

THE LOCHIL VIEW

Hillfoots

Investment Update

Our planned investment work is in progress following some delays due to Covid-19. This includes:

Cyclical gutter cleaning in Weavers Way and Comrie Court in Tillicoultry, Mitchell Court in Dollar and The Charrier in Menstrie is complete.

Essential flood protection measures at The Charrier will be complete by March 2021.



Smoke, heat & CO detector upgrades to properties throughout our stock to meet new regulations are in progress and should be complete by February 2021.

Bulky Uplifts

Ochil View Housing Association subsidise the cost of bulk uplifts for our Clackmannanshire tenants.

The service is currently being provided by Orbis Scotland due to the current covid-19 restrictions on recycling centres and costs £15 or £30 depending on the number of items to be uplifted.

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

Do you have contents insurance?

Remember as your landlord we only provide buildings insurance. This means that we do not provide cover for items such as your furniture, electrical goods, floor coverings or any other personal belongings.

The Thistle Tenant Risks **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

Every 3 months we inspect your neighbourhood for repairs, general cleanliness, vandalism and any other issues however due to the pandemic we had to stop these between April and June. We resumed inspections in July and at the end of September we completed 39 inspections (55.71%).

In your area we have:

- issued repairs for gutter cleaning, bollards, close lighting, common close doors and glazing;
- reported poor standards to both the cleaning and landscaping contractors and set plans for improvement;
- reported areas of rubbish/dumping to tenants and took action to have these removed.

Would you like to join us to inspect your neighbourhood? It is an opportunity for you to tell us about anything that's not right. If you are interested contact Vicki Brown.

Hillfoots Tenancy Sustainment Team - WINTER NEWS

During April to September 2020 we have helped a total of **482 tenants** with a variety of different enquiries, ranging from benefit advice to help with energy costs. Our tenants are better off by **£774,705**. This includes Housing Benefit of £74,057 and Universal Credit of £448,159.

During April to September 2020 we have had enquiries in your area from **28 tenants** which amounted to an overall Additional Income of **£56,002**, including £42,506 Universal Credit. **This is an average gain of £2,000 for each tenant we helped.**

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



Margaret Hall, Tenancy Sustainment Officer

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🌐 www.ochilviewha.co.uk

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Fire Regulation Changes

Ochil View staff have been working hard to ensure all properties meet the amended Fire Regulations which are due to come into effect in February 2021.

All residential properties must be fitted with one smoke alarm in the living room, one smoke alarm in every circulation space such as hallways or landings, one heat detector in the kitchen and a carbon monoxide detector. These appliances must be linked so that if one is activated, they will all sound together so that wherever you are in your home, you will hear it.

There are still some properties which we have been unable to gain access to and it is important that you get in touch to make an appointment. **Please call Ailsa Sadowski on 07936 948980** who will be able to book you in for the upgrade. All properties must be compliant by February.

The presence of working smoke and heat detectors has been proven to significantly reduce fire casualties and fatalities.



Gas Heating Repairs

Ensuring your heating is working at all times is important, but especially at this time of year when the colder weather starts to creep in!

To make sure it is working effectively, please report any repairs as soon as possible and allow access for your boiler service. If you have any pressure loss issues, do not top your boiler up and report this to City Technical Services.

Any heating repairs should be reported directly to City Technical Services on 0333 202 0708. City

Technical staff will answer your call and arrange any repairs.



Menstrie Community Resilience Group (MCRG)

MCRG continue to meet every month and are working together to build a strong resilient community group. Go-Bags containing trousers, head-torches, coats and first aid kits have been distributed to the community volunteers which will allow for a quicker response in the event of an emergency.



Work is progressing in conjunction with the Scottish Flood Forum, with input from Clackmannanshire Council, on improving resilience in The Charrier. We are considering replacing communal close doors with flood doors and installing flood barriers at individual properties. Work is on track to be complete by March 2021.

We would also like to congratulate Dave Sharp, an MCRG community volunteer, for being named on the Queens Birthday Honours List for his contribution to community services through the Covid-19 crisis. Dave is set to receive the British Empire Medal. Well done Dave!

If you would like to join this valuable community group, please contact Ailsa Sadowski for more information on 07936 948980 or ailsa.sadowski@ochilviewha.co.uk.



IDVerde have commenced winter service and all salt bins have been replenished with premium grade white salt. If you find the salt bin to be empty let us know and we will arrange for it to be refilled.

Questions or comments:
Contact Vicki Brown Assistant Property 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)



HAPPY TO TRANSLATE