

THE LOCHIL VIEW

Factored Owners



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

BIN SURVEY RESULTS

Please see below the results of the recent survey that we sent out to owners regarding the additional bins introduced by Clackmannanshire council:

We asked owners to vote to see if you would be willing to share a blue and grey bin.



Your estate voted to share a blue bin and grey bin.

**Broad Street
The Charrier
Comrie Court**

This means one blue bin and one grey bin will be provided for 2 households.

These bins will be emptied every two weeks.

Your estate voted not to share a blue bin and grey bin.

Mitchell Court

This means one blue bin and one grey bin will be provided for every household. These bins will be emptied every four weeks.



ESTATE INSPECTIONS

We carry out Estate Inspections to all developments on a regular basis, if there is something that you would like to bring to our attention or if you would like to meet Vicki on site, please do not hesitate to contact her on vicki.brown@ochilviewha.co.uk.

Alternatively, We are 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 Tenants 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!

PLANNING A CLEAR OUT BEFORE CHRISTMAS?

If you are planning on having a Christmas clear out of your home, remember Clackmannanshire Council provide a bulky uplift for up to 5 oversized items that will not fit in a standard wheelie bin. The price for owners is £50 payable direct to the council.

If you live in Fife, Fife Council provide a free uplift service, each item is allocated a certain number of units and you can use up to a maximum of 18 units per collection.

Please see contact details below:

Clackmannanshire council: email:
<https://www.clacks.gov.uk/bulkyuplift/>
Telephone: 01259 450000

Fife council: <https://www.fife.gov.uk/kb/docs/articles/bins-and-recycling/bulky-uplift-service>



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☎ 01259 722899

✉ factoring@ochilviewha.co.uk

🌐 www.ochilviewha.co.uk

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

🐦 twitter.com/ViewOchil



LANDSCAPING UPDATE

IdVerde will be commencing their winter service soon. As the seasons change, the work that they carry out changes and we thought it would be useful for you to know what to expect from the team in the communal areas :-

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 - One cutback will be carried out during the Winter period.

The current open space maintenance contract is up for renewal in 2024, If you would like to be involved in any stage of the tender process or if you would like to give any suggestions for a future contract, please contact Vicki Brown, Assistant Property Services Officer.



ECO 4 Energy Fund for Private Owners



Did you know that as a private/sharing owner you could qualify for Eco 4 funding from the Scottish government?

The Energy Company Obligation (ECO4) is an energy efficiency scheme in Scotland which provides government-backed grant funding for energy-saving measures in the home. Eligible Scottish homeowners and private tenants who are deemed to live in fuel poverty can claim a 100% non-repayable grant to improve the energy efficiency of their home.

ECO4 grants in Scotland will run until March 2026. Under the grant scheme, energy suppliers are required to provide grants for energy-saving measures in three categories: heating, insulation, and low-carbon technologies. This can include things like cavity wall insulation, solid wall insulation, Solar panels and heat pumps.

To qualify for an ECO4 grant, a household must meet the following criteria:

- Live in a property which has a low energy rating (E-G)
- Live in a property with high energy costs (as defined by Ofgem), typically those using electric heating or off-grid gas heating like oil and LPG boilers

In addition, a member of the household must be in receipt of one of the following means tested benefits to get an ECO 4 grant:

- Working Tax Credits
- Child Tax Credits
- Income Support
- Income Based ESA
- Income Based JSA
- Pension Savings Credit
- Pension Guarantee Credit
- Housing Benefit
- Universal Credit

If you believe that you meet the above criteria and would like to find out more about this funding please contact us on the details below.

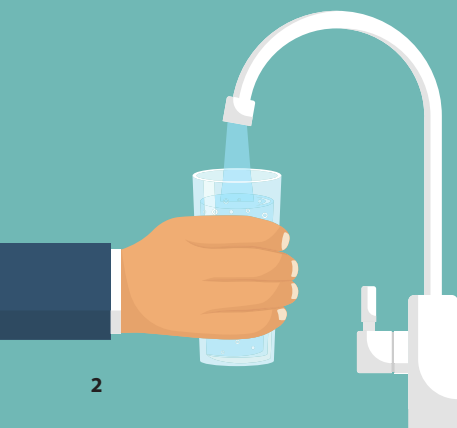
We will forward over your details to City Technical Services Ltd who will arrange a visit to have the relevant paperwork filled out and can verify and check that you are eligible, once this is confirmed they can look at what measures they can offer you.



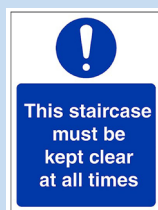
LEGIONELLA CHECKS

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, plus flushing all the toilets. It is also recommended that you clean and descale your shower head too.



KEEP COMMUNAL CLOSURES 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.

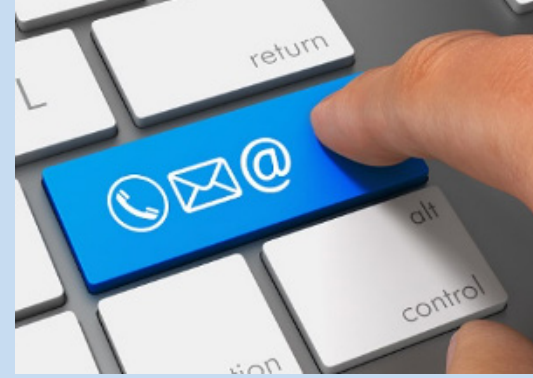
KEEP IT CLEAR

- 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

Changes to how we invoice factored owners BLOCK BUILDINGS INSURANCE

By now all of our factored owners should have received their 6 monthly invoices along with a letter advising that there has been a change to how we will be invoicing the block buildings insurance. It is extremely important that you fill out the Property Questionnaire should you wish your property to be included in our buildings insurance from April 2024.

All forms should be returned to us by 30th November at the latest. If you have not received the form or require further information please contact us on factoring@ochilviewha.co.uk.



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.

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

PROPERTY ACQUISITIONS

Are you thinking of selling your home?

Did you know that Ochil View receives funding each year from the Scottish Government to purchase 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.



Whats App and Whats App Groups

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

The Whats App 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 Vicki on the details below. 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 Whats App as a means of communication then please add Vicki, the number is: **07759851162.**

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

PROPERTY PURCHASES

We are delighted to advise that we have successfully purchased 8 properties with a potential 9th pending from the open market. These properties are partially funded by our yearly grant allocation from the Scottish Government which, has now been fully spent.

Although we do not have any remaining funding for this year to purchase any more properties on the open market, we can still consider other options to increase our rental stock. We will consider buying back any shared ownership properties or we will participate in the Mortgage to Rent scheme within our stock.

We hope to have the same allocation of funds next year to be able to increase our rented stock across all areas.

UPDATED FACTORING DOCUMENTS

By now all owners should have received copies of their updated Development Schedules and Written Statement of Services. These documents include the most up to date information for our owners and because of this we highly encourage everyone to read and familiarise yourselves with them.

Should you have any queries or have yet to receive your copy please contact us directly, details are provided on the last page.

Please note that if you are a registered My home user then your copies will be there.



Winter Warmer Budget Recipe

Why not try our winter warmer sausage casserole recipe, easy to amend for any vegetarian or vegans as well.

INGREDIENTS

- 2 red onions, finely chopped
- 1 celery stick, finely chopped
- 1-2 tbsp Neutral oil
- 4 carrots, cut into fat pieces
- 8 Sausages (of your choice), each halved
- 1 sweet potato, peeled and cut into chunks
- 400g tin tomatoes
- 1 tbsp tomato purée or tomato and veg purée
- 1 thyme sprig (dried thyme will be just as tasty)
- 1 rosemary sprig (dried rosemary will be just as tasty)
- 1 beef stock cube or stock pot

Method

STEP 1

Fry the onion and celery in the oil over a low heat until it starts to soften and cook, about 5 mins, then spoon it into the slow cooker. Fry the carrots briefly and add them too.

STEP 2

Brown the sausages all over in the same frying pan – make sure they get a really good colour because they won't get any browner in the slow cooker. Transfer to the slow cooker and add the sweet potato and tomatoes.

STEP 3

Put the purée in the frying pan and add 250ml boiling water, swirl everything around to pick up every last bit of flavour, and tip the lot into the slow cooker. Add the herbs, stock cube and some pepper. Don't add salt until the casserole is cooked as the stock can be quite salty. Cook on high for 4 hrs or on low for 8 hrs, then serve or leave to cool and freeze.



Winter Warmer Information

CONDENSATION AND FROZEN PIPES

Its that time of year again! With the weather getting colder please see below tips to help prevent frozen pipes and condensation in your home:

Keep your house warm and protect from frozen pipes:

- In very cold weather keep heating on overnight at low temperature
- Repair leaks to taps or valves immediately
- Make sure you know where your mains stop valve is located

If your water supply becomes frozen:

- Turn off your water at the mains valve
- Open all cold taps to drain the system
- Turn off your central heating or immersion
- Contact an Emergency Repairs Service

If you have a burst pipe:

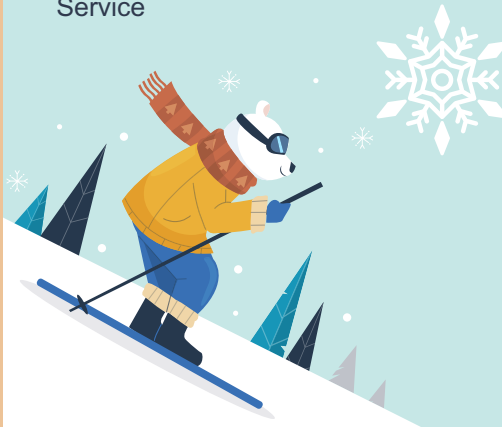
- Turn off your water at the mains valve
- Switch off the electricity, any water heaters and any central heating
- Open all taps to drain your system.
- Contact an Emergency Repairs Service.

Going on holiday over winter?

- Make sure someone else can check on your home regularly
- Let us know your contact details

Tips to prevent condensation in your home

- Keep your home well ventilated - open windows daily and keep window vents open
- Always use the kitchen extractor fan when cooking and leave it on for longer than you are cooking
- After bathing open windows and always use bathroom extractor fans during bathing
- Try to maintain a constant temperature in your home
- Keep lids on pots and pans whilst cooking so that the moisture does not escape from the pans



Grit Bins

Grit bins are placed in communal areas for the use of all owners if and when required, Grit bins will be replenished by the landscapers. If you notice any issues or are not aware where the Grit bin is please do not hesitate to contact us at the details below.

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 01259 727 497.

