

THE OCHIL VIEW

customerservices@ochilviewha.co.uk www.ochilviewha.co.uk

Stay Informed 01259 722 899

Get more local news and info  ochilviewha  @ochilviewha

Welcome from The Chair

It has been another busy and productive few months at Ochil View. Our Come Dine With Us events were a tremendous success, and we would like to extend a heartfelt thank you to everyone who attended and shared valuable feedback. Your engagement continues to shape and strengthen our services.

We also partnered with Knowledge Partnership to carry out our Resident Satisfaction Survey, and we are pleased to share the results with you in this newsletter. In addition, our annual rent consultation received a 17% response rate, and you can find further details and outcomes inside.

Looking ahead, we remain committed to making a positive impact across our communities. We will be focusing on expanding the use of community benefits to enhance neighbourhoods and support

tenants' needs. Planning for this year's Clacks Summer Carnival is already underway, and we look forward to another fantastic event and the chance to see many of you there.

As always, we appreciate your continued engagement and support. Your feedback, participation, and involvement are vital in helping us shape the services and communities we all share.

We hope you enjoy this edition of the newsletter and find the updates both informative and encouraging. Together, we look forward to building on the progress made and creating even more opportunities for our tenants and communities in the months ahead.

*Many thanks
Jim Savage, Chairperson*



COME Dine With Us! BRINGING TENANTS TOGETHER THIS WINTER

To help tackle social isolation and brighten up the dark winter nights in November, we hosted three warm and welcoming tenant events across **Alloa**, **Tullibody** and **Fife**. Each event offered a free hot meal, along with a fun quiz and bingo, creating plenty of opportunities for tenants to socialise and enjoy an evening out. The response from tenants

was fantastic, and the feedback we received was phenomenal. It was clear that these gatherings provided not only a bit of entertainment, but also a real sense of connection during the colder months.

Everyone who attended received a free goodie bag packed with winter essentials, a recipe book featuring five tasty meals for £25, and a £20 Aldi voucher to support household budgets.

A huge thank you to everyone who joined us and made the events such a success.

Keep an eye out for more upcoming events - we look forward to seeing you there!



Community Benefits Update

Supporting Our Communities: A Big Thank You to Our Contractors

Over the past few months, we've been able to deliver several meaningful projects that directly benefited our tenants and wider community. This would not have been possible without the generous contributions of our contractors.

A heartfelt thank you to **RB Grant, DCL Joinery, Envirocure, MCN, and AlphaComm** for their continued support.



RB Grant - Supporting Local Young Artists

Thanks to a donation from RB Grant, pupils in S3 at Alloa Academy took part in a special Artwork Project. The students created unique pieces of art which are now proudly displayed in our office, bringing colour, creativity, and a strong sense of community connection to our workspace.

DCL Joinery, Envirocure & MCN - Funding Our 'Come Dine With Us' Events

Generous donations from **DCL Joinery, Envirocure, and MCN** allowed us to host **three 'Come Dine with Us' events in November.**

These gatherings provided tenants with:

- **A free hot meal**
- **Goodie bags**
- **Fun activities and games**

The events were incredibly well received and helped bring tenants together for warmth, company, and support during the winter months.



DCL Joinery - Launching Ochil Thrive

Additional funding from **DCL Joinery** helped us launch **Ochil Thrive**, a new initiative providing **financial support to tenants facing difficulties.** This programme has already made a meaningful difference by offering help at a time when many households need it most.

AlphaComm - Helping Us Give Back

AlphaComm kindly donated vouchers which we used for prize draws across several tenant engagement activities, including:

- **Our Rent Consultation**
- **The Burns Competition**
- **Random Acts of Kindness Day**

These rewards added excitement and encouraged participation across our engagement calendar.

We are truly grateful to all our contractors for their generosity and continued partnership. Their support helps us deliver valuable projects that strengthen our communities and enhance the lives of our tenants.



Appliance Servicing and Maintenance checks

If you have any of the following appliances in your home, we will require access to service this equipment up to two times a year. It is vital you allow access for the maintenance of the equipment to ensure it is safe to use.

Here is a table of appliances we service, and the various contractors used for each.

STAIRLIFTS Stannah Advanced Mobility Scotland	HOISTS Arjo W. Munro	CLOSOMAT/ GEBERIT TOILETS Closomat Derek Upton
AUTOMATIC DOORS All Round Security	RISE AND FALL BATHS Astor Bannerman Arjo	AIR CONDITIONING A McGillvray

If you have any questions on this then please email us at Compliance@ochilviewha.co.uk or call us and ask for **Leona Hens** or **Andy MacKinnon** on 01259 722899.



Budget Update

We are planning an extensive investment programme for 2026-27 that covers several areas and focuses on improving the energy efficiency of our homes. Here is a summary of the main projects we aim to deliver.



- External Decoration - **£213,000**
- Window & Door Replacements - **£465,000**
- Kitchen Replacements - **£554,000**
- Roofs - **£10,800**
- Energy Improvements - **£800,000**
- Door Entry Upgrades - **£237,000**
- TMV Installation - **£28,000**

If you have any questions on this, you can ask for **Vicki Brown** or **Andrew Gibb**.

Energy Efficiency Work

The Association is planning for energy improvements to its homes to meet our longer-term targets. As part of this we are aiming to deliver a pilot project within Tullibody with significant investment of around **£800,000.**

The project, which will be delivered by Warmworks on behalf of the Association, will see us trial air source heating, solar photovoltaic panels, battery storage and external wall insulation to 16 homes. These are measures that can be applied to various houses across our stock, so this project will act as a starting point for future investment, allowing both us and our tenants to use the technology.

In addition, as part of our ongoing window and door replacement programme, we are installing high-efficiency triple glazing, which will further improve the energy efficiency of the homes being upgraded and benefit the occupants of those properties. This is an investment of around **£465,000.**

The Association must ensure we meet current and future targets around energy efficiency, and this investment will allow us to make significant progress towards achieving these.

If you are part of these projects, our staff will be contacting you directly to provide specific details. If you have any questions, you can contact **Vicki Brown** or **Andrew Gibb**.



Alterations and Improvements

Thinking of making changes to your home (even small ones)? If so, you need to ask for permission before making any alterations/improvements, and this includes installing video ring doorbells and CCTV which are common requests.

These items require careful consideration as they can capture images and sounds of your neighbours and members of the public meaning they come under Data Protection legislation. If you plan installing one of these systems, you must contact us first and we will send you the necessary forms to complete before we can offer you our approval.

You should always seek advice on any changes you plan to make to your home. Staff are available to provide advice and guidance on what you can and cannot do and to help you through the permissions process. You can also find useful information in our Tenants Handbook on Alterations, which is available on our website.



Adaptations to your home

Every year we request funding from the Scottish Government so that we can provide adaptations to tenant's homes to allow them to live independently and improve their daily life. This is work such as key-safes, grabrails, bannisters, ramps and showers.

Please remember that we may be able to assist if you are finding difficulties with your mobility.

A referral from Occupational Therapy is not always required for small adjustments and we can often undertake work such as fitting grabrails and handrails. For larger or more complex referrals, we can also help you contact the Occupational Therapy team for advice.

Depending on the type of adaption, we may need you to complete a Vat exemption form, but we will guide you through the process. If required, this must be signed and if we do not receive it then the adaptation may be delayed.

If you would like to speak to someone about possible adaptations to your home, please contact us on 01259 722899.



Complaints & POSITIVE Comments



Here is how we did for the period April to December 2025:

<p>FOR 232 STAGE 1 COMPLAINTS WE RESOLVED</p> <p>81.90%</p> <p>WITHIN TIMESCALE (4 DAYS)</p>	<p>FOR 20 STAGE 2 COMPLAINTS WE RESOLVED</p> <p>90%</p> <p>WITHIN TIMESCALE (20 DAYS)</p>
-----------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------

We underperformed in this area largely due to the introduction of a new repair contractor and issues around quality and reporting leading to delays in resolving complaints. During the latter part of 2025, we have seen improvement in this area.

