Ask the members of your scheme to register at the website and join the group

**You may wish to arrange an initial meeting for the group where you can decide:**

- How the group will work.
- If the group wants signs, and if so, how will these be funded.
- How you will communicate. Meetings? E-mail? Leaflets? Social Media?
- If you have particular safety issues you want to tackle?
- If you need to work with local partners (e.g. police, local authority, fire service)

## CAREER READY

**We are delighted to welcome student Demi Robinson to Ochil View Housing this summer. Demi is working on a variety of exciting projects, including our neighbourhood award scheme and the summer event.**

### What school do you attend?

Alva Academy.

### What are your hobbies and interests?

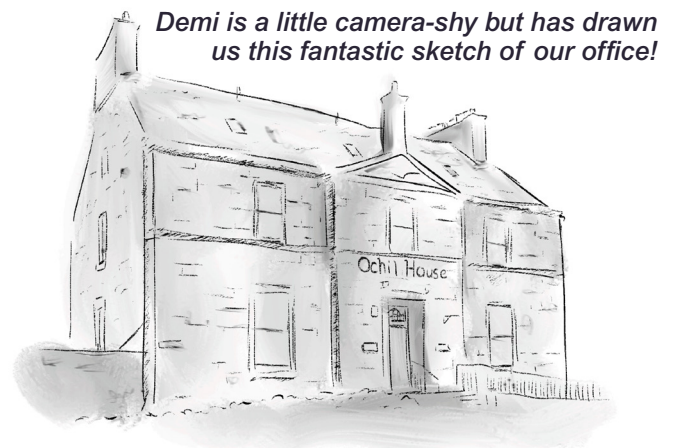
I enjoy painting and watching lectures, as well as writing and character design and creation.

### What do you want to do when you leave school?

If all goes well, I hope to get into medicine as soon as possible.

### What will you be doing during your time at Ochil View Housing?

I will be doing a variety of tasks around event planning and job shadowing, all of which will be beneficial to my skills set and growing my confidence.



# IT'S A BOY



—Welcome  
to the World—

## Freddie Brown

On the 8th May at 15:48 our very own Ashleigh Brown (Property Services Officer, Reactive/ Voids) welcomed little Freddie Brown into the world, weighing a whole 7lb 4oz. As you can see from this picture both of them are doing great. I'm sure you will all agree what a beautiful boy he is!

**A big well done to 3 of our members of staff who have recently completed and passed (with flying colours) the below courses.**



### Margaret Scott

(Assistant Property Services Officer, compliance/planned) has recently Passed the City and Guilds Level 3. Energy awareness course.

### Kirsten Kirkwood

(Assistant Housing Services Officer) has recently passed her CIH Level 3 Certificate in Housing Practice



### Vicki Brown

(Property Services Officer, compliance/planned) has recently completed her HNC in Construction Management at Forth Valley College with a final grade A.



Well done ladies!  
fantastic  
achievements  
all round!

**WELL DONE!**

## WELCOME TO THE TEAMS!

With the staff restructure now complete, we think it is an excellent opportunity to highlight the new Customer Services team and the new-look Property team!

### CUSTOMER SERVICES TEAM

The new Customer Services team are Denise, Molly and Lorna. They are part of the Housing team but work with all departments within Ochil View Housing. Their roles are to provide a range of administrative tasks for the association and manage the reception area, including calls and visits from tenants and others into the office.



### PROPERTY SERVICES TEAM

The Property Services Team has undergone some significant changes to split into teams covering reactive repairs which covers day to day repairs and repairs to empty homes, and compliance and planned which focuses on our statutory and legal duties and our capital investment works.

When reporting a repair by phone, you now go directly to the repairs team, and we now have additional staff, with some existing team members promoted to new posts. The new teams are as follows:

### Reactive & Void Repairs



#### 1. Grahame Phillips

Property Services Officer (Reactive / Voids)

#### 2. Billy McCord

Property Services Officer (Reactive / Voids) (Temporary)

#### 3. Tara Hamilton

Assistant Property Services Officer (Reactive / Voids)

#### 4. Jillian Wilson, Property Services Assistant (Repairs)

#### 5. Connor Hazlett, Property Services Assistant (Repairs)

### Compliance / Planned



#### 6. Vicki Brown

Property Services Officer (Compliance / Planned)

#### 7. Margaret Scott

Assistant Property Services Officer (Compliance / Planned)

#### 8. Leona Hens

Property Services Assistant (Compliance / Planned)



Our new Property staff share a bit about themselves below:

## Hello to Jillian, Connor and Billy!

Jillian



Hi everyone, my name is **Jillian Wilson** and I am originally from Glasgow, however, I moved to Alloa when I was 17 years old. I have come to Ochil View Housing Association after leaving Clackmannanshire Council with 18 years service. As I have lived and worked in the area, I bring a lot of local knowledge, however, I am looking forward to learning new skills and the challenges that the role brings.

Likes: boxsets binges, keeping fit and live music

Dislikes: being cold and queuing

"I am **Connor Hazlett**, and I am excited to be taking up my role within the Property Services Team. I have worked in social housing for the past 6 years in both reactive and planned maintenance roles, and I look forward to adding my experience and knowledge by continuing to learn and develop with Ochil View. Outside of work I enjoy Formula 1, football, and video games."

Conner



I am **Billy McCord**, and I have taken over the mantle of Property Services Officer (Reactive & Voids) whilst my colleague is on maternity leave. I am particularly passionate about working within social housing and I understand the challenges tenants can face so I can ensure a positive impact is achieved for them. Outside work, I enjoy munro bagging and I am well on my way to completing the magical 282.

Billy



## HOUSING TEAM CHANGES

Marian



Our Housing Team have also undergone some changes too recently...

Marian Kelley has been promoted to the new role of Senior Housing Services Officer. She will oversee the day-to-day management of the Housing teams.

We now have 3 patches within the Housing department, each with their own dedicated staff covering homes across Clackmannanshire and Fife.

In the **FIRST** patch, we have Donald Beaton as the Housing Officer and Katie McPhail as the Assistant Housing Officer.

Donald

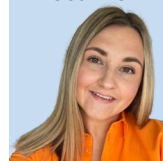


Katie



In the **SECOND** patch, Joanne Reid is the Housing Officer and Adele Rae is the Assistant Housing Officer.

Joanne



Adele



And for patch **THREE**, Linda Ure is the Housing Officer and Kirsten Kirkwood is the Assistant Housing Officer, having successfully secured it as a full-time post.

Linda



Kirsten



David



Lastly, David Bishop as now been promoted to the role of Assistant Housing Services Officer for Arrears and Admin.

## TENANTS CAN GET DISCOUNTS WITH OVER 100 BRANDS WITH A NEW FREE DISCOUNT APP

Search Housing Perks on your app store and enter your tenancy reference

### Housing Perks

Ochil View are delighted to announce we have teamed up with Housing Perks.

Those tenants who have signed up to the free Housing Perks app have collectively saved nearly £300!

We would love for more tenants to sign up to this and take the opportunity to make some savings at many high street stores.

Housing Perks allows tenants to gain discounts on everyday items from a range of high street stores.



This includes the likes of Asda, Morrisons, Iceland and many others. Typical savings are between £6 and £12 each week, most of this on household essentials.

We have sent a letter or email to all Ochil View tenants with instructions on how they can sign up to this service - you will need your tenant reference number for this and you will find it in the communication we have sent to you.

**If you require any assistance with downloading or using the app, please get in touch with a member of our Housing Staff.**



## Staff Milestones

We were delighted to recently mark two important milestones for staff at Ochil View Housing. Marian Kelley (on left) celebrated 25 years at the Association while Linda McLaren marked her 30th anniversary with us.

Well done to both and thank you for all your hard work over the past 30 years!



## Bulk uplifts

Ochil View HA continue to offer a reduced cost uplift service in conjunction with Clackmannanshire Council.

**Ochil View HA subsidise the cost of 2 uplifts per year for our tenants.**

Bulk uplifts can be arranged by contacting Clackmannanshire Council. This service is for oversized items that will not fit in a standard wheelie bin, and it is limited to collection of up to 5 items in a single uplift.

**Uplifts can be arranged by contacting Clackmannanshire Council on 01259 450000.**



## Appliance servicing appointments

As part of planned maintenance, we carry out appliance servicing. This means that anyone with appliances such as stairlifts, Hoists, electric door closers, Geberit toilets and rise and fall baths will be required to provide access to the equipment for it to be serviced.

In the majority of cases services are carried out on an annual basis however if the equipment falls under Lifting Operations and Lifting Equipment Regulations (LOLER) they will be checked every 6 months.

**If you have any queries regarding this please contact our planned department and someone will gladly assist.**

## RAAC UPDATE

You may have heard various reports in the news over the past 12 months relating to the use of reinforced autoclave aerated concrete (RAAC) and its presence within buildings across the United Kingdom and the potential structural issues this may lead to.

During the tail-end of 2023, the Association started an exercise to look at its homes to determine if RAAC had been used. Following desktop checks of plans, we engaged a structural engineer to visit a small selection of our homes where we held limited information on the construction and were unable to conclusively say that RAAC was not present.

These external and internal checks are now complete and we are pleased to advise that we have determined that RAAC has not been used within any of our housing stock.

**Should you have questions on this you can contact Andrew Gibb, Director of Property Services.**



## Different Formats

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.

## We want to make you aware of a **CHANGE** to our office opening hours.

**We are trialling closing our office on Wednesday mornings, 9am - 12 to allow our staff to carry out essential training,**

During this time on a Wednesday morning our contractors will still be on hand to take emergency calls. You can still call our main office number on 01259 722899 and follow the instructions provided.

**OPENING HOURS!!!**



HAPPY TO TRANSLATE