

THE LOCHIL VIEW

Factored Owners



Open space maintenance contract 2024-2029

Following on from the latest formal competitive tender we have appointed ID Verde who were the successful contractor. This contract is initially for a 3 year period, the option to extend to 5 years will be based on performance.

As we are in the summer phase of the contract the below should be the main focus.

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

If you would like to speak to us about any issues or provide any feedback, please contact Margaret Scott, Assistant Property Services Officer on factoring@ochilviewha.co.uk



My Home

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 factoring@ochilviewha.co.uk or call us on 01259 722899.

Estate Inspection UPDATE

With Margaret Scott settling into her new role as Assistant Property Services Officer we have made



a few changes to our estate management process, the changes are in direct relation to feedback that we have received.

Moving forward Margaret will carry out one full Estate Inspection on an annual basis, this will include picking up on communal estate issues such as gardens, dumped items and external repairs like gutters and boundary fencing etc. On a monthly basis Margaret will now closely monitor the close cleaning and landscaping maintenance contracts across all areas to ensure the best service is provided for Owners and tenants.

PLEASE NOTE: Owners can report communal repairs such as the above by calling direct on **01259 722 899** and pressing option 2 alternatively you can email direct to factoring@ochilviewha.co.uk.

STAY INFORMED

Follow us on Facebook to get more local news and info

📞 01259 722899

✉ factoring@ochilviewha.co.uk

🌐 www.ochilviewha.co.uk

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

🐦 twitter.com/ViewOchil

Owner engagement



As your property factor we want to ensure that you are receiving the best possible service. In order for us to do this we need all or at least a majority of owners to engage with us when they have an issue or if they have any feedback (good or bad).

Although we do carry out estate inspections, we are not on site weekly, this means that we rely on owners reporting any issues directly to us. This enables us to catch any issues early which helps to ensure that owners get the service that they are paying for.

Is there anything that you think would assist in encouraging owner engagement?

If you have any suggestions please send them over to factoring@ochilviewha.co.uk

LEGIONELLA safety in your property

Is your property going to be vacant for a period of a week or more? If it is, we strongly 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,
- Flushing all the toilets on your return.
- It is also recommended that you clean and descale your shower head too!



Keep Communal Closes Clear

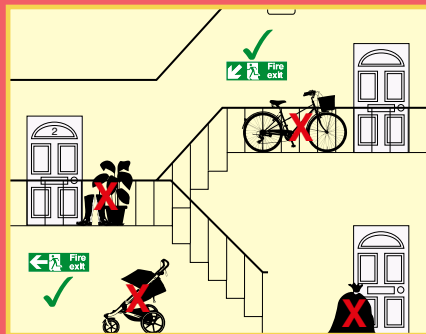
The common stair is your only means of escape in the event of a fire.

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



Property Purchases

Did you know that Ochil View Housing Association is always on the look out to extend our stock.

We receive funding from the Scottish government and can also use our own funds to purchase properties from outright owners and sharing owners.

We will consider buying back any shared ownership properties or we will participate in the Mortgage to Rent scheme within our stock.

Should you wish for further information on this please do not hesitate to contact us to find out more.

Have you opted out of Block Buildings Insurance?



Please note that if you have chosen to opt out of the Block Buildings Insurance provided through OVHA, we do require a copy of your up to date insurance documents.

If you wish to forward over the details please do so to our factoring @ email address.

**** if you have not formally opted out then please ignore this as your property will be covered****



Margaret Scott,
Assistant Property
Services Officer
(Compliance/planned)

Who do I contact regarding any communal factoring issues?

Margaret Scott 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 **01259 231 992**.



HAPPY TO TRANSLATE