We value every complaint and comment, as they help us continually improve our services. So far this year, we've reviewed 116 complaints that have offered important learning opportunities. We've shared these insights with our staff and contractors to support service improvements and help prevent similar issues from arising in the future.

We have a system for tenants to share positive experiences with Ochil View Housing and we continue to receive lovely comments. Here's a selection:

- “ Contractor was very professional and did an excellent job ”
- “ Very pleased with Ochil View's quick response to getting repairs sorted ”
- “ The contractor was so helpful went out of his way to help. Work was perfect and left my place very clean after repair ”

You can share your positive experiences of Ochil View anytime. Just give us a call, chat to a staff member or pop into our office.

Questions or comments: Contact Andrew Gibb, Director of Property Services.

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!

GAS SERVICING What to expect...

Every year Ochil View Housing Association will arrange to access your property to carry out your annual gas service. These are carried out by our Gas contractor City Technical Services. We must access before the anniversary date, so it is important that you provide access when required.

City Technical start to arrange access a few months in advance of the anniversary date by sending an email to those who have requested paper free or post a letter to those who have opted out of paper free. **If you are unable to provide access on the requested date, then please contact them direct on 0333 202 0708 to rearrange.** We would rather rearrange appointments than send engineers to an empty property.

When the engineer attends for the pre-arranged appointment, they will require access to your boiler, gas meter, gas cooker and hot water taps so please ensure these areas are clear and easy to access on the day of the appointment.

The engineer will also test your Smoke, Heat and Co2 alarms when in the property.

The purpose of these checks is to ensure we remain complaint and ensure your appliances are correctly installed and in working order.



IMPORTANT if you have any issues with your boiler, you can call City Technical direct to report any repairs, please do not wait for your next service appointment.

City Tech – Paper Free

Gas Servicing Appointments – What to Expect from City Tech

To help keep your home safe, our contractors City Tech will be contacting tenants ahead of their gas servicing appointments. Here's how the communication process works:

<p>16 days</p> <p>before your appointment - You'll receive an email from City Tech.</p>	<p>14 days</p> <p>before - If the email hasn't been acknowledged, a letter will be sent.</p>
<p>7 days</p> <p>before - You'll get a text message reminder.</p>	<p>48 hours</p> <p>before – A final text reminder will be sent.</p>

Please keep an eye out for any correspondence from City Tech and ensure you provide access to your property on the scheduled date. Your cooperation helps us maintain safety standards and avoid missed appointments.

Repairs TIMESCALES

We are committed to providing a first-class repairs service to you and thought it would be good to remind you of our repairs' timescales.

Emergencies - attendance to make safe within 3 hours (for any heating related repairs, we will offer temporary heating if we are unable to repair at the 1st visit)
Urgent - completed within 24 hours
Routine - completed within 5 working days
External Repairs - 15 Working Days

We have done our best to build a comprehensive list of repairs into our tenant's handbook and you can find what timescales we use in there!



There may unfortunately be instances we cannot adhere to these timescales for example if there are roofing works required to your property and the weather will not allow us to work at height safely, or if we are waiting on parts.

You also have a responsibility to take good care of your home and not cause damage to any part of it.

Quality Assurance Checks

We work with NICEIC to help make sure any gas or electrical work carried out in your home is safe and completed to a high standard. From time to time, NICEIC may send an inspector to visit a small number of homes at random to check recent repairs or installations.



Their visit might include looking at your gas boiler or checking electrical work that has been done. These inspections help confirm that everything meets safety guidelines, and they also give us valuable feedback so we can continue improving the service our contractors provide.



If NICEIC gets in touch with you, we'd really appreciate you giving them access so they can complete their inspection.



Repairs YOU are responsible for as a tenant

We will carry out nearly all repairs within your property, however there are a few things we are not responsible for.

These include things such as:-

- Changing light bulbs
- Changing toilet seats if they are broken
- Divisional fencing (fences between you and a neighbour)

More information can be found in your tenant's handbook!



Electrical Safety Checks What to expect.....

Every Five years Ochil View Housing Association will arrange for an Electrician to attend your property to carry out an electrical safety check. This is an inspection of the properties wiring and electrical systems to make sure everything is safe and complaint. Please note these checks are a legal requirement.

Firstly, Ochil View will send you a letter with the name of the contractor attending and an appointment date. If the date does not suit you must contact us to rearrange to a more suitable date.

During the Visit the Electrician will require access to the Electrical distribution board, electrical sockets and hard-wired appliances (Showers, cookers etc).

These tests can take two to three hours. The importance of these tests is to highlight any issues with wiring, circuits or sockets and to identify any potential dangers and to arrange for a prompt solution.

We aim to keep disruption to your home at a minimum and to help this please ensure the areas to be checked are kept clear.

After the tests are carried out, we will issue a certificate of the findings. If any reports come back as unsatisfactory, we will issue repair works and an additional certificate will be issued to show that these have been rectified.

IMPORTANT - If you spot any issues with your electrics and you are not due an electrical safety check please do not wait for the next appointment, please call our repairs team to report it.



Support and Advice from the Tenancy Sustainment Officer Margaret Hall

Ochil View tenants are better off by over 1 Million Pounds **£1,151,942.80 to be exact!!!**

Since April 2025 we have helped a total of **263 tenants** with **466** different enquiries, ranging from benefit advice to help with energy costs.

This includes Housing Benefit of **£136,804.20** and Universal Credit of **£607,188.07** and Universal Credit of **£607,188.07**, **Scottish Welfare Fund £21,199.21** and other benefits including **Disability Benefits £105,909.20**.



Important Benefit Changes in Scotland From April 2026

What tenants need to know for the year ahead

April 2026 will bring some of the most significant changes to the benefits system in years. These updates affect families, carers, people on disability benefits, and anyone receiving Universal Credit. This article explains the key changes in simple, clear terms so tenants know what to expect and where they may see an increase in support.

UC Universal Credit Big Changes From April 2026

Universal Credit (UC) is seeing several major updates this spring.

STANDARD ALLOWANCE INCREASES

All claimants will receive a higher UC standard allowance from 6 April 2026, as the UK Government raises payments by **6.2%**. This will mean extra money each month for single people, couples, and younger claimants alike.

TWO CHILD LIMIT ENDING

A major change for families: the **two child limit will be abolished**. From April 2026, UC will pay a child element for every child in the household. This is a much needed financial boost for larger families.

CHANGES TO HEALTH RELATED UC PAYMENTS

New claimants awarded the health related element (LCWRA) will receive a much lower amount - about **£50 per week**, compared with the current higher rate.

Existing claimants will continue to receive the higher payment protected by inflation.

UK WIDE BENEFIT UPDATING

Alongside the UC changes:

- **Working age benefits** rise by **3.8%**.
- **State Pension** payments rise by **4.8%** under the Triple Lock.

These increases will be seen in payments from May 2026 onward, as most benefits are paid in arrears.



Scottish Child Payment - Support for Families

Good news for families with children:

- From **April 2026**, the Scottish Child Payment increases to **£28.20 per week per child**.

This boost aims to help with rising living costs

- From **2027**, families with a baby under one will receive **£40 per week**.

This targeted increase supports new parents at a time when expenses are highest.

Help With Housing Costs

To support tenants facing rent shortfalls, the Scottish Government is continuing to fund **Discretionary Housing Payments (DHPs)**, including **£7 million** dedicated to helping households affected by the **bedroom tax** or **benefit cap**.

Tenants struggling with rent due to benefit reductions should contact Ochil View for help with applying for DHP.

Support for Unpaid Carers

Carers in Scotland will receive improved, more regular support through a redesigned system:

- **Carer Additional Person Payment** launches in 2026, offering up to **£520 per year** (paid weekly) for carers supporting more than one disabled person.
- The **Scottish Carer Supplement** will now be paid weekly instead of twice a year, allowing carers to budget more easily.
- Around **90,000 unpaid carers** will receive **two payments totalling £609.30** during 2026.

