

THE LOCHIL VIEW



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 will be complete by March 2022.

Replacement aerial / Sky TV systems to communal blocks is out for pricing to contractors and will commence in the coming months.

Flood Protection Measures to communal close and individual front doors at The Charrier is in progress and will be complete by March 2022.



Looking after your neighbourhood

We inspect your neighbourhood every 3 months for repairs, general cleanliness, vandalism and any other issues. Following long periods of being unable to carry these out during 2020-21, estate inspections resumed in April and during April and May we completed 21 inspections (100%).

We have found a number of repairs and untidy areas throughout each estate we have visited so far and are working to have these addressed as quickly as possible.

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.



21
inspections
Completed

Hillfoots Tenancy Sustainment Team – SUMMER NEWS

In 2020/21 we helped a total of **878 tenants** with a variety of different enquiries, ranging from benefit advice to help with energy costs. Our tenants are better off by **£1,651,036**. This includes Housing Benefit of **£167,887** and Universal Credit of **£1,084,251**.

In your area this included helping **54 tenants**, leading to overall additional Income of **£94,277**, including **£3,521** Housing Benefit and **£69,656** Universal Credit. This is an average gain of **£1,746** for each tenant we helped.

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



Robert Cowan, Tenancy Sustainment Assistant



Margaret Hall, Tenancy Sustainment Officer

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Changes to bulk uplift service

You may be aware, but as of Tuesday 1st of June, the way we administer our bulk uplift service changed.

- Tenants should contact Clackmannanshire Council direct to arrange a bulk uplift instead of Ochil View and they can be contacted on **01259 450000**
- The Association will continue to subsidise the uplift, therefore the payment due by tenants will be only **£20**, rather than the full rate of £40
- Tenants will still only qualify for 2 uplifts per year that are subsidised. If you do call the council and have reached your limit of 2, this can still be processed for you however you will need to pay the full £40 and we will not cover the rest of the cost
- We will continue to only subsidise 20 uplifts per month across all of our stock. You may be advised when you call that this limit has been reached. You can choose to pay the full price of £40 or alternatively wait until the following month

Please note that black bags do not form part of a bulk uplift, therefore Clackmannanshire Council will not lift these.

If you do have black bags, please report them to the council and necessary information will be passed back to us to action.

Do we have the correct up to date information on how we can contact you or who is currently living in your home?



It is important that we know how to contact you as this will enable staff to speak to you about your tenancy. Also, we are currently looking to improve on our repair appointment service and we will ask for feedback on our contractors Logie Building Services and City Technical Services calling you ahead of your repairs appointment. Please also be aware that operatives from our contractors will call you direct from their works mobile telephone before they call therefore, please answer as it may be to do with your upcoming repair.

It is also important that you notify us of who is in your household and when someone moves in or out. If you do not notify us of a change in writing, then it may affect your tenancy rights including succession or assignation of your tenancy.

If you have registered on our tenant portal, My Home then you can see the contact telephone number or email address we have for you and you will also see who is listed as members of your household. If any of this information is incorrect then you can change the details yourself on the portal.

For more information or help with My Home then please contact your Housing Services Officer.

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)

£500 grant funding



Menstrie Community Resilience Group (MCRG)

MCRG continue to meet regularly and are working together to build a strong resilient community group. We would like to thank Menstrie Community Council who have donated Covid-19 recovery grant funding of £500 to the group which has allowed us to buy thermal layers, torches and throw bags for use in call-out situations.

Work is still progressing in conjunction with the Scottish Flood Forum and Clackmannanshire Council, on improving resilience in The Charrier. A training course on communal close flooding will take place in July with works to follow in the coming months.

If you would like to join this valuable community group, please contact Ailsa Sadowski for more information on 01259 722899 or ailsa.sadowski@ochilviewha.co.uk.



HAPPY TO TRANSLATE