

THE LOCHIL VIEW

HILLFOOTS

Investment UPDATE

Here's an update on our current investment to improve the quality and safety of our homes in your area:

- ✓ Electrical
- ✓ Safety
- ✓ Checks

5 YEARLY ELECTRICAL INSPECTIONS to properties throughout our stock to meet new regulations are ongoing.

REPLACEMENT AERIAL / SKY TV SYSTEMS to communal blocks is ongoing and will be complete by March 2023.

DOOR ENTRY REPLACEMENTS to various blocks is not proceeding. At this stage there is no future planned date for the work.

FLOOD PROTECTION MEASURES to communal close and individual front doors at The Charrier has undergone final planning & review of the design. This work will now be undertaken during 2023-24.



Neighbourhood ESTATE INSPECTIONS

Every 4 months we inspect your neighbourhood for external repairs, general cleanliness, vandalism and any other issues. Between October and February, we carried out **60 INSPECTIONS (100%)**.

Common issues we noted along with repairs were dumped items or rubbish in gardens and communal areas. If these were noted we try to encourage tenants to remove items, if this is not possible then we may instruct works.

Remember, if you do have larger items you need to get rid of, you can arrange a bulk uplift (see later article). We want our estates to be tidy and we encourage all tenants to play their part in disposing of items correctly to local landfill and recycling centres.

If you have any concerns about your neighbourhood or would like to tag along on estate inspections then please do not hesitate to contact Vicki Brown.

Hillfoots

Tenancy Sustainment Team

Spring NEWS

Since April we have helped a total of **466 tenants** with 1029 enquiries, ranging from benefit advice to help with energy costs. Our tenants are better off by **£1,374,195**. This includes Housing Benefit of **£118,786** and Universal Credit of **£687,178**.

In your area, this included helping **21 tenants** with 45 enquiries, leading to overall additional income of **£97,403**, including **£7,665** Housing Benefit and **£63,139** Universal Credit. This is an average gain of **£4,638** for each tenant we helped.

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



Margaret Hall, Tenancy Sustainment Officer



Robert Cowan, Tenancy Sustainment Assistant

STAY INFORMED

Follow us online to get more local news and info

☎ 01259 722899

✉ customerservices@ochilviewha.co.uk

🌐 www.ochilviewha.co.uk

📘 ochilviewha

🐦 twitter.com/ViewOchil

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.

Example

- Leak from rear of toilet pan causes damage to vinyl flooring fitted in bathroom, to your kitchen ceiling and your toaster is no longer working due to water damage.
- Ochil View will repair the leak at the toilet pan and repair any damage to the kitchen ceiling below, however damage to your vinyl flooring and toaster will not be covered by the Association's buildings insurance policy.

The Thistle Tenant Risks Home Contents Insurance Scheme is a specialist insurance scheme for social housing tenants living in Scotland. They also offer flexible payment options!

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

Menstrie Community Resilience Group (MCRG)



Building Community Resilience

The group continue to meet remotely at monthly meetings and we have welcomed some new members to the team recently. Eilidh Call joins us from TCV, The Conservation Volunteers and will play a very active role in the group, bring valuable experience. The Association is continuing to progress the design and planning of the flood resilience measures and we are working closely with Clacks Council, The Scottish Flood Forum and Aquobex who are contracted to provide design solutions to flood prone areas. We want to make sure that we get the design right for this project and it has moved to financial year 2023-24. We will be in touch with tenants at The Charrier soon with an update.

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



Legionella CHECKS

If your property is not going to be occupied for a period of a week or more, we 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, plus flushing all the toilets. It is also recommended that you clean and descale your shower head too.

If you would like further information on this, contact a member of the Property Services team on 01259 722899



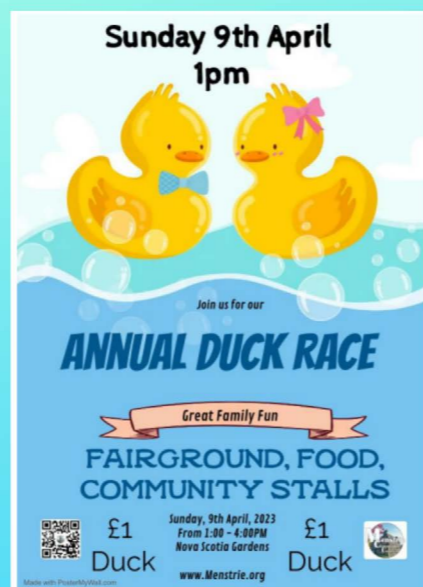
GAS HOBS AND COOKERS Responsibility

This is a reminder to all tenants that it is their responsibility to service their gas cookers. The Association only carry out a visual check during gas servicing.

As per your tenant handbook, if you live in a flat, the law requires that any new gas hob or cooker has a flame supervision device fitted to shut off the supply and prevent a gas explosion or a fire if the flame is extinguished. We do not recommend the use of gas cookers that incorporate a high-level grill.

Cookers must be fitted with a stability bracket, not below the height of the work top and fitted by a gas safe registered engineer.

Local Event Coming Soon to Your Area!



Let us know what else is happening and we'll share!

PLANNING A Spring CLEAN?

If you are planning on having a spring clean of your home please remember that Ochil View do not tolerate items being left in gardens or communal areas.

Clackmannanshire Council can provide a bulky uplift service of 8 items for the price of £20.

We would encourage people to recycle or check to see if any items can be re-used first of all.

Donating to charity is a positive choice, especially when many charities will collect from homes free of charge.



Sausage Casserole

Ingredients

- 3 carrots, chopped
- 8 pork or beef sausages
- 1 onion, chopped
- 1 garlic clove, crushed
- 1 Red Pepper, chopped.
- 400g can of chopped tomatoes
- 1 teaspoon of dried mixed herbs
- 400ml Beef stock
- Beef Gravy Granules
- 2 tablespoons of Worcestershire Sauce
- Salt and Pepper



Method

1. Brown the sausages in a frying pan with some vegetable oil.
2. Add the carrots, red pepper, onion, sausages, tomatoes, herbs, Worcestershire Sauce, garlic and beef stock to the slow cooker.
3. Season the casserole with salt and pepper and mix the ingredients.
4. Cook on low for 8 hours or 4 hours on high.
5. If you like it thicker you can leave the lid off for the last 30 minutes, or stir in some gravy granules.

Baked Potatoes - Air Fryer Style

Ingredients

- 4 baking potatoes
- ½ tbsp sunflower oil

Toppings of your choice, such as butter, cheese, baked beans or tuna mayonnaise

Method



STEP 1

Scrub the potatoes, then pat dry with kitchen paper. Transfer to a plate, drizzle over the oil and rub it into the skins using your hands so the potatoes are well-coated. Season with salt and pepper – the salt will help the skins crisp up.

STEP 2

Arrange the potatoes in a single layer in an air fryer basket. Set the air fryer to 200C and cook for 40-50 mins, or until a sharp knife goes through the potatoes easily. Check the potatoes after 20 mins – if they seem to be browning too quickly on one side, turn them over using tongs, then check again after another 20 mins to ensure they're cooked through. When ready, the skin should be crisp and the inside tender and fluffy.

Split and serve immediately with the toppings of your choice and enjoy!



Damp and CONDENSATION

We recognise that damp can be a significant issue in your home and we have been reviewing our processes on how we provide you with advice, assistance or repairs.

Damp can be caused through penetrating damp such as defective gutters, downpipes, overflows or roof and wall coverings, and we will aim to diagnose and repair these as soon as possible.

Condensation can be another cause, and this is created by increased moisture within your home or by inadequate heating, ventilation or insulation, or through a combination of them all.

We encourage you to report these as soon as you can and when you do, we will work through a process of establishing the cause, providing self-help information, undertaking repairs if necessary and helping you get Home Energy Advice.

Landscaping UPDATE

Our Landscape Maintenance contractor, idverde, have recently been working hard turning over the beds and preparing the areas for Spring. The work they do is different over Winter and Summer and we are looking forward to moving into the nicer weather. We thought it would be useful for you to know what to expect from the team as the seasons change.

Summer Months (April to Oct)

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.

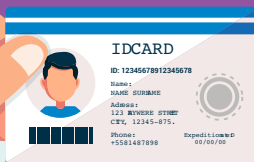
If you have any feedback on this service, please contact Vicki Brown.



Bogus callers and doorstep crime

Please remember our contractors will always show ID, therefore please ask for this before allowing someone to enter your home.

If you are not sure it's someone Ochil View has arranged, please contact us to discuss it further.



Find the Easter Words and Win!

We thought it would be an excellent idea to have an Easter-themed Word Search!

There are 11 words to find and one missing Easter word hidden!

Find all 12 words and you could win a £30 voucher!

Send a picture of your completed entries to:

tenantengagement@ochilviewha.co.uk or to 07874 864 323 or pop your entry into our office!

Competition closes 31st March 2023. Good luck!

E	T	L	G	H	U	N	T	Y	C	H	G	N	R
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HUNT
DECORATE
FLOWERS
BONNET
CELEBRATE
SPRING
LAMB
FLUFFY
YUMMY
BUNNY
CHOCOLATE

Your Name:

Your Address:

The missing word is:

OCHIL VIEW STAFF out and about



Linda Ure,
Housing Services Officer



Marian Kelley,
Housing Services Officer



Adele Rae, Assistant
Housing Services Officer



Kathryn McPhait,
Assistant Housing
Services Officer



Grahame Phillips,
Property Services Officer
(Inspections)



Vicki Brown,
Assistant Property
Services Officer



David Bishop,
Housing Services
Assistant

Tillicoultry Marian Kelley - Weavers Way, Comrie Court, St Serf's Road

Dollar Marian Kelley - Mitchell Court

Menstrie Linda Ure - The Charrier

Alva Linda Ure - Henry Street, Stirling Street, Cleuch Drive

Coalsnaughton Marian Kelley - Blackfaulds Street