This is part of Scotland's wider commitment to support carers' wellbeing and financial security.

Tax changes

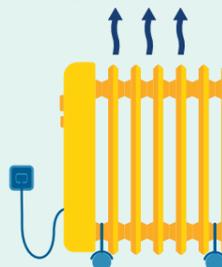
A tax cut has been provided to some low earners. The basic (20%) rate, which currently starts at £15,398, will increase to £16,547. The intermediate rate (21%), which currently starts at £27,492, will increase to £29,526

Winter Heating Support in Scotland

Scotland now has its own winter heating payments:

- The **Pension Age Winter Heating Payment** replaces the old Winter Fuel Payment for pensioners with Scottish postcodes. For winter 2026/27, it will be **£105.55-£316.70**, higher than the rest of the UK.
- The **Child Winter Heating Payment** continues to support eligible disabled children and young people

These winter benefits aim to help households manage rising energy costs.



Changes to Disability Benefits in Scotland

Scotland continues to replace UK run benefits with its own versions:

- **Adult Disability Payment (ADP)** fully replaces PIP for working age adults.
- **Pension Age Disability Payment** is replacing Attendance Allowance, with transfers continuing into 2026.

These Scottish benefits are designed to be more flexible and easier to navigate, with a focus on dignity and fairness.

State Pension Age Increase

May 2026: The State Pension Age increase from 66 to 67 begins. This affects those born between 1960 and 1961 and continues incrementally until March 2028.

This legislated change alters eligibility for the State Pension and age-linked benefits.



What Tenants Should Do Next

- **Check your benefits** as April approaches—you may be entitled to more support.
- **Families with more than two children** should prepare for additional UC payments.
- **Carers** should look out for the new weekly Scottish payments.
- **Anyone struggling with rent** should contact their Housing Officer for support.

Positive Feedback



Always info about rents and other issues jobs from Ochil view no complaints from me great service with help aswell on benefits and other on going services they give. Great service!!!

Donald and Margaret were very friendly while sorting the tenancy out after our mother recently passed away.

I felt I was given great advice and very well mannered about my situation and can't thank u anuff for help.

The lady was very helpful and nice.

It was fabulous that they offered to check to see if I was entitled to anything and the service was great.

Great service, made the transfer easy, would highly recommend Margaret

Margaret was very helpful and knowledgeable. A very nice person



If you are unsure about any changes, seek advice from your Tenancy Sustainment Officer Margaret Hall on Margaret.hall@ochilviewha.co.uk or to read more online visit:

<https://www.gov.uk/government/news/government-reforms-welfare-system-to-support-people-into-work>

My Home Owners Reminder

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.

My Home and Friends & Family

Updating your contact number? Adding or removing occupants?

My Home is your online tenant portal which is available through our website by clicking on the green 'My Home' link.

My Home allows you to make rent payments, update your contact details, log repairs, complete online forms and more.

Your important tenancy documents are also available on My Home and can be accessed at any time. Tenancy related forms can be completed via the 'Useful forms' section - forms available include Pet Permission and Alterations & Adaptations amongst others.

There is also a facility for close family or friends to have a limited access to your My Home account. This proxy user account can be requested by tenants and is available to help support and assist tenants with their tenancy.

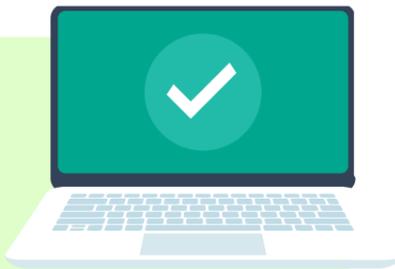
If you need any assistance, need to get set up or have a question about My Home then our digital champions are available to assist with any help, either at your home or in the office.

My Home Help

My Home is our online tenant portal available through our website by clicking on the green 'My Home' link. It allows our tenants to update contact details, log repairs, make rent payments, amend occupant details, complete online forms and more.

Many of your important tenancy documents also are available on My Home and can be accessed at any time. The 'Useful forms' section is available on My Home and includes Pet Permission and Alterations & Adaptations amongst others.

If you need any assistance, need to get set up or have a question about My Home then our digital champions are available to assist with any help, either at your home or in the office.



Free Sim Cards

Ochil View have free Vodafone Sim cards available for our tenants.

The Association has signed up with Vodafone's charities connected initiative to tackle digital exclusion. We want to support our tenants and families to get online and access services.

The Sim cards come with

 **unlimited calls & texts**
(to standard UK numbers)

 **20GB of data**

 **Free for 6 months.**

Tenants can then request to be considered for a new Sim card after the 6-month period has expired. We also have digital champions available to help any tenant who would like some help with accessing services digitally.

If you would like a sim card or some digital help, please contact the Association.

 **vodafone**


OCHIL VIEW
Housing Association Limited



the noise app

A Helpful Tool for Reporting Noise Issues

We understand how disruptive and stressful persistent noise problems can be. To help tenants report noise related antisocial behaviour (ASB) more easily and accurately, we are encouraging the use of **The Noise App** - a simple, free tool designed to record and submit evidence directly to our Housing Services team.

The Noise App allows you to capture short audio recordings of the disturbance as it happens using your smartphone or tablet. Each recording is automatically time stamped and securely uploaded, along with a short note describing the incident. This provides us with reliable, real time information that is far more accurate than written diary sheets alone. The recordings help us understand the nature, frequency and impact of the noise, making it easier for us to assess complaints and decide on the most appropriate action.

Submitting evidence through The Noise App also means that you can report issues at a time that suits you, without waiting for office hours. All information comes directly to our team, who will review your recordings and contact you to discuss the next steps. The app is particularly useful in cases where noise happens intermittently or late at night, when it can be difficult for officers to gather evidence in person.

Whether the issue involves loud music, persistent shouting, or any other ongoing disturbance, The Noise App helps streamline the investigation process and ensures we have the best possible information to support your complaint.

If you are experiencing noise problems and would like to use the app, please get in touch with the Housing Services team - we're happy to guide you through getting started.



Mira Showers

If you have a Mira shower, it is important that you only use Mira approved parts if you are changing the shower head or hose.

We are seeing an increase in the number of repair calls to poor water flow where the problem is due to the incorrect shower head and / or hose that has been fitted. Not every shower head is suitable and this can take up valuable time and resource repairing these problems and may also be chargeable.

If you have any questions, you can call our team for advice.

Pet Permission

We understand that tenants wish to keep pets in their home as they can add to family life and be great company. However, tenants are reminded that **permission must always be requested and approved in writing before bringing any pet into your home.**

Your tenancy agreement includes clear conditions on pet ownership. These conditions are in place to help ensure that homes are kept in good condition, that noise or nuisance is minimised and that all residents can enjoy a safe and comfortable environment. Failure to adhere to the conditions may result in pet permission being withdrawn and could lead to a breach of tenancy.

If you are considering getting a pet, the process is simple:

- 1. Submit a formal request** - this can be done in writing or through your My Home Account
- 2. Wait for written approval** - before bringing the animal into the property.
- 3. Follow all conditions** - set out in the permission letter, such as responsible ownership, cleanliness, and supervision.

We know pets can be a wonderful addition to a home, and we aim to support responsible pet ownership wherever possible. Unfortunately, some developments such as Mill Road are not suitable due to the layout & design and pet permission will not be granted.



Thinking About a Move This Spring? Consider a Home Swap!



Are you looking to downsize, or is your current home starting to feel a little too small? A **home swap** - also known as a **mutual exchange** - might be the perfect option for you.

A mutual exchange allows two or more tenants to swap homes directly, without having to go back on the housing list. It can be a quicker way to move and gives you greater control over choosing the type of home and area that suits your needs.

Who Can Take Part?

You can consider a mutual exchange if you are:

- A tenant of another local authority
- A tenant of a housing association
- Someone who holds a **Scottish Secure Tenancy Agreement**

Mutual exchanges are not limited to only two households- sometimes chains involving three or more homes can be arranged.

Before You Decide

Once you have identified another prospective property and you have considered the property, area, transport links, services available etc, an application form can be submitted, after which property and tenancy checks will then be carried out before approval can be granted.

Looking for a Match?

House Exchange (www.houseexchange.org.uk) lets you register your property and connect with other tenants who are also considering a mutual exchange. If you'd like help getting started, contact your Housing Team.

Reactive and Void Maintenance Contract

Last summer, we appointed Property One to deliver our reactive maintenance and void property services. These services remain a vital part of our overall operations, ensuring tenants receive prompt repairs and that our homes are well maintained.

Our staff have been working hard to uphold the required standards; however, we recognise that progress has taken longer than expected. Unfortunately, this has resulted in an increase in complaints and the need for additional visits to complete some repairs.

We are closely monitoring this area, and our staff continue to work with Property One to drive improvements in both timescales and service quality.

Should you have any questions on this contract, please contact Ashleigh Brown or Grahame Phillips on 01259 722899.



Lettable Standards Policy Review

Ochil Voice Completes Review of Lettable Standards Policy

Our Tenant Scrutiny Group - now proudly known as Ochil Voice - has recently completed a full review of our Lettable Standards Policy.

As part of the review, group members met with staff from Forth Housing Association, examined our current void property standards, and considered feedback gathered through new tenant satisfaction surveys. This thorough approach ensured that the policy was assessed from both operational and tenant perspectives.

Following their discussions and review, Ochil Voice confirmed they were satisfied with all recommendations that emerged from staff consultation. The group felt that the proposed updates were appropriate and had no further suggestions or amendments to put forward.

We would like to extend our thanks to the members of Ochil Voice for their time, insight, and continued commitment to shaping services that matter to our tenants.

If you're interested in getting involved with Ochil Voice and helping influence future improvements, we'd love to hear from you.

Please contact Jade Murray, Tenant Engagement & Communication Officer, at jade.murray@ochilview.co.uk or call 01259 722899.



Close & Window Cleaning

We are pleased to announce that we have extended the contract for our close cleaning & window services by a further year. The contract will continue to be serviced by Caledonian Maintenance Services until 31st March 2027.

The service is provided to several areas where tenants do not undertake the cleaning themselves, and it covers weekly cleaning of common stairwells and bi-monthly cleaning of any common stair windows.

If you have any questions on this service, you can contact Margaret Scott or Vicki Brown.



Ochil View Joins with Fife Housing Project to Support Young People Leaving Care

We are delighted to announce a new partnership with Fife Housing Project to help provide stable homes for young people transitioning out of the care system. The initiative, delivered by Fife Council and supported by the National House Project, is designed to equip care leavers with the skills, confidence, and resilience needed to live independently.

As part of the programme, young people take part in a comprehensive 6-9 month learning journey, during which they complete an SQA qualification and develop a portfolio of practical skills. The curriculum covers budgeting, cooking, home management, health and wellbeing, and an in depth understanding of tenancy responsibilities. Participants work closely with dedicated staff throughout the process to ensure they feel fully prepared before moving into their own homes.

Over the past five years, nearly 50 young people have successfully transitioned into independent living through the project.

We are looking forward to contributing to the continued success of the initiative by helping to provide safe and stable homes for care leavers across Fife.

DAMP, MOULD & CONDENSATION

Damp, mould and condensation can be a serious issue in your home, therefore if reported, our staff will undertake a diagnosis taking account of whether this is the first report which is crucial to determining any further action that may be required.

In most cases we will inspect your home and assess the entire building, discuss temperature and humidity levels and check all ventilation. We will also look for structural defects and ask you questions about how you and your family live in your home. In some cases, we may engage an independent inspection by a qualified contractor or surveyor for further advice. If any repairs are identified, we will always tell you what we are doing and why, and we will contact you after several weeks to ensure any repairs are working effectively to cure the problem.

To ensure we diagnose correctly, the Association has been installing sensor equipment to some homes, which allows us to accurately record levels of moisture, air flow and temperature so we can ensure we provide the best possible solution.

Here are some self-help tips that can help deal with condensation in your home.

- Ensure the property is heated appropriately, between 18 and 21 degrees is best
- Ensure the property is being ventilated appropriately, opening trickle vents and windows assists with this
- Ensure your bathroom and kitchen fans are working and used when bathing and cooking
- Minimise drying of clothes on radiators





Estate Inspection Update

Margaret Scott, Assistant Property Services Officer, 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 be closely monitoring the close cleaning and landscaping maintenance contract to ensure the best service is provided for tenants.

PLEASE NOTE: Tenants 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 repairs@ochilviewha.co.uk.

If you would like to report any Estate issues such as dumped rubbish or dog fouling please call 01259 722 899 option 1 or alternatively email housing@ochilviewha.co.uk.

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.



Landscaping Update

We are now in our Spring/ Summer phase of landscaping within our developments. You should have now noticed that the Landscape contractors have been starting to prepare our communal gardens for the summer months. If you have any issues that you would like to bring to our attention, please do not hesitate to contact us.

Summer Months (April to October)

Grass Cutting - Every 10 working days, except in very inclement weather conditions.

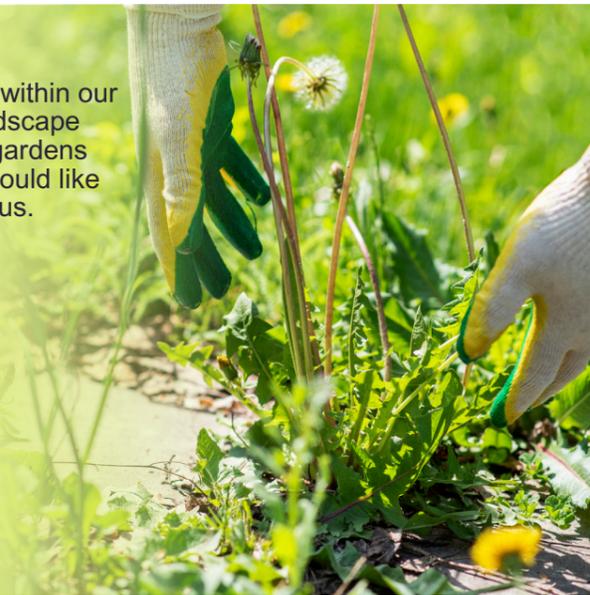
Grass Edging - Every 10 working days plus annual edge reforming (not including naturalised areas).

Shrub Pruning - Once or twice per year depending on species.

Weed Control - As required.

Hedge Trimming - 2 times per year

Litter Picking - Every 10 working days



Tree Maintenance - Who's responsible

Trees in communal area's that fall within our estates will be maintained by Ochil View HA

Trees and shrubs that lie within the boundary of a tenanted property are the responsibility of the occupier even if the trees or shrubs are present when you move in. These should be maintained to ensure that they do not become unmanageable.



HOUSING PERKS

With the Housing Perks app, tenants can enjoy exclusive discounts on e-gift vouchers from a wide range of retailers.

Once bought, vouchers are stored directly in the app as e-gift cards and can be used both in-store and online, making it simple and convenient to save money

Current offers include:

- 4% off**
Tesco, Asda, Morrisons & Iceland
- 16% off**
off Swarovski
- 9% off**
Primark & TK Maxx
- 5% off**
Currys, IKEA & Argos

If you spend £50 a week at the supermarket and use the Housing Perks app to buy your vouchers with a 4% discount, you could save £104 over the course of a year, simply by switching how you pay

Download the app today at:
<https://www.yourhousingperks.com/download-the-app>



HOME CONTENTS INSURANCE

What is it and do I need it?

When you rent a home from a Ochil View, you gain a safe and secure place to live - but did you know that your personal belongings aren't automatically protected? Many tenants are surprised to learn that while the building itself is insured, the items inside their home are not. That's where home contents insurance comes in.

