

THE LOCHIL VIEW



Hillfoots

- ✓ **Electrical**
- ✓ **Safety**
- ✓ **Checks**

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.

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 is now being reviewed by the Association and may be moved to 2023-24.



Hillfoots

Tenancy Sustainment Team WINTER NEWS

Since April we have helped a total of **660 tenants** with a variety of different enquiries, ranging from benefit advice to help with energy costs. Our tenants are better off by **£807,227**. This includes Housing Benefit of **£54,517** and Universal Credit of **£354,851**.

In your area this included helping **25 tenants**, leading to overall Additional Income of **£38,945**, including **£4,671** Discretionary Housing Payments and **£24,678** Universal Credit. This is an average gain of **£1,558** 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.



Looking after your neighbourhood

Every 3 months we inspect your neighbourhood for repairs, general cleanliness, vandalism and any other issues. Between April and September 2022 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.**



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



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.

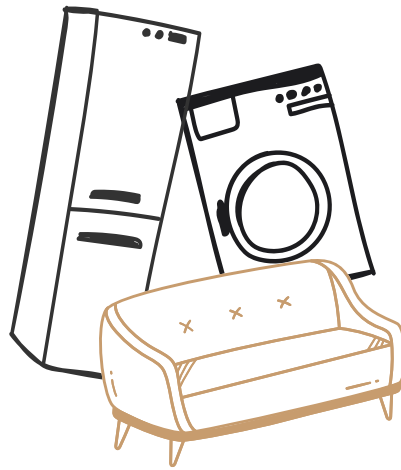
Ochil View will repair the leak at the toilet pan and repair any damage to the kitchen ceiling below, however damage to your vinyl flooring and toaster will not be covered by the Association's buildings insurance policy.

THISTLE

TENANT RISKS

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/>



Bulk Uplifts looking to have a clear out after Christmas?

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. Or by visiting their website at <https://www.clacks.gov.uk/bulkyuplift/>

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

Fly Tipping and Bulk Uplifts



There has been an increase in the volume of bulk items and rubbish being dumped in common areas which, is unacceptable.



We remind all residents that no part of your rent covers the cost of the uplift of bulk items. Dumping of bulk items and rubbish is a breach of your tenancy agreement and any tenants caught doing this may have action taken against their tenancy. It can also pose a Health and safety risk and can attract vermin like rats and mice - to an area. If we are unable to identify the tenant(s) responsible, we reