

# THE LOCHILVIEW

## Factored Owners

### Are you using My Home

Don't forget to register on our My Home portal!

Through the portal you will be able to access information securely and it will allow you to:-

- View payment transactions
- View or print online statements
- Make payments
- View repairs history
- Place a repair request
- Update your contact details
- Report a complaint/or feedback
- Request a meeting with staff
- View all of your documents

It is a free service that allows you access anytime and anywhere.

**If interested let us know and we can get you started with one of our Digital Champions. Contact us today on the details below.**



### Dress Down Money

We currently have over £400 from staff donations thanks to our dress down days we hold once a month here in the office.

The purpose of this money is to help local community groups/tenant activities in Clacks or Fife, so we really could do with some suggestions as to who you think could benefit from this. It doesn't have to be tied to Ochil View Housing.

**We would love to hear your ideas. Please get in touch via our social media channels, by email ([customerservices@ochilviewha.co.uk](mailto:customerservices@ochilviewha.co.uk)) or call us on 01259 722 899.**

### Are you thinking of selling your property?

Each year Ochil View receives funding from the Scottish Government to purchase 8 properties on the open market and take them back in to our social rented stock.

If you are an owner or sharing owner and 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.

If you know anyone who may be interested in selling to us?

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



### Estate Visits

Did you know our Assistant Property Services Officer, Vicki Brown, carries out estate inspections to your area every 4 months? During these visits Vicki looks for any communal issues.

Owners are always welcome to join Vicki on a walk around of their neighbourhood to discuss any issues they feel need addressed. If you notice any issues please report these to Vicki and she can come out as an additional visit out with her Estate inspections.

**Just give us a call on 01259 722 899 or contact her on [factoring@ochilviewha.co.uk](mailto:factoring@ochilviewha.co.uk).**



We are now in our summer phase of landscaping within our developments. If you would like to speak to us about any issues, please contact Vicki Brown, Assistant Property Services Officer.

#### 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 - Once or twice per year, depending on species.
- Weed Control - As required, generally every visit.
- Hedge Trimming - 2 times per year
- Litter Picking - Every 10 working days

### 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)



## BBQ Season

It's that time of the year when we dust off the BBQ and get cooking outdoors!

We thought we would share some useful tips on making your BBQ a safe and memorable one:

Use a food thermometer

Insert it into the thickest part of the meat and it should reach 75°C or above if cooked.

Raw and cooked meats need to be kept separate

When you're barbecuing, make sure you use different dishes for raw and cooked food. This helps avoid cross contamination. It's also important to use separate utensils – one for raw food and one for cooked food.

Pre-cook meats in the kitchen first

Pre-cooking food in the oven first is a great way to have more control over cooking, then you can finish it off on the barbecue to get that nice chargrilled flavour.

Keep raw food in the fridge until you need it

A key thing is keeping raw food chilled until it's needed.

Rotate meat on your barbecue

If you keep food rotating food you can ensure it is cooked evenly with no raw bits.

Throw away used marinades

While the sauce might look yummy, it can't be eaten after being on raw meat (without being cooked first) so don't be tempted to re-use meat marinades for something like a salad dressing or on other ready-to-eat food.

If you're cooking on charcoal, make sure it has reached the right temperature

It is important to give the coals time to glow red with a powdery grey surface rather than bursting with flames. Flames will burn your food rather than cook it through.

Let's hope for some more great weather so we can cook on our barbecues and create some more happy memories!

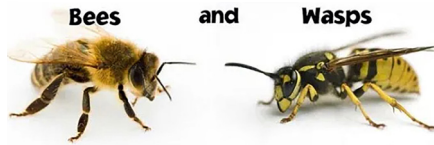
## BEES V WASPS

Heading in to summer (and hopefully some better weather!) you may have noticed more of a buzz around your home.

If you think you have a wasp problem, you need to first make sure you know what it is that's bugging you as it could in fact turn out to be bees!

Here's some handy hints...

Helpful hints to tell the difference between



**Bees**  
Fuzzy  
Help humans by pollinating our plants  
Eat pollen and nectar  
Gentle in nature and rarely sting

**and Wasps**  
Little to no hair  
Help humans eating other insects  
Eat human food that is laying around  
Aggressive and ready to sting

Legs are usually hidden when flying

Legs hang down when flying

**\*Please note that bees are protected and the Association cannot issue any pest control works to Clackmannanshire or Fife Council for this.**

## Bulk Uplifts

Fife Council offers a free collection of bulk rubbish.



This service is for oversized items that will not fit in a standard wheelie bin and it is limited to collection of up to 18 units per collections. Each item is allocated a certain amount of units.

You can arrange a bulk uplift by phoning Fife Council on 03451 55 00 22. You can also arrange through their website - <https://www.fife.gov.uk/kb/docs/articles/bins-and-recycling/bulky-uplift-service>

## Up to date contact details

It is important that we always have the most up to date contact information for our owners in case of emergencies. If you rent out your property you should also provide the letting agents details.

Contact information forms were sent with your latest factoring invoices, please fill these out and return at your earliest convenience.

## Whats App and Whats App Groups



With the ways of communication constantly evolving we would like to add another option for our owners.

Do use Whats App 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.

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Clackmannanshire council will also provide an uplift service for items that are over sized and will not fit in a wheelie bin. It is limited to 5 items in a single uplift, please note black bags are not accepted and there will be a charge. Contact them on 01259 450 000 to arrange an uplift.



**Clackmannanshire 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 01259 727 497.



HAPPY TO TRANSLATE