Home contents insurance protects the things you own - décor, furniture, clothes, electrical items, carpets, valuables, and everyday essentials. These items can be expensive to replace if something unexpected happens, such as:

- Fire
- Flooding or water leaks
- Theft or burglary
- Vandalism

If your belongings are damaged or destroyed, contents insurance can help you replace them without the financial strain.

What to look for in a policy

When choosing contents insurance, consider:

- How much your belongings are worth (Most people underestimate this!)
- What the policy covers and excludes
- If there's an excess to pay when claiming
- Whether accidental damage is included

Remember: Insurance Is Your Choice - but it can make a big difference

At Ochil View we strongly encourage tenants to consider home contents insurance because replacing essentials after an emergency can be extremely difficult & costly without financial support. Contents insurance offers reassurance that you won't be left out of pocket if the unexpected happens.

We have teamed up with Thistle Tenant Risks, who provide the Crystal Insurance Scheme, a specialist insurance scheme for social housing tenants.



If you want more information, please contact Thistle Tenant Risks on telephone 0345 450 7286 or visit www.thistletenants-scotland.co.uk and request a call back.





Community Project Update

Completion of Our Community Project at Kippen Place

We have successfully completed our Community Project at Kippen Place.

To identify the necessary improvements for the area, we surveyed the tenants. The key issues highlighted were bulk/fly tipping and contaminated bins, which required our attention.

Thanks to our contractors, Property One and idverde, we provided residents with a one-time skip hire to help clean up the development. Additionally, we replaced individual bins with communal ones.

These changes have resulted in a noticeable improvement, and we hope they will contribute to keeping Kippen Place clean and tidy.

Ochil Thrive Initiative

Supporting Tenants When It Matters Most

January 2026 marked the launch of our brand new initiative, Ochil Thrive - a project designed to offer timely, practical support to tenants who need it most.

Created with the wellbeing of our community at its heart, Ochil Thrive aims to provide a little extra help to new tenants settling into their homes, as well as those experiencing financial pressures. We know that a small boost at the right moment can make a big difference, and this initiative allows us to do just that.

Thanks to funding secured through Community Benefits, we were able to establish a limited support fund that enabled the distribution of Aldi vouchers to tenants identified by our Housing Services Team as needing a helping hand. These vouchers are intended to ease immediate pressures - helping families and individuals access essential groceries during challenging times.

Ochil Thrive is an important step in strengthening the support we offer across our communities, ensuring no one feels they have to face difficulties alone. We look forward to developing this initiative further and continuing to make a positive difference throughout 2026.



Ochil View Joins NEW FIFE TENANT PARTICIPATION FORUM

In November 2025, Ochil View Housing Association became a member of the newly established Fife Tenant Participation Forum. This exciting new partnership brings together five housing associations across Fife:

- Glen Housing Association
- Kingdom Housing Association
- Ore Valley Housing Association
- Fife Housing Group
- Ochil View Housing Association

The aim of the forum is to strengthen collaboration across the region, share good practice, and support consistent, high quality tenant participation. By working together, the group hopes to create more opportunities for tenants to have a strong and meaningful voice in shaping services.

This collaborative approach will enable all participating organisations to learn from one another, develop new ideas, and enhance the ways tenants are engaged and empowered.

We look forward to working closely with our partners and contributing to a positive and productive forum for the benefit of tenants across Fife.



FOLLOW US ON INSTAGRAM!



We're building our online community and we want YOU to be part of it!

Follow us on Instagram @ochilviewha and help us reach our goal of 500 followers. Once we hit that milestone, one lucky follower will be selected at random to win a cash prize!

It's our way of saying thank you for staying connected and engaged with us.

HOW TO ENTER:

1. Follow @ochilviewha on Instagram.
2. Stay tuned for updates.
3. Cross your fingers- you could be our winner!

Let's grow together. Tell your friends, family, and neighbours to follow us too!



Help when you need it DOMESTIC ABUSE

In Clackmannanshire there was **127 domestic abuse incidents per 10,000** of the population reported to Police in 2022-23 although many incidents likely go unreported. The Scottish average for Local Authorities being 114 incidents per 10,000 of the population. (Source - Scottish Government, March 2024)



Anyone can be a victim of domestic abuse, but some people particularly women - are more likely to be victims.

A common perception is that Domestic Abuse is only physical contact. Domestic Abuse is not limited to physical abuse, it can be controlling or coercive behaviour, mental or emotional abuse, financial abuse or sexual abuse. Help and support is available to everyone, some contact agencies are noted below. Housing staff can provide further details with a support directory available on our website - www.ochilviewha.co.uk/page/domestic-abuse

Scotland's Domestic Abuse and Forced Marriage Helpline - 0800 027 1234

Shout 85258 is a free, confidential, 24/7 text support service in the UK for anyone struggling to cope with issues like anxiety, depression, or suicidal thoughts.

Rape Crisis Scotland - 08088 01 03 02 or text 07537 410 027

Scotland's helpline for male domestic abuse victims (AMIS) - 03300 949 395.

If you identify as LGBT+ you can call Galop on 0800 999 5428 for emotional and practical support.

Shakti Women's Aid - Help for black minority ethnic (BME) women, children and young people who are experiencing, or who have experienced, domestic abuse - 0131 475 2399.

As a housing provider we have a policies & procedures in place to assist tenants and household members who are victims of Domestic Abuse.

We can assist with lock changes & installing other possible safety measures and we can provide housing advice. The safety of the tenant and their dependents will be our priority and there may be occasions where either emergency accommodation is required whilst safety measures are implemented, or it is not safe for them to remain. If this is the case the duty to provide immediate temporary accommodation lies with the Local Authority under section 28 of the Housing (Scotland) Act 1987 therefore, we will refer the tenant to the Homeless section of the Council. The tenant can also contact or be referred to Women's Aid for emergency refuge.

If you are experiencing domestic abuse and need to be rehoused, you may be eligible for a Gold Priority Pass when you register on These Homes and begin bidding for suitable properties. We may ask for supporting information from a recognised support service to help assess your situation. In exceptional circumstances, we may also consider a management transfer to help prevent homelessness in exceptional circumstances.

Our housing staff can discuss the options available to you discreetly & professional either at home, in our office or at a neutral location. Please speak to us on 01259 722 899 for this or any tenancy related query.

ARE YOU AGED?

16 TO 24 YEARS OLD?

SCAN ME!



WE NEED YOUR VIEWS

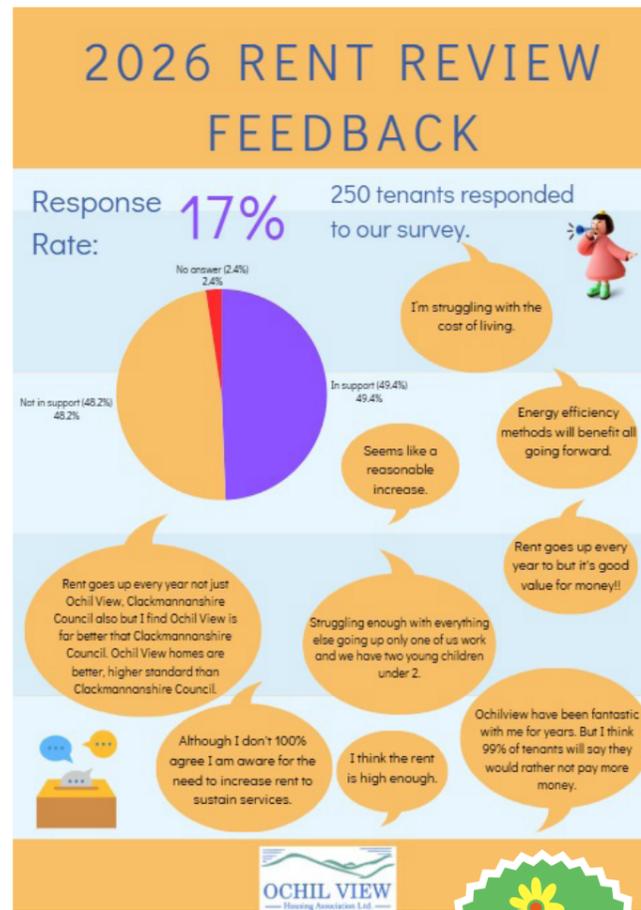
VOLUNTEER OPPORTUNITIES

- Promote youth engagement within OVHA.
- Publish Newsletter articles
- Attend Tenant Scrutiny Groups
- Create vlogs/Social media posts
- Create a 'Youth Forum'

BENEFITS:

- Enhance your C.V
- Future references
- Make a meaningful impact within your community
- Become OVHA's 'Youth Ambassador'

CONTACT JADE MURRAY | TENANTENGAGEMENT@OCHILVIEWHA.CO.UK



Christmas Competition WINNER

Over the festive period, our mischievous Ochil View Elf caused quite a stir around the office - popping up in unexpected places, stirring up harmless trouble, and even making a surprise appearance in **New York City!**

To celebrate the fun, we asked our tenants to help us give our cheeky elf a name... and you certainly delivered!

