

# 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:

**5 yearly electrical inspections** to properties throughout our stock to meet new regulations are ongoing and will be complete by March 2023.

**Replacement aerial / Sky TV systems** to communal blocks is ongoing and will be complete by March 2023.

**Flood Protection Measures to communal close and individual front doors** at The Charrier is in planning & design stages. This work will be complete by March 2023.

**Door Entry replacements** to various blocks will complete by March 2023.



### Looking after your neighbourhood

Every 4 months we inspect your neighbourhood for repairs, general cleanliness, vandalism and any other issues. During 2021-22 we undertook a total of 147 inspections (100%).

Generally dumped items or rubbish are the most common occurrence in addition to repairs. Following every visit, we will instruct works or encourage tenants to remove items and dispose of them.

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.

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.**

**147**  
inspections  
Completed

### Hillfoots

### Tenancy Sustainment Team SUMMER NEWS

In 2021/22 we helped a total of **1238 tenants** with a variety of different enquiries, ranging from benefit advice to help with energy costs. Our tenants are better off by **£1,728,822**. This includes Housing Benefit of **£209,395** and Universal Credit of **£1,023,573**.

In your area this included helping **56 tenants**, leading to overall Additional Income of **£34,394**, including **£13,985** Housing Benefit and **£8,380** Universal Credit. This is an average gain of **£615** for each tenant we helped.



Margaret Hall, Tenancy Sustainment Officer



Robert Cowan, Tenancy Sustainment Assistant

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



### 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

## Bulk Uplifts

In conjunction with Clackmannanshire Council, Ochil View subsidise the cost of **2 uplifts** for our tenants per year. Tenant's pay **£20** towards the Council and the Association pays the remaining cost.

This service is for oversized items that will not fit in a standard wheelie bin and it is limited to collection of up to 8 items in a single uplift.



Tenants should contact Clackmannanshire Council direct to arrange a bulk uplift instead of Ochil View and they can be contacted on **01259 450000**.

Please note that black bags do not form part of a bulk uplift, therefore Clackmannanshire Council will not lift these, however if you do have black bags, please report them to the council and 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.**



**Clackmannanshire Council**

## Delivering Benefits to the Local Community

Last year the Association started a new initiative, asking contractors, consultants and manufacturers to contribute time, resources and donations which will be delivered by us, to tenants, schools and local community groups. Last year we managed to provide vouchers for Christmas dinners, sponsorship for footballs and gave away vouchers to our tenants through competitions.

We are working with Alloa Academy, Alva Academy and Banchory Primary School where we will be providing careers advice, CV support, masterclasses, paint projects and team sponsorship.

**If your child's school would like to be involved in future projects, please get in touch with Ailsa Sadowski on 07936 948980 or email [ailsa.sadowski@ochilviewha.co.uk](mailto:ailsa.sadowski@ochilviewha.co.uk)**

**If you have a community group or event where we can help, please also get in touch,**

**keep an eye on our social media pages for updates!**



*"We love this picture of the Sauchie Junior Girls U14 team, who have recently received their new sponsored strips thanks to our community benefits initiative through our contractor MCN."*

## Are your contents insured?

**Did you know that Ochil View only provides buildings insurance for your property?**

We do not insure your furniture, floor coverings, belongings and other personal items within your home against theft, fire, vandalism, burst pipes and other household risks.

### Example

Leak from rear of toilet pan causes damage to vinyl flooring fitted in the bathroom, kitchen ceilings and your toaster is no longer working due to water damage.

Ochil View will repair the leak at the toilet pan and also 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.



**THISTLE**  
TENANT RISKS

The Thistle Tenant Risks scheme can offer tenants and residents the chance to insure the contents of their homes in an easy and affordable way.

**If you want more information please contact Thistle Tenant Risks on telephone 0345 450 7286 or email [tenantscontents@thistleinsurance.co.uk](mailto:tenantscontents@thistleinsurance.co.uk).**





## Electrical Safety Checks

In March 2022, the legislation in Scotland changed, with it now being a legal requirement for each property to have had an electrical safety check every five years. This means that all faults found when carrying out this check are issued and rectified, ensuring the property is safe.

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.

**It is essential to allow access as an electrical safety check identifies any damage, deterioration or defects which can cause danger and it keeps you and your family safe.**

If you have a missed call, text or email from Leona Hens, Property Services Assistant, please make sure you call her back to arrange an appointment. We have a flexible appointment system in place.

If you are unsure if your property has been inspected, please contact Ailsa Sadowski or Leona Hens on 01259 722899.



## Fire Safety Update

**Have you tested your smoke alarms recently?**

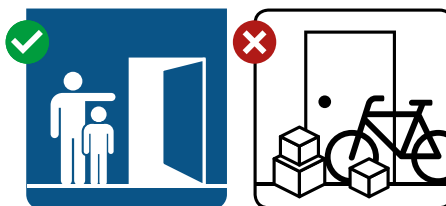
**"Smoke alarms cut the risk of dying in a reported fire in half."**

A smoke alarm is critical for the early detection of a fire in your home and could mean the difference between life and death. Fires can occur in a variety of ways and in any room of your home. But no matter where or how, having a smoke alarm is the first key step toward your family's safety.

In other fire safety news, we have recently carried fire risk assessments in communal closes. These are now complete and you may see contractors working in the communal areas carrying out essential works.

Ochil View staff are now carrying out routine monthly checks in closes to identify areas where tenants have left personal belonging or rubbish in these areas. ***It is not permitted to leave personal belongings in these areas as they are a fire hazard. Please ensure all communal areas are kept clear.***

### KEEP YOUR ESCAPE CLEAR



**If you live in a flat or building with a shared stairway or corridor remember to keep them clear. If there is a fire this is your way to escape.**

**If you would like to report any issues to us, please call housing or property services staff on 01259 722899.**

## Gas Quality Assurance

Every month the Association carries out a 10% check on all completed heating repairs and gas services for the previous month to ensure City Technical are carrying these out to the correct standard.

The Association has recently appointed NICEIC consulting to carry these out on our behalf and we are pleased to say that these started end of April.

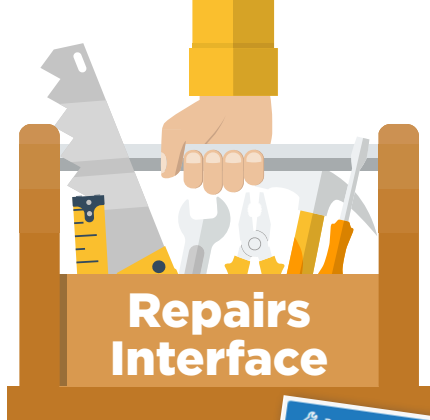


Should you have any queries on this, please do not hesitate to contact Ashleigh Brown,

**Property Services Officer on 01259 722899 or at Ashleigh.Brown@ochilviewha.co.uk**

Jim from NICEIC is pictured (left) with Andrew Gibb (right) our Property Services Manager.





## Repairs Interface

We have made improvements to how we manage repairs in conjunction with our contractor, Logie Glazing & Building Services and since April, our systems are linked with our contractor, allowing staff greater access to check on repairs as they are happening, as well as improvements to functions 'behind the scenes' creating more efficiencies. Later this year, we will be further developing how you can report repairs through My Home, to provide greater choice and ease of reporting

We hope these changes will further improve our repairs services for our tenants and other service users.

### You said, we did!

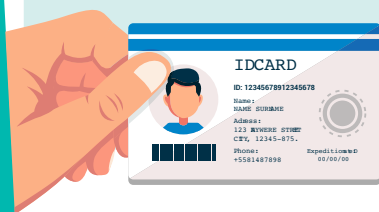
Following a request from a tenant, we have changed how repairs can be viewed through our My Home service, which allows tenants to see live updates on their repair such as when a job has been allocated and when our contractor is on his way to your home.

**Do you have any ideas or suggestions on how we can improve our repairs service? If so, contact Ashleigh Brown or Andrew Gibb.**

## Bogus Callers

Please remember that Ochil View Housing will always attempt to advise you before contractors attend your home and they 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



## Calling ahead for your upcoming repair – do we have your correct details?

As part of our monthly tenant satisfaction monitoring, we ask for feedback on our contractors Logie Building Services and City Technical Services calling you ahead of your repair appointment or to arrange access with you.

This is an area we are looking to improve on therefore if any of your contact information has changed, please advise us as soon as possible.

Please be aware that operatives may call you direct from their work mobile telephone therefore please make efforts to answer as it may be to do with your upcoming repair!

## Menstrie Community Resilience Group (MCRG)



**We are continuing with the design and planning of the flood resilience measures and we are working closely with Clacks Council, The Scottish Flood Forum and Aquobex.**

Once the design stages are finalised we will arrange an information event for tenants and owners to attend and ask any questions you may have. We are working on grant applications to support the project and work will be complete by March 2023. Thank you to James Bull and all other members of the **MCRG** who play a crucial role in building our community resilience.

Well done to James Bull who recently received an award from Clackmannanshire Third Sector Interface (CTSI) for his volunteer work. It was thoroughly deserved!

If you would like more information on **MCRG** or would like to join this valuable community group, please contact Ailsa Sadowski for more information on 01259 722899 or [ailsa.sadowski@ochilviewha.co.uk](mailto:ailsa.sadowski@ochilviewha.co.uk).

## 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



**Kathryn McPhail,**  
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



HAPPY TO TRANSLATE