

# 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:

**External decoration** to Henry Street and Stirling Street is ongoing.

**Our annual programme of 5 yearly electrical inspections** to properties throughout our stock continues.

**Flood Protection Measures** to communal close and individual front doors at The Charrier will be commencing during the summer.



- ✓ Electrical
- ✓ Safety
- ✓ Checks



### Can we help with adapting your home?

**If you are finding difficulties with your mobility, please contact us to see if we can help.**

We can assist with making small adjustments within your home to assist you by fitting grabrails and handrails. We can also help you contact the occupational therapy team for more complicated referrals.

Funding for adapting tenant's homes is provided through The Scottish Government for our properties in Clackmannanshire and West Fife. Our adaptations service helps us fit keysafes, grabrails, bannisters and showers. You do not always need a referral from Occupational Therapy for small adjustments so please contact us if you think we can help.



**If you would like to speak to someone about adaptations, please contact Alastair McGowan on 01259 722899.**

### Active Clacks

Active Clacks are running a summer programme for children, in partnership with local community sports clubs. This will run between 3rd July and 11th August 2023. There are a wide variety of sport and physical activities, such as football, basketball and athletics available to choose from.

All staff and coaches are highly qualified with enhanced PVG checks and child protection training, ensuring they have the best experience in our programmes.

**All bookings and payments are made by booking online at <https://www.clacks.gov.uk/culture/bookit/> or calling 01259 213131.**



### Hillfoots

#### Tenancy Sustainment Team SUMMER NEWS

In 2022-2023 we helped a total of **558 tenants** with **1209 enquiries**, ranging from benefit advice to help with energy costs. Our tenants are better off by **£1,537,192**. This includes Housing Benefit of **£142,760** and Universal Credit of **£758,530**.

In your area this included helping **34 tenants** with **62 enquiries**, leading to overall Additional Income of **£120,545**, including **£7,666** Housing Benefit and **£80,730** Universal Credit. This is an average gain of **£3,546** 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 on Facebook to get more local news and info

📞 01259 722899

✉ [customerservices@ochilviewha.co.uk](mailto:customerservices@ochilviewha.co.uk)

🌐 [www.ochilviewha.co.uk](http://www.ochilviewha.co.uk)

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

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## Bulk Uplifts

We continue to offer a reduced cost uplift service in conjunction with Clackmannanshire Council. Ochil View subsidise the cost of 2 uplifts for our tenants per year. Payment of £20.00 should be paid to the Council and the Association will pay the remainder.

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.

Tenants should contact Clackmannanshire Council on 01259 450000 to arrange a bulk uplift.

Please note that Clackmannanshire Council will not lift black bags as part of a bulk uplift. If you do have black bags, please report them to the council and necessary information will be passed back to us for removal.

Let's keep our homes, streets and estates tidy and improve the environment we live in.



**Clackmannanshire Council**

## Landscaping Update

We are now in our summer phase of landscaping within our developments. If you would like to speak to us about any issues, please contact Vicki Brown, Assistant Property Services Officer.

### 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 - 2 times per year
- Litter Picking - Every 10 working days

## Dress Down Money

We currently have over £400 from staff donations thanks to our dress down days we hold once a month here in the office.

The purpose of this money is to help local community groups/tenant activities in Clacks or Fife, so we really could do with some suggestions as to who you think could benefit from this. It doesn't have to be tied to Ochil View Housing.

**We would love to hear your ideas. Please get in touch via our social media channels, by email ([customerservices@ochilviewha.co.uk](mailto:customerservices@ochilviewha.co.uk)) or call us on 01259 722 899.**



**SAVE THE DATE  
13 SEPTEMBER  
2023**

We will be hosting our Annual Scottish Housing Day event in the Ochil View office on the morning of Wednesday 13th September. This will be an opportunity for tenants to pop in and get loads of useful info around cost-of-living and health and well-being. We will also have competitions, freebies and kids activities too, not to mention plenty tea and cake!

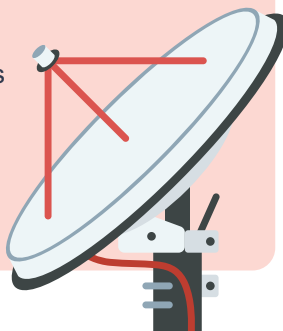
**Full details to follow**

## Property Alterations

All tenants require permission to make certain alterations to their home, one of these being the installation of a satellite dish.

Following completion of our programme to upgrade common reception systems, we have been re-visiting each development and removing tenant's individual satellite dishes. Single dishes are now redundant as full services can be accessed via the common system we have supplied.

This will change our permissions approval, and in future, we will no longer allow applications for individual satellite dishes on our blocks.



## Access to SIM Cards, Light Bulbs and Solar Power Banks

We have a limited number of free SIM Cards courtesy of Vodafone to give away to our Ochil View tenants. These come with unlimited calls and texts and 20GB of data and last for 6 months. You will need to change your number to that on the card for this period. For those who requested one 6 months ago, just let us know when your period is ending and we can give you a replacement card.

We also have energy efficiency light bulbs and solar power banks available.

Please contact us to collect any of these items.

## BEES V WASPS

Heading in to summer (and hopefully some better weather!) you may have noticed more of a **buzz** around your home.