We received a fantastic range of creative, clever, and festive suggestions. After much deliberation, we're delighted to announce that the winner of our **Name the Elf** competition was **Emily from Tullibody**, who gave our elf the perfect name: **Mistletoe!**

Emily won a **festive hamper** and is now the proud owner and official keeper of Mistletoe himself!

A huge **thank you** to everyone who took part - your imaginative entries made this competition such a joy. Keep an eye out next year... who knows where Mistletoe's adventures might take him next!

RANDOM ACTS OF KINDNESS DAY



Celebrating Random Acts of Kindness: Congratulations to Our Winner!

In February, we invited tenants to take part in our Random Acts of Kindness celebration by sharing stories of kindness - big or small - that made a positive difference in their day. We were delighted to receive so many heart warming entries showcasing the strength of our communities and the thoughtful gestures that bring neighbours together.

After reviewing all the submissions, we're thrilled to announce Lisa Bates from Tullibody as our winner!

Lisa's story stood out for its warmth and the lovely reminder that kindness doesn't need to be grand to be meaningful. As our winner, Lisa has received a £30 voucher as a thank you for taking part and for helping us spread a little extra positivity this month.

Well done, Lisa - and thank you to everyone who took the time to share their stories!

Your acts of kindness help make our communities brighter places to live.

EASTER EGG HUNT CHALLENGE

HOW MANY CAN YOU FIND?

It's almost Easter and we're asking you to find as many Easter Eggs as you can within the newsletter! Email your answer to tenantengagement@ochilviewha.co.uk or call 01259 722899. Good luck!



Panto Tickets

To share the joy of Christmas, we bought tickets for Spotlight Theatre's production of Aladdin, performed at Alloa Town Hall, enabling tenants to attend the show at no cost.

In addition, Spotlight Theatre generously donated an additional **60 tickets**, allowing a total of **31 households** to experience the performance and embrace the festive spirit!

ALLOA ARTWORK PROJECT

As part of our Community Benefits initiative, we invited S3 pupils from Alloa Academy to design artwork showcasing popular attractions in Clackmannanshire for display in our office.

Congratulations to our winners:

- 1st Place:** Freya
- 2nd Place:** Alicia
- 3rd Place:** Lily

Each winner received an Amazon voucher, and thanks to a generous donation from our contractors RB Grant, we donated £250 to Alloa Academy's Art & Design Department.



Burns Competition

In January, we embraced the spirit of Scotland and invited tenants to share anything that celebrates our culture, heritage, and country. We were delighted by the fantastic response!

A heartfelt thank you to everyone who took part in our **All Things Scottish** competition. We received some truly wonderful entries, including photos of tattoos, the beauty of **Loch Lomond**, the stunning landscapes of the **Isle of Harris**, and even a delicious homemade **stovies** recipe!

We're thrilled to announce that the winner is **Mags Benvie from Tullibody**, who has won a **£50 One4All voucher**, generously donated by our contractors at **Alphacomm**.

Mags impressed the judges with a beautiful photograph of the **Wallace Monument** - a landmark rich in Scottish history and heritage.

Congratulations, Mags!



FUEL VOUCHER SUPPORT Additional Help Now Available

Ochil View Housing Association is pleased to confirm that we continue to have access to dedicated funding that enables us to provide fuel vouchers to tenants who are struggling with energy costs. This support is specifically available to households who use **Pre-Payment Meters** and who top up their gas or electricity at the **Post Office** or at any **PayPoint outlet**.

These vouchers are designed to offer short term assistance to help you stay on top of essential energy needs during periods of financial pressure.

How to Apply

To ensure we can process your application quickly and correctly, we are required to gather certain pieces of evidence. Please provide **ONE** of the following forms of photographic proof:

A clear photo of your pre payment meter, switched on, showing:

- the current balance
- the meter serial number
- the screen fully visible and in focus

or

A screenshot from your online energy account that clearly displays:

- your name
- your address
- your current energy balance

In addition to the above, the fund administrators require applicants to supply **ONE** of the following supporting documents:

- **Evidence of benefit entitlement**, such as a recent award letter,
- **Evidence of rent arrears**, which we can help you gather if needed.

If you are unsure how to obtain any of this information, or if you need assistance taking photographs or screenshots, our team is here to help. Please contact us and we will guide you through every step of the process.

Not Yet Applied This Year?

If you have a pre payment meter and top up using **PayPoint** or at the **Post Office**, and you have **not yet applied for fuel voucher support this year**, we encourage you to get in touch as soon as possible. You may still be eligible for help, and the process is quick, straightforward, and confidential.

 01259 722899

 customerservices@ochilviewha.co.uk

Struggling With Fuel Costs or Fuel Debt?

No matter who your energy provider is - nor whether you use a pre payment, credit, or smart meter - we can arrange a referral for specialist support. Help is available through:

- Clackmannanshire Council Home Energy Advice Team (HEAT)
- Cosy Kingdom (for tenants living in Fife)

These services provide free, confidential advice on managing fuel costs, reducing energy use, and dealing with fuel debt.

If you're finding things difficult, please get in touch. We're here to help.



Funding Success Brings New Opportunities for Tenants in Education

We're delighted to share that we have been successful in securing funding from Lintel Trust, enabling us to purchase

six brand new laptops for tenants

currently in education who did not previously have access to a suitable device.

Digital access is essential for learning, coursework, communication, and personal development. This funding helps ensure that our tenants can participate fully in their studies and pursue their goals without the barrier of digital exclusion.

A huge congratulations to the tenants who received devices:

Jacqueline Hynd
Hannah Allan
Nicola Stirrat
Carole Marshall
Abby Fitzpatrick
Amber Gladstone



Support Services for Men



#ITSOKAYTALK

ANDYS MAN CLUB

Across the UK, men's support groups play a vital role in encouraging men to be open and discuss their mental health.

In the Clackmannanshire Area, Andys Man Club runs every Monday at 7pm (except bank holidays). This is a free, peer-to-peer support group, which is confidential, non-judgemental and available for all men over the age of 18.

The nearest groups include:

Alloa - Hawkhill Community Centre, 132 Hillcrest Drive, FK10 1SB

Kincardine - The Coalfields Training & Enterprise Hub, Kirk Street, FK10 4PT

Dunfermline - Dunfermline Sports Club, McKane Park, Limekilns Road, Dunfermline, KY12 7XA

You can find out more information other group meeting places at www.andysmanclub.co.uk



The Forth Valley Mens Shed & Alloa Community Shed is a charitable organisation centred around improving the

mental wellbeing of its members and community at grassroots level through recreational activity and projects.

To find out more information you can find them on Facebook at www.facebook.com/FVMSHed, call on 07594 440868 or can email them at fvmenshed@gmail.com

STRESS AWARENESS MONTH

APRIL IS A PACKED MONTH FOR WELLNESS AND LIFESTYLE AWARENESS, FEATURING STRESS AWARENESS MONTH, NATIONAL PET MONTH AND NATIONAL GARDEN MONTH.

Stress is something everyone feels at times, especially when dealing with change or life challenges, such as money worries, work issues or relationship problems.

A little stress can be a good thing, as it helps us to get things done or focus on something that needs our attention. How we manage stress can make a big difference to our mental wellbeing, and the first step to managing it is to know how it affects us and why.

Pressure at work, school or home, illness, or difficult or sudden life events can all lead to stress.

Some techniques for managing stress include:

IMMEDIATE STRESS-RELIEF TECHNIQUES

Deep Breathing: Practice 4-7-8 breathing (inhale for 4 seconds, hold for 7, exhale for 8) to reduce immediate tension.

Physical Movement: Take a short walk, stretch, or dance to burn off adrenaline and reduce cortisol levels.

Mindfulness & Meditation: Use apps, CDs, or simple breathing exercises to focus on the present moment.

Sensory Grounding: Spend time in nature, listen to music, or take a long soak in a bath.

LONG-TERM LIFESTYLE ADJUSTMENTS

Prioritize Sleep: Establish a regular sleep routine to recover from burnout.

Exercise Regularly: Engage in activities you enjoy, such as walking, swimming, or dancing.

Healthy Diet: Eat a balanced diet to manage energy levels and support physical health.

Cut Back & Delegate: Identify what causes stress and try to remove or delegate tasks.

Limit Stimulants: Reduce consumption of alcohol, cigarettes, and caffeine, which can worsen stress.

COGNITIVE AND SOCIAL STRATEGIES

Journaling: Write down thoughts to help process them and reduce their power.

Connect with Others: Talk to friends, family, or a counselor to share worries.

Set Boundaries: Learn to say "no" and avoid trying to do everything at once.

Be Kind to Yourself: Take breaks and reward yourself for small achievements.

If you are struggling to cope, contact NHS 111, speak to a GP or a professional counsellor for support.



Family Wellbeing Drop-ins



Are you a **family member parent or carer?**

Looking to access **groups, activities, and support** within the **community?**

Come along to one of our **local Family Wellbeing Drop-In Hubs** and speak with a **member of our friendly team** who can **chat with you** about the **available options**

Drop In Hubs

- **Mondays** - The Hive, 21 Mill Street, 3pm - 5pm
- **Fridays** - The Blue Hoose, Tullibody, 101a Newmills 9.30am - 11.30am

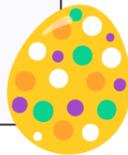
Find out more:



Clackmannanshire Family Support Collaborative
Info@familysupportclacks.scot



CTSI Clackmannanshire Third Sector Interface
Clackmannanshire Council



NO AUDITION : EVERYONE WELCOME

BE PART OF IT

SAUCHIE COMMUNITY GROUP CHOIR

EVERY WEDNESDAY AT 7PM
SAUCHIE RESOURCE CENTRE



FALKIRK COMMUNITY HOSPITAL

Patient Transport

available from Clackmannanshire

- A new pick up service for patients living in postcodes FK10-FK14
- Every Wednesday
- 8.30 am until 5.30 pm
- Carers, mobility aid and wheelchair users welcome
- NHS appointment letter must be shown to the driver

BOOK NOW

01786 465355, option 1



<https://www.clacks.gov.uk/transport/falkirkcommunitytransport/>

The bus will return to Clackmannanshire at regular intervals throughout the day and some waiting time should be expected. However a café is available on site.



PRICE £2
1 Person
Single Trip

This is a pilot project between October 2025 - April 2026, funded by SEStran and Transport Scotland

Get fit for FREE at Indodrill Stadium

13 week programme, delivered by Alloa Athletic F.C.
Weekly 90 minute session at Indodrill Stadium
Get fitter, healthier and happier

Who is it for?
People aged 35-65 who want to improve their lifestyle
Participants should have a waist size of at least 38 inches, or a belly size of at least 40 inches

Sign up today!
jonny@waspcommunityclub.com



TENANT ENGAGEMENT UPDATE

Since October, we have been extremely busy delivering a wide range of tenant engagement activities, community events, and improvement projects.

Here's a look at what we've been up to:



OCHIL VOICE

Our Ochil Voice group reviewed our Lettable Standards Policy and welcomed TPAS CEO Eveline Armour to discuss future goals and strengthen our approach to tenant participation.

LAPTOP ASSISTANCE

Thanks to funding secured from the Lintel Trust, we purchased six laptops to support tenants in education who previously had no access to a suitable device.

RESIDENT SATISFACTION SURVEY

Knowledge Partnership have now completed the full Resident Satisfaction Survey. We are pleased to share the results with you in this issue.

BURNS COMPETITION

We celebrated Scottish culture and creativity through our Burns-themed competition, showcasing fantastic entries from across our communities.

COME DINE WITH US

We hosted three successful "Come Dine with Us" events, all of which received fantastic feedback from tenants who enjoyed great food and even better company.

RANDOM ACTS OF KINDNESS DAY

Neighbours - and our own OVHA staff - took part in spreading kindness throughout the community, marking Random Acts of Kindness Day by sharing experiences of kindness in the community.

LORNSHILL CAREERS EVENING

Staff attended the Lornshill Academy Careers Evening to promote housing sector careers and highlight education and training opportunities for young people.

We're always looking for tenants who want to share their views and help shape our services.

- Join our Register of Interested Tenants for occasional feedback opportunities.
- Or become part of Ochil Voice for more in-depth involvement.

tenantengagement@ochilviewha.co.uk

01259 722 899

Get Involved!

ALLOA ARTWORK

Pupils from Alloa Academy created stunning local landmark artwork, now proudly displayed in our office for everyone to enjoy.

FESTIVE FUN

In December, 31 households were able to attend a magical trip to watch Aladdin at Alloa Town Hall - spreading plenty of festive cheer.

What's Next??

OCHIL THRIVE

We launched Ochil Thrive, a new initiative designed to support tenants who may be facing financial pressures and help them access the right advice and assistance.

CLACKS SUMMER CARNIVAL PLANNING

Preparations will soon be underway for this year's Clacks Summer Carnival - a fantastic community event you won't want to miss!

EASTER COMPETITION - Get ready for some fun! We'll be running an Easter-themed competition with great prizes for all ages.

TENANT ENGAGEMENT ANNUAL REPORT - Our Tenant Engagement Annual Report will be published soon, highlighting achievements from 2025 - 2026.



Thank you to everyone who's taken part and supported our engagement work, we look forward to continuing working with you.

Jade Murray, Tenant Engagement & Communication Officer

OUR COMMUNITY CENTRE
Run by the community for the community

Weekly Classes & Services

Join Us
Contact Details of Activity Providers
Scan Below

Monday
10.45am to 11.15am Bookbugs - Just turn up - free
12.00pm to 1pm Afternoon Zumba with Ian - Pay on the day
1.30pm to 2.30pm Zone 60's Exercise Class - Pay on the day
7.00pm to 8.00pm Zumba with Ian - Pay on the day

Tuesday
9.30am-10.15am - TRX Fitness Class (EK Fitness) - Pay on the day
10.30am-11.15am - Senior Circuits (EK Fitness) - Pay on the day
1.00pm to 3.00pm Senior Table Tennis Club - Pay on the day
4.30pm to 5.15pm Tiny Tots Stage Dance Class (Crown Studios) - Book on Class4Kids
4.45pm to 5.30pm Juniors Stage Dance Class (Crown Studios) - Book on Class4Kids
5.35pm to 6.20pm - Creative Dance (Crown Studios) - Book on Class4Kids
6.25pm to 7.10pm - Intermediates Stage Dance Class (Crown Studios) - Book on Class4Kids
6.30pm to 7.30pm Highland Dance with Emily - Contact Directly

