

THE LOCHIL VIEW

Hillfoots

BUDGET UPDATE

Pending budget approval, we are aiming to undertake the following investment in your area during 2024-25:

Window / Door Upgrades - £20,000

Door Entry Upgrades - £4,800

If approved, all tenants due to receive investment in their home, will be contacted in advance of the projects starting.

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



FLOOD PREVENTION WORKS AT THE CHARRIER

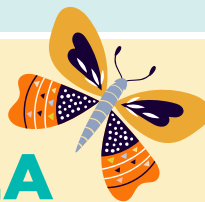
Apex Flood Solutions Ltd who were appointed to carry out the Flood prevention work at The Charrier in Menstrie have now completed all of the outstanding work. By now all tenants should have received a letter from Ochil View HA providing information on where the equipment for their property or block is stored and also instructions on how to deploy the equipment in the event of a flood.

Please note that although The Menstrie Resilience group have been briefed on how to deploy the barriers it is not their sole responsibility to do this. All tenants in communal blocks will be expected to assist, even if your property is not on the ground floor.

The Menstrie Resilience Group is made up of local volunteers and they are always looking for more volunteers, it would be good to get some tenants from The Charrier involved. If this is something that would be of interest, please let us know and we can put you in touch with someone from the group.



LOCAL EVENTS AND INFO FOR YOUR AREA



Have you heard of Positive Moves? They provide comprehensive support to Clackmannanshire individuals **aged 16-67** who have training or support needs and challenges that make it difficult for them to think about work or compete for jobs. This includes work placements, IT, and interview skills. Check out their website at www.positivemoves.scot for more information.

The Village Kitchen CIC supports seniors across the Clackmannanshire community to access nutritious meals and build supportive networks. They deliver 2 meals for just £6 with free delivery, as well as a weekly lunch club in Dollar.

2 meals for just £6



Their Facebook page has lots more information.

Tenancy Sustainment Support **SPRING NEWS**



Margaret Hall,
Tenancy Sustainment
Officer

Since April 2023 we have helped a total of 389 tenants with

670 different enquiries, ranging from benefit advice to help with energy costs.

Our tenants are better off by **£1,071,548.42**. This includes Housing Benefit of **£158,247.20**, and Universal Credit of **£379,141.68**.

In your area this included helping 17 tenants with 37 benefit issues leading to overall additional income of **£68,928.42** including **£17,436.14** Discretionary Housing Payments and **£50,278.91** Universal Credit Housing Costs payments and additional UC elements and other Benefits.

This is an average gain of **£4,054.61** for each tenant in your area that has been helped since April 2023.

If you would like information on Benefits etc, then please contact Margaret Hall our Tenancy Sustainment Officer.

STAY INFORMED

Follow us on Facebook to get more local news and info

📞 01259 722899

✉ customerservices@ochilviewha.co.uk

🌐 www.ochilviewha.co.uk

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

🐦 twitter.com/ViewOchil

Property Alterations

If you want to make certain alterations to your home, you need to ask for permission, this includes video door bells and CCTV which we are seeing more requests for.

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 do plan to install one of these systems, you must speak with us first and obtain approval to do so.

Remember to always seek advice on changes you plan to make to your home. Our staff are on hand to provide advice on what you can and cannot do.

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!



FIRE SAFETY IN COMMUNAL CLOSES

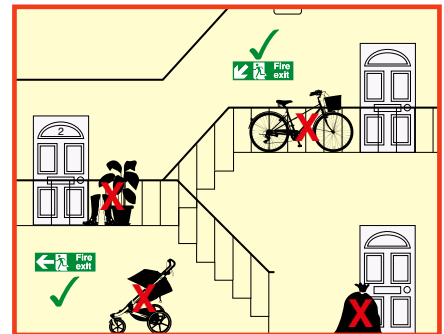
It is really important that your communal close is kept cleared of any items for fire safety reasons as it may obstruct the fire escape route.



- Do not prop open fire doors in communal areas
- Do not clutter the stairs, corridors and landings with personal items or things that can set fire easily
- Do not store prams, bicycles or mobility scooters in communal areas
- Do not store flammable materials in cupboards that have electrical circuits
- Do not smoke in communal areas

Please tell us you see anything in the communal areas that does not belong there and put any rubbish in bins provided.

Please remember that Ochil View also subsidises the cost for bulk uplifts in both Fife and Clackmannanshire. Call us if you require further information!



Magnus
Electrical Services



Portable Appliance Testing

If you have an appliance (washer/drier or cooker) within your home that is the associations responsibility you will have received a letter regarding annual PAT testing.

The association is required to undertake a portable appliance test to ensure it is electrically safe to use. This is a new requirement and it will be done on an annual basis moving forward.

Magnus Electrical Services Ltd have been appointed to carry out these tests. They will have by now tried to contact you to arrange an appointment directly.

Please make every effort to allow them access to undertake this test as it is vital to ensure the appliance is safely operating.

THISTLE
TENANT RISKS

Are you covered in your home?

As your landlord, Ochil View provide a buildings insurance policy. This covers the property and the fixtures and fittings in your home. We don't, however, cover your items or personal belongings. This is where you need to get contents insurance.

