

# THE LOCHILVIEW

## Factored Owners

### Improvements

Over the last year we have been looking to make improvements to how we provide services to owners. Recently we have made two significant changes.

We have invested in changes to our Housing management system to streamline how we prepare and produce bills and how we manage our Factored properties internally. As a result, you may see some changes in how your bills and other correspondence looks.

We are also 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.**

### Fire and Smoke Alarm – Changes to Law

By now all owners should have received letters from us regarding the above. As of the 1st of February 2022, every home in Scotland should have interlinked fire alarms, this means if one goes off, they all go off, so you will hear an alarm wherever you are in your home.

This work is vital to your own safety but could also have other implications such as making any buildings or home insurance invalid.



**For insurance purposes we require to know that you are fully compliant therefore please confirm to us on the details below (unless you have already done so) that the work is complete.**

### Estate Inspections

Vicki carries out Estate Inspections on a quarterly basis throughout the year, 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 out with 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!**

### STAY INFORMED

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📞 01259 722899

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

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## Do you rent out your property?

If you rent out your property there is 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.



## Are you selling your home?

There's so much to do when planning a move but please don't forget to let us know, through your solicitor, in plenty time. There's so much that we need to do to allow your solicitor to process the sale smoothly so it's important that we have sufficient time to do this and avoid a delay in the sale date.

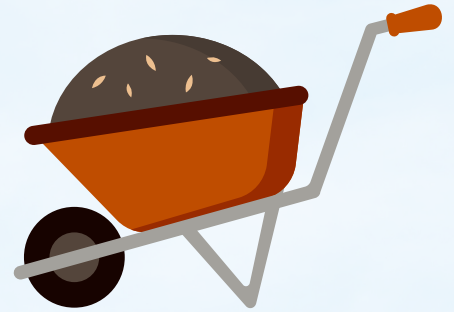
**Please ask your solicitor to email [factoring@ochilviewha.co.uk](mailto:factoring@ochilviewha.co.uk) to advise of the sale.**



To update any details please email [factoring@ochilviewha.co.uk](mailto:factoring@ochilviewha.co.uk) to keep us up to date.

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

**Litter Picking** - Every 10 working days

### Winter Months (November to March)

**Grass Cutting** - Once per month in November and March (if required)

**Leaf Collection** - Every four weeks until clear (with exception of naturalised areas)

**Litter picking** - Once per month

**Shrub pruning** - As required

**If you have any feedback on this service, please contact Vicki Brown or email [factoring@ochilviewha.co.uk](mailto:factoring@ochilviewha.co.uk)**

## Keep Communal Closes and areas Clear

If you live in a communal close, please ensure all shared areas such as entrances, stairways, landings, and corridors are free from obstructions.

**Please ensure that there are no obstructions that could make it difficult for you or your neighbours to exit the building in the event of an emergency.**



## 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.



Vicki Brown, Assistant Property Services Officer