Wednesday
10.00am to 12.00pm Homestart - Parent Group (referral only)
10.00am to 11.45am Menstrile Toddler Group (Just turn up)
4.20pm to 5.05pm Tiny Tots Freestyle Disco & Pom Dance (Crown Studios) - Book on Class4Kids
5.10pm to 5.55pm Acro & Pom 6+ (Crown Studios) - Book on Class4Kids
6.00pm to 6.45pm Full on Freestyle (Crown Studios) - Book on Class4Kids
7.15pm to 9pm Sister Circle please check Eventbrite for Angel Beauty Holistos for dates

Thursday
10.30am to 11.15pm - Chair Exercise (EK Fitness) - Pay on the day
7.00pm to 8pm - Mid Month Reset Sound Bath Check Eventbrite Angel Beauty Holistic for dates
7.30pm to 9pm - Bingo (last Thursday of month) - pay on the day

Friday
10am to 10.45am Musicbugs class - Book online direct

Saturday
10.00am - 10.45am - Tots Dance & Performance Class (Crown Studios) - Book on Class4Kids
10.30am to 12pm - Library

Sunday
1pm to 2.30pm - Rollerbeats Roller Disco First Sunday of the month Term time - Book via Ticket Tailor

Let's party!
Our Centre is available to hire for parties!
BOOK HERE



Have You Met Our Housing Team?

If not, you will soon. All new tenants of Ochil View Housing Association will receive a home visit within the first 6 weeks of signing their tenancy. This visit is a chance for us to check how you're settling in, answer any questions, and offer support with any issues you may have noticed since moving in.

In addition to new tenant visits, our Housing Services team also carries out biennial tenancy visits for all existing tenants. These visits take place over a rolling two year period.

During a visit we can:

- Provide advice and support on housing related matters
- Make sure all your tenancy records are accurate and up to date
- Discuss any concerns you may have about your home or neighbourhood
- Build stronger relationships - it's an opportunity for us to meet you, and for you to get to know us too

These visits are an important part of how we support our tenants and ensure everyone is living safely and comfortably in their home.

Staff & Contractor Safety



KEEPING EVERYONE SAFE DURING HOME VISITS

Ensuring the safety and wellbeing of both tenants and our staff is a top priority. When our staff or approved contractors visit your home-whether for repairs, inspections, or routine checks- we want the experience to be safe, smooth, and respectful for everyone involved.

Identification and Security

All staff and contractors will always carry official photo identification. Before allowing anyone into your home, please take a moment to check their ID. If you're ever unsure, you can contact Ochil View on 01259 722899 and a member of staff can confirm their identity.

Pets and Home Visits

During home visits, we ask for the safety of our staff, contractors, and your animals, that all pets are secured in another room during the visit. This helps prevent accidents, reduces stress for animals, and allows work to be completed efficiently.



Departmental Afternoon Tea

Customer Service & Finance Teams Host Valentine's Afternoon Tea for Charity

In February, our Customer Service Team partnered with colleagues from Finance & Corporate Services to host a heart themed Valentine's Afternoon Tea, all in support of a great cause.

The staff room was filled with homemade sweet treats, savoury snacks, and plenty of pink and red decorations to set the mood. Staff across the organisation joined in, buying goodies, and sharing in the feel good atmosphere.

Thanks to everyone's generosity, we raised a fantastic

£156,

which will be donated to Wee Jamie's Journey - a local charity chosen by staff and one that is close to many hearts.

A huge thank you to all involved!



STAFF NEWS

Welcome to Our New Director of Finance & Corporate Services – Sheila Traynor

We are delighted to welcome **Sheila Traynor** to Ochil View as our new **Director of Finance and Corporate Services**.

Sheila brings a wealth of experience from across the charity and not for profit sectors, including senior roles with two Glasgow based Housing Associations. Her background in financial leadership, combined with her passion for supporting organisations with a strong social purpose, makes her a valuable addition to the team.

Outside of work, Sheila enjoys staying active. She is a keen runner and a regular participant in Parkrun events. She also loves swimming - both in the pool and occasional outdoors - whenever she gets the chance.

Alongside her professional achievements, Sheila is committed to giving back to the community. She volunteers with several charities, including taking on the important role of Treasurer.

We are thrilled to have Sheila join us and look forward to the expertise, energy, and enthusiasm she brings to Ochil View.



Staff Spotlight

Ashleigh Brown – Property Services Officer (Reactive/Voids)

Ashleigh joined Ochil View Housing Association in August 2013 have started as an Assistant Property Services Officer dealing with planned maintenance and compliance, and in recent years has been promoted to Property Services Officer.

Ashleigh currently works as part of the Property Services team dealing with Reactive Maintenance and Voids in Alloa, Dollar, Fife, Coalsnaughton, Cambus, Sauchie, Clackmannan, Tillicoultry and some parts of Tullibody.

Her favourite part of the job is helping tenants with their repair requests, problem solving (no 2 days are the same!) and trying to get our empty properties under repair and turned around for new tenants as quickly as possible while making sure they meet our lettable standard. She also enjoys seeing the positive impact Ochil View can have on tenant's lives.

In her spare time Ashleigh enjoys drinking coffee, socialising with friends and spending time with family!



Meet Our Finance and Corporate Services Team!

We're delighted to shine a spotlight on the incredible people who keep our organisation running smoothly behind the scenes. From finance operations to corporate governance and organisational support, this dedicated team ensures that everything we do is built on strong foundations.

(From left to right) Neil Harrison (Finance Officer), Lori Ritchie (Assistant Finance Officer), Heather Kennedy (Assistant Finance Officer), Kate Oliver (Corporate Services Administrator), Anne Smith (Chief Executive) and Sheila Traynor (Director of Finance and Corporate Services).

Together, this team brings professionalism, dedication, and a shared commitment to excellence. We're grateful for everything they do to support our staff, our services, and the wider community.



Keeping Your Home Clean and Comfortable

As a tenant, your home is more than just a place to stay; it's a space to feel comfortable, healthy, and secure.

Keeping the property up to a good standard is part of your tenancy conditions and cleaning, tidying and dealing with waste should be done on a regular basis.

It is easier to clean regularly to keep the property up to a standard and we've provided some tips to help with a cleaning routine:-



Helpful cleaning routine:-

- **Daily:** Wash dishes, wipe kitchen counters, clear up rubbish and dispose of in the correct bins outside.
- **Weekly:** Vacuum and mop floors, dust surfaces, clean the toilet/sink, shower/bath and wipe down bathroom surfaces.
- **Monthly:** Wipe down switches, sockets, doors and skirting boards to remove scuff marks, dust and finger marks.

If you have pets in cages or use litter trays these should be cleaning out regularly for hygiene reasons and to avoid smells.

Decluttering your home can also make it feel more comfortable and easier to manage. If required bulk uplifts can be arranged through the Local Authority.



SERVICE DISRUPTION Temporary Changes to Our Service

Ochil View will be transitioning to a new IT System from 1st April 2026. During this period, we will not have access to our computer systems. We aim to be fully operational again by Wednesday 8th April 2026.



Below is a summary of how this will affect our services:

- **My Home Portal** - The My Home portal will be unavailable from the 1st April 2026 to 8th April 2026 while we complete the system transition.
- **Repairs** - During this time, we will only be able to process **emergency repairs**. We kindly ask that routine repairs are not reported until after the 8th April 2026.
- **Rent and other payments** - We will be unable to take payments over the phone, and the My Home portal will also be unavailable. You can still make payments at any **Post Office** or **PayPoint** outlet using your Ochil View swipe card. If you need a card, please contact our office. To find your nearest PayPoint location visit www.paypoint.com.
- **Other Services** - Our office will remain open, and staff will be available to take calls and provide advice. However, there may be delays in processing requests during this period.

We have written to all our customers regarding these temporary changes and will continue to provide updates as needed. We apologise for any inconvenience and appreciate your patience while we work to improve our services. We will look forward to resuming normal operations on Wednesday 8th April 2026.

