

THE LOCHILVIEW

Hillfoots

Investment Update

During the coming months we plan to invest to improve the quality and safety of our homes. This includes:

Smoke, heat & CO detector upgrades to properties throughout our stock to meet new regulations are in progress and should be complete by February 2022.



5 yearly electrical inspections to properties throughout our stock to meet new regulations by March 2022.

Replacement aerial / Sky TV systems to communal blocks throughout.



Flood Protection Measures to communal close and individual front doors at The Charrier.



Landscaping Update

Tenants have been contacting us recently with feedback on the landscape maintenance schedule and we thought it might be useful for you to be aware of the services we carry out.

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.

If you would like information on Benefits, then please contact the Tenancy Sustainment Team.

Hillfoots

Tenancy Sustainment Team – SPRING NEWS

Since April 2020 we have helped a total of **807 tenants** with a variety of different enquiries, ranging from benefit advice to help with energy costs. Our tenants are better off by **£1,030,923**. This includes Housing Benefit of **£98,704** and Universal Credit of **£626,644**.

During January and February we have been able to access fuel vouchers for our tenants. This has resulted in a total of **312 vouchers** being issued to **104 tenants** with a value of **£13,818**.

Since April we have had enquiries in your area from **41 tenants** which amounted to an overall Additional Income of **£73,074**, including **£3,521** Housing Benefit and **£51,573** Universal Credit. **This is an average gain of £1,783 for each tenant we helped.**



Robert Cowan, Tenancy Sustainment Assistant



Margaret Hall, Tenancy Sustainment Officer

STAY INFORMED

Follow us on Facebook to get more local news and info

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Bulky Uplifts

The Association subsidises the cost of bulk uplifts for our Clackmannanshire tenants.

The service has recently resumed and going forward will be provided by Clearway Scotland Ltd due to the current covid-19 restrictions on recycling centres. As of 1st April 2021 we are increasing our costs for this service to £20 or £40 depending on the number of items to be uplifted and this reflects the increased costs in operation of the service.

If you have any items you want us to collect, please contact us with a full list and we can discuss this with you!

THESE HOMES

We are really excited to announce that we are working in partnership with another six landlords from around Scotland to deliver a new online Digital Lettings Service called These Homes which, will replace the Homehunt system we currently use to allocate and relet our properties.

Why are we moving?

We want to be confident that we understand our customers' needs and aspirations. We need to change our system to ensure we capture this information.

We expect to switch over to These Homes mid-March. We will be in touch with everyone who is registered with us on Homehunt at the beginning of March with details about how to get started on These Homes and we will be posting regular updates on our Facebook Page using the hashtag #TheseHomes.

You will also find more information and updates on our website at the following link

<https://www.ochilviewha.co.uk/page/these-homes>

Do we have your correct contact details?

As part of our monthly tenant satisfaction monitoring, we ask for your feedback on our contractors Logie Glazing & Building Services and City Technical Services calling you ahead of your repair appointment.

This is an area we are looking to improve with both contractors over the coming months, therefore if any of your contact information has changed, please advise us as soon as possible.

Please be aware that operatives will call you direct from their work mobile telephone therefore please make efforts to answer as it may be to do with your upcoming repair.



Contents Insurance Reminder

As your landlord we only provide buildings insurance and we can only claim for damage caused to the fabric of the building such as ceilings, walls, sub flooring and smoke detection. This is even if damage is caused due to an issue such as a leak from the pipework or boiler in your property.

We do not provide cover for items such as your furniture, electrical goods like cookers or fridge/freezers, floor coverings or any other personal belongings.

The Thistle Tenant Risks Home Contents Insurance Scheme is a specialist insurance scheme for social housing tenants living in Scotland. One of our tenants from Tullibody recently commented

"Yes I love this company so worth the money"



For more information visit <https://www.thistletenants-scotland.co.uk/>

Looking after your neighbourhood

We inspect your neighbourhood every 3 months for repairs, general cleanliness, vandalism and any other issues. Due to the pandemic we had to stop these between April and June and again in December in line with national restrictions.

We did manage to carry out visits from July and at the end of December we completed 77 inspections (52.38%).

Do you have any concerns with your neighbourhood or would you like to join us to inspect your neighbourhood when inspections resume? It is an opportunity for you to tell us about anything that's not right. If you are interested contact Vicki Brown.

Ochil View staff out and about



Adele Rae, Assistant Housing Services Officer



Hazel McLean, Assistant Housing Services Officer



Vicki Brown, Assistant Property Services Officer



David Bishop, Housing Services Assistant



Sandra Marshall, Housing Services Officer



Christine Thomson, Housing Services Officer



Grahame Phillips, Property Services Officer (Inspections)



HAPPY TO TRANSLATE