A contents insurance policy covers goods in your home, such as furniture, clothing and electrical items.

For example: Your toilet leaks onto your vinyl flooring and through to your kitchen below, causing damage to appliances, like your toaster. We would repair the leak and any ceiling damage, but not for the flooring or toaster. This is where your contents insurance would help.

We can recommend the Thistle Tenants Risks Home Contents Insurance Scheme. It is specifically designed for social housing tenants, has minimum requirements and flexible payment options. **Visit their website at: www.thistletenants-scotland.co.uk/ for more information.**



Have you heard of House Exchange

House Exchange is an online mutual exchange system that is a free service available to all Ochil View Housing Association, Clackmannanshire Council and Paragon Housing Association tenants who are considering looking for a swap.

You can advertise your home online and match with others looking to exchange either within Clackmannanshire or further afield within the UK.

Registration is straightforward and can be done online at www.houseexchange.org.uk

Through a simple and easy understandable website, you can create an account and advertise your property and see the latest listings of properties that match your search criteria as soon as they are available.

There is also a multi-match service which lets you and other home-seekers build a chain of exchanges.

When creating an advert, make sure you have plenty of photos and a detailed description of your home. The better your advert looks the more attractive it is to other would-be swappers and could hopefully increase your chances of finding a successful match.

Remember to also to add in anything specific for where you would like to move to (like the number of bedrooms, wheelchair access etc.

For more information on House Exchange, please visit our website.

www.ochilviewha.co.uk/page/house-exchange



If you require any further advice or assistance about setting up your advert such as adding photos or description or help checking for matches on the site then please do not hesitate to contact Donna Phillips, Housing Services Assistant (Housing Options)

ANNUAL RENT INCREASE & UNIVERSAL CREDIT



We notified you in February that your rent will increase from 1st April 2024. If you are claiming Universal Credit, then please remember that it is your responsibility to notify the Department of Work and Pensions (DWP) of any change of circumstances including changes to your housing costs. From 01/04/24 there will be a link in your To Do List on your online journal. You need to click on the link and complete the questions asked. It is important you do this as soon as possible from 01/04/24.

Please contact your Housing Services Officer if you require any help with this.

Bulk UPLIFTS

Ochil View HA continue to offer a reduced cost uplift service in conjunction with Clackmannanshire Council. Ochil View HA subsidise the cost of 2 uplifts per year for our tenants. Bulk uplifts can be arranged by contacting Clackmannanshire Council.

This service is for oversized items that will not fit in a standard wheelie bin, and it is limited to collection of up to 5 items in a single uplift.

Uplifts can be arranged by contacting Clackmannanshire Council on 01259 450000.

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

We have done our best to build a comprehensive list of repairs in to our tenants 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.

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!

Community Benefits Update

We would like to thank our contractors, MCN & Alphacomm for their recent contributions towards our community benefit projects.



Ochil View Housing Association encourage all contractors to support our tenants by pledging a donation through our planned maintenance projects. MCN were awarded a contract last year to install medical adaptations in our tenants' homes. As part of this project, they donate 2.5% of the value to our cost-of-living projects where we provide energy saving goods, fuel vouchers and supermarket vouchers to our tenants. This year, MCN have kindly donated a total of £1564 which has no doubt allowed the association to successfully deliver much needed assistance to our tenants.



Along with this donation, Alphacomm assisted us by removing unwanted sky dishes from our buildings which were sold to a scrap merchant, allowing our fund to be topped up by £200. Without the support of the contractors, suppliers, and consultants, we would be unable to provide these extra services.

If you have any ideas on how we can use our community benefits funding, please contact Vicki Brown, Property Services Officer.

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



STAFF OUT AND ABOUT

No Image Available



Linda Ure,
Housing Services Officer

Donald Beaton,
Housing Services Officer



Grahame Phillips,
Property Services Officer (Inspections)



Vicki Brown,
Property Services Officer



Chris McShane,
Tenant Engagement & Communications Officer



Leona Hens,
Assistant Housing Services Officer



Kirsten Kirkwood
Assistant Housing Services Officer



David Bishop,
Housing Services Assistant

Tillicoultry

Linda Ure:

Weavers Way, Comrie Court, St Serfs Road, Scotland Place, Weavers Way, Comrie Court, St Serfs Road, Scotland Place

Dollar

Linda Ure:

Mitchell Court

Menstrie

Donald:

The Charrier

Alva

Donald:

Stirling Street, Henry Street, Cleuch Drive

Coltsnaughton

Linda Ure:

Blackfaulds Steet, School Terrace

ESTATE INSPECTIONS

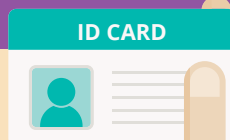
At present we have put our regular Estate Inspections on hold due to current staffing levels. If you would like to report any estate repairs or any issues that you wish to discuss please call 01259 722899 or alternatively send pictures to customerservices@ochilviewha.co.uk.

ON HOLD

Contractors should be showing ID

Please remember that any of the Association's contractors that attend your home should be able to show you photographic ID.

If you are unsure, please contact us on 01259 722899 and we can verify if they have been instructed on behalf of the Association.



HAPPY TO TRANSLATE