

THE LOCHIL VIEW

FACTORED OWNERS

Thinking of *selling* your property?

FOR SALE

Are you thinking of selling your home? Did you know that Ochil View receives funding each year from the Scottish Government to purchase 8 properties on the open market and take them back in to our social rented stock.

If you as an owner or sharing owner think this is something that you may be interested in then contact us to discuss as there is certain criteria that needs to be met.

Do you know someone who may be interested in selling to us?

Please ask them to contact us on 01259 722899 for further details and information.

Do you rent out your property or have you changed your *contact details?*

If you rent out your property there are a few vital pieces of information that would help us carry out the communal factoring as efficiently as possible.

In case of emergencies, we may need contact details for letting agents who manage the property or the tenants who reside in the property.

To update any details please email factoring@ochilviewha.co.uk to keep us up to date.

WhatsApp and WhatsApp Groups



With the ways of communication constantly evolving we would like to add another option for our owners. WhatsApp and WhatsApp groups for each development.

The WhatsApp Group would be a place where owners can raise any communal issues, send pictures of communal repairs required and also raise any local issues that you would like to highlight to us and your neighbours.

If this is something that you are interested in, please contact me on the details overleaf. If 2 or more owners are interested a group can be created.

If you do not wish to be involved in a group but you do use WhatsApp as a means of communication, then please add us. The number is: 07759851162.

The app can be downloaded from your mobile phone app store free of charge.

Estate *Inspections*

Vicki carries out Estate Inspections every 4 months. If there is something that you would like to bring to her attention, or if you would like to meet her on site, please contact her on the details overleaf.

Alternatively, Vicki is always happy to meet outwith the scheduled estate inspections to discuss any issues you may have or if you would just like to put a face to the name. We are always happy to grow our relationships with our owners and value any and all feedback.



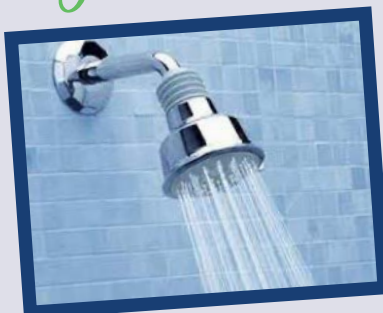
Have your *say*

As your factor we are constantly trying to improve and provide a better service to our owners. If you have an idea or suggestion that you think would be beneficial for you as an owner please let us know by contacting our factoring email address or contacting Vicki direct on details below.

All suggestions are welcome!



Legionella **CHECKS**



If your property is not going to be occupied for a period of a week or more, we 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, plus flushing all the toilets. It is also recommended that you clean and descale your shower head too.



Landscaping UPDATE

Our Landscape Maintenance contractor, idverde, have recently been working hard turning over the beds and preparing the areas for Spring. The work they do is different over Winter and Summer and we are looking forward to moving into the nicer weather. We thought it would be useful for you to know what to expect from the team as the seasons change.

Summer Months (April to Oct)

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 - Once or twice per year, depending on species.

Weed Control - As required, generally every visit.

Hedge Trimming - From 2 times per year but up to 4 times per year (depending on species size and location).

Litter Picking - Every 10 working days.

If you have any feedback on this service, please contact Vicki Brown.



PLANNING A Spring CLEAN?

If you are planning on having a spring clean of your home please remember that Ochil View do not tolerate items being left in gardens or communal areas.



Clackmannanshire Council can provide a bulky uplift service of 8 items for the price of £20.

We would encourage people to recycle or check to see if any items can be re-used first of all.

Donating to charity is a positive choice, especially when many charities will collect from homes free of charge.

My HOME

Have you registered with My Home yet?

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)

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

If you would like help getting started, or have questions on this, one of our Digital Champions can assist. Simply email factoring@ochilviewha.co.uk or call us on 01259 722 899.



Keep Communal Closes Clear



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

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

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

KEEP IT CLEAR

- Get rubbish, old furniture etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local council



Who do I contact regarding any communal factoring issues??



Vicki Brown 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 07759851162.

