

# THE LOCHILVIEW

## Factored Owners

### My Home

Over the last year we have been making improvements to how we provide services to owners. We are excited to announce that 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 [housing@ochilviewha.co.uk](mailto:housing@ochilviewha.co.uk) or call us on 01259 722899.**



### Property Acquisitions

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.**



### 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 below.**

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 emailing our factoring email address or contacting Vicki direct on details below.

**All suggestions are welcome!**

### STAY INFORMED

Follow us on Facebook to get more local news and info

**01259 722899**

[customerservices@ochilviewha.co.uk](mailto:customerservices@ochilviewha.co.uk)

[www.ochilviewha.co.uk](http://www.ochilviewha.co.uk)

[ochilviewha](https://www.facebook.com/ochilviewha)

[twitter.com/ViewOchil](https://twitter.com/ViewOchil)



### UK Government Cost of Living Support

With millions of households across the UK struggling to make their incomes stretch to cover the rising cost of living, the UK Government is providing over £15 billion in further support, to those with the greatest need.

**For further support and information on help and assistance go to the Scottish governments website: [www.mygov.scot/scottish-welfare-fund/more-help-with-money-problems](http://www.mygov.scot/scottish-welfare-fund/more-help-with-money-problems).**

# Are your contents insured?

Ochil View provide block buildings insurance cover for our factored owners and their properties.

Do you know that buildings insurance does not cover your personal belongings?

To ensure you are protected from household risks such as theft, fire, vandalism, burst pipes etc get contents insured.



## Do you rent out your property?

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](mailto:factoring@ochilviewha.co.uk) to keep us up to date.

## Keep Communal Closes Clear

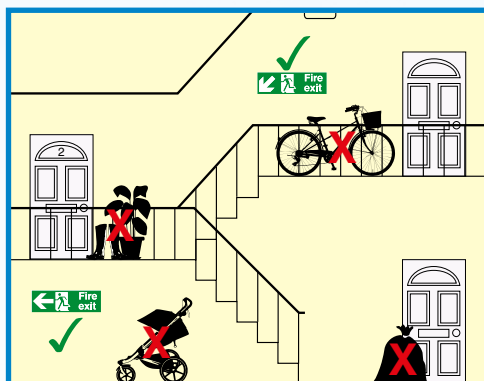
**The common stair is your only means of escape in the event of a fire.**

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](mailto:factoring@ochilviewha.co.uk) or alternatively contact her direct on 07759851162.



## Domestic CCTV systems

The phrase 'domestic CCTV system' refers to the use of any video surveillance equipment mounted or fixed on your home. It can include cameras fitted to doorbells (ring doorbells).



### How can I use CCTV responsibility at my property?

You should ask yourself whether CCTV is actually the best way to improve your home security.

Think about the following questions:

- Do I really need CCTV?
- Are there other things I could use to protect my home, such as better lighting?
- What is the most privacy-friendly way to set up the system?
- What areas do I want the cameras to capture?
- Can I position the cameras to avoid intruding on my neighbours' property or any shared or public spaces?
- Do I need to record the images, or is a live feed enough?
- Has my CCTV system got an audio-recording facility? Audio recording is very privacy-intrusive. So in most cases where householders use CCTV, they should disable audio recording.

To find out more guidance for domestic CCTV users go to [ico.org.uk](http://ico.org.uk)



HAPPY TO TRANSLATE