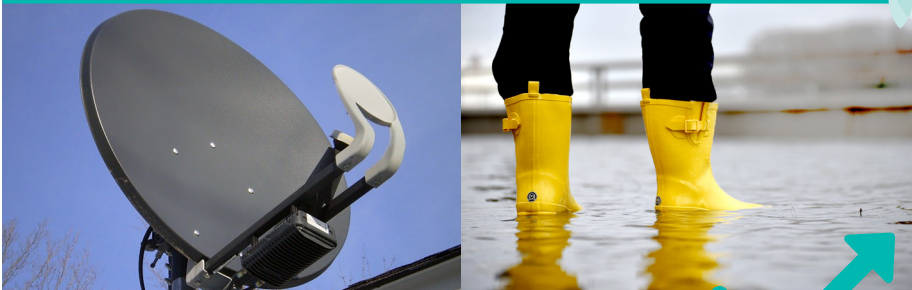


THE LOCHILVIEW

Hillfoots



Investment Update

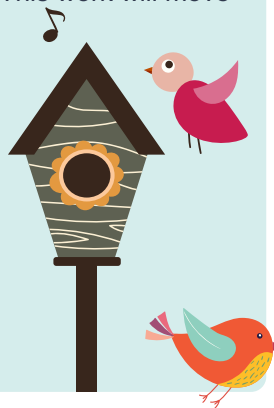
During the coming months we plan to invest to improve the quality and safety of our homes. This includes:

Smoke, heat & CO detector upgrades to properties throughout our stock to meet new regulations is complete.

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

Replacement aerial / Sky TV systems to communal blocks is complete.

Flood Protection Measures to communal close and individual front doors at The Charrier is in planning & design stages. This work will move to 2022-23.



Looking after your neighbourhood

Every 3 months we inspect your neighbourhood for repairs, general cleanliness, vandalism and any other issues.

From April to December 2021 we undertook 119 inspections (100%).

We continue to find the main issue being dumped items and repairs and following each visit, we will instruct works or encourage tenants to remove items and dispose of them.

119
inspections
Completed

Do you have any concerns with your neighbourhood or 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 SPRING NEWS

So far in 2021/22 we have helped a total of **1067 tenants** with a variety of different enquiries, ranging from benefit advice to help with energy costs. Our tenants are better off by **£1,204,769**. This includes Housing Benefit of **£151,531** and Universal Credit of **£687,252**.

In your area this included helping **53 tenants**, leading to overall Additional Income of **£34,310**, including **£13,986** Housing Benefit and **£8,380** Universal Credit. This is an average gain of **£648** for each tenant we helped.

We are also delighted to have been successful in obtaining fuel vouchers for all our tenants from a fourth round of funding available through the Energy Redress Fund. We have now reached over **£30k** in fuel vouchers to tenants with **705 vouchers** issued to **235 tenants** with a value of **£30,198**.

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



Margaret Hall, 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

🐦 twitter.com/ViewOchil



Fire Safety

We are delighted to let our tenants know that the Association are 100% compliant in upgrading all of our properties to the current smoke detector requirements. Following a Scottish Government change in legislation, all properties in Scotland were required to have interlinked smoke detectors installed by 1st February 2022.

Thank you to all tenants who allowed this work to take place within the timescales. We really appreciate your help!

What would you like to see in your community?



As part of our new initiative, we will be asking for any contractors, consultants and manufacturers to contribute to our community benefits initiative when tendering our future projects. Tenant feedback is really important and we would love to hear suggestions from you on how we should support our local communities.



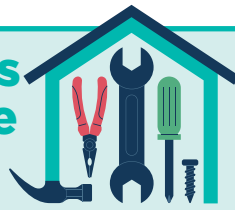
So far, in 2021, we have supported two local football teams, provided Christmas dinner for tenants and employed an apprentice. We would love to expand this in 2022 and help even more people!



Please get in touch with Ailsa Sadowski on 07936 948980 or email ailsa.sadowski@ochilviewha.co.uk if you have any great ideas to share! If you have a community group or event we can help please also get in touch.



Repairs Service



We have been making improvements to how we manage our repairs service in conjunction with our contractor, Logie Glazing & Building Services. This has involved upgrading of software and system changes to how the Association operates and handles repairs information.

From 1st April, we will have a linked system with our contractor, allowing staff to fully interrogate the contractors data, check on live job information and progress, as well as improving many 'behind the scenes' functions such as reporting and invoicing.

Of benefit to tenants, we will also be able to check availability of operatives and book appointments directly at the point of contacting us which will allow greater flexibility and choice for appointments. We hope these changes will further improve our repairs services for our tenants and other service users.

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/>



"Faulty electricals were the second biggest cause of fires."

EICR testing.com

Electrical Safety Checks



By 31st March 2022, it is a legal requirement for the Association to have carried out a 5 yearly electrical check in every property. This includes rectifying any faults found and issuing each tenant with a copy of their certificate.

Our contractor, Magnus Electrical are working hard to make sure the Association is compliant and we will be contacting tenants to arrange access if the property has not been checked. Similar to your annual gas service, legislation in Scotland has made this important check a legal requirement and action will be taken to gain entry to properties where access is not given.

An electrical safety check identifies any damage, deterioration or defects which can cause danger and by allowing us into your home to do this work, it keeps you and your family safe.

If you are unsure if your property has been inspected, please contact Ailsa Sadowski on 07936 948980.

If you receive a letter, text or phone call asking to get in touch, please do so.

Gas Heating Repairs



Please remember that any heating repairs should be reported directly to **City Technical Services** on **0333 202 0708** and not to Ochil View Housing Association.



City Technical staff will be on hand to answer your call and arrange any repairs.

During Spring many people take the opportunity to have a Spring Clean!

Please remember that the Association subsidises a bulk uplift service through Clackmannanshire Council which allows a maximum of 8 items to be lifted as a single uplift. Should you have more than 8 items, this can then be processed as a double uplift, however the same rules below apply.

- Tenants should contact Clackmannanshire Council direct to arrange a bulk uplift 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 the necessary information will be passed back to us to action.



Please also remember that you should not store any items within your loft as stated within your tenancy agreement. The same applies for a common stairwell for fire safety reasons as this could prevent people being able to exit quickly in an emergency.

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 2022-23. 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.

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 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.

Do we have your correct contact details?



As part of our monthly tenant satisfaction monitoring, we ask for your feedback on our contractors Logie 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.



ACU is All Cleaned Up (Scotland), a Social Enterprise Company who promote a culture of inclusiveness and positive destination, while providing valuable voluntary opportunities, work experience and sustainable employment for people with multiple barriers to employment.

They undertake a range of activities such as:

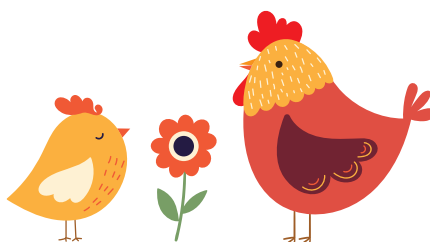
- cleaning including void property cleaning and clearances
- construction site cleaning, builders and sparkle cleans,
- office and facilities and communal close and stairwell cleaning.

They also do a wide range of town centre management maintenance, including:

- upkeep of hanging baskets
- flowerbeds and displays
- removal of graffiti
- rubbish removal and litter picking.

They have a range of work placement opportunities across the Clacks area up to the end of June 2022. It's all free and fully supervised by ACU staff and will give a great experience for participants to get a taste of the real world of work.

If interested, please contact Ally Scott at ACU directly at: ally.scott@acuscotland.co.uk



Bogus Callers

We recently received reports of bogus callers in some streets of Clackmannanshire.

Please remember that Ochil View Housing contractors will always carry ID, therefore please ask for this before allowing operatives to enter your home. If you are not sure, don't hesitate to contact us on 01259 722899

We are always keen to hear and share about what is happening in your community.

UPCOMING EVENTS

If there are upcoming events or activities you would like us to promote, then just get in touch. You can do this via our social media channels, by email to tenantengagement@ochilviewha.co.uk or by phone, to 07874 864 323.

Ochil View staff out and about

No Image Available

Linda Ure,
Housing Services Officer



Marian Kelley, Housing Services Officer



Adele Rae, Assistant Housing Services Officer



Hazel McLean, Assistant Housing Services Officer

Changes To Housing Officer Areas

On Monday 21st February the areas that our Assistant Housing Services Officers and Housing Officers manage changed.

Our Housing Services Officers provide a complete housing management service to tenants and housing applicants. A list of who will be looking after each area is below

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



HAPPY TO TRANSLATE