If you think you have a wasp problem, you need to first make sure you know what it is that's bugging you as it could in fact turn out to be bees!

### Here's some handy hints...

Helpful hints to tell the difference between

**Bees**

and

**Wasps**



**Fuzzy**

**Help humans by pollinating our plants**

**Eat pollen and nectar**

**Gentle in nature and rarely sting**

**Legs are usually hidden when flying**

**Little to no hair**

**Help humans eating other insects**

**Eat human food that is laying around**

**Aggressive and ready to sting**

**Legs hang down when flying**

**\*Please note that bees are protected and the Association cannot issue any pest control works to Clackmannanshire or Fife Council for this.**

# Contents Insurance

**Although you rent your house from us, the contents of your home and garden are your responsibility.**

Contents insurance is designed to help protect your possessions and personal belongings, so it's a good idea to consider what a home contents insurance policy would cover you for, to help you make an informed decision on whether you need one.

Having Contents Insurance means things like your washing machine and laptops can be protected. We work with Thistle Insurance to offer tenants suitable cover.

**To find out more, simply talk to a member of staff, or visit <https://www.thistletenants-scotland.co.uk/> for more information.**



# SUMMER

WEEKENDS FROM 1ST JULY - 15TH AUGUST

# FUN

## Summer of Fun 2023

**Affinity Sterling Mills Outlet Shopping**  
**The Devon Way**  
**Tillicoultry, Scotland,**  
**FK13 6HQ**

SUMMER IS HERE AND STIRLING MILLS HAVE FREE FAMILY FUN EVERY WEEKEND!

STARTING 1ST JULY 12 - 4PM

JULY

- 01/02 SUMMER PARTY
- 08/09 POP UP PLAY VILLAGE
- 15/16 LEGO WORKSHOP
- 22/23 SPIDER MOUNTAIN
- 29/30 CIRCUS WORKSHOP

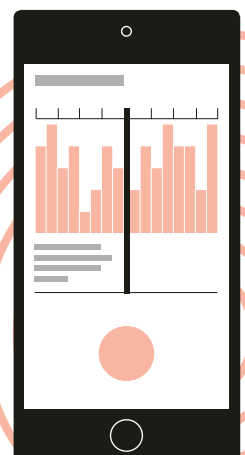
AUGUST

- 05/06 BUNGEE TRAMPOLINES
- 12/13 UNCLE BILLY SHOW



Ochil View Housing Association believes that anti-social behaviour is unacceptable. We try our best to respond effectively to anti-social behaviour complaints and that victims/witnesses receive appropriate support. With this aim in mind, we are trialling a Noise App. The Noise App is simple to use and free to download. It allows complainants to take short recordings of noise that is disturbing and report easily to us. Recordings can assist with gathering evidence to confirm anti-social behaviour has taken place.

**If you are experiencing anti-social behaviour, please contact your Housing Services Officer to discuss access to the Noise App.**





## BBQ Season

**It's that time of the year when we dust off the BBQ and get cooking outdoors!**

**We thought we would share some useful tips on making your BBQ a safe and memorable one:**

Use a food thermometer

Insert it into the thickest part of the meat and it should reach 75°C or above if cooked.

Raw and cooked meats need to be kept separate

When you're barbecuing, make sure you use different dishes for raw and cooked food. This helps avoid cross contamination. It's also important to use separate utensils – one for raw food and one for cooked food.

Pre-cook meats in the kitchen first

Pre-cooking food in the oven first is a great way to have more control over cooking, then you can finish it off on the barbecue to get that nice chargrilled flavour.

Keep raw food in the fridge until you need it

A key thing is keeping raw food chilled until it's needed.

Rotate meat on your barbecue

If you keep food rotating food you can ensure it is cooked evenly with no raw bits.

Throw away used marinades

While the sauce might look yummy, it can't be eaten after being on raw meat (without being cooked first) so don't be tempted to re-use meat marinades for something like a salad dressing or on other ready-to-eat food.

If you're cooking on charcoal, make sure it has reached the right temperature

It is important to give the coals time to glow red with a powdery grey surface rather than bursting with flames. Flames will burn your food rather than cook it through.

Let's hope for some more great weather so we can cook on our barbecues and create some more happy memories!

## Menstrie Community Resilience Group (MCRG)

We mentioned in our last newsletter discussions the group had around RiverTrack devices and flooding recovery and our continued work Clackmannanshire Council on this area. The Association has been developing the flooding solutions project for The Charrier and we are pleased to announce the project will now be proceeding. We will shortly issue information on this to all tenants and will be undertaking consultation with the owners involved with a view to agreeing a start date.

**If you would like to join this valuable community group, please contact Andrew Gibb for more information on 01259 722899 or andrew.gibb@ochilviewha.co.uk.**



## LEGIONELLA CHECKS

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, plus flushing all the toilets. It is also recommended that you clean and descale your shower head too.



## Ochil View staff out and about



Linda Ure, Housing Services Officer



Marian Kelley, Housing Services Officer



Adele Rae, Assistant Housing Services Officer



Leona Hens, Assistant Housing Services Officer



Grahame Phillips, Property Services Officer (Inspections)



Vicki Brown, Assistant Property Services Officer



David Bishop, Housing Services Assistant



Chris McShane, Tenant Engagement & Communications Officer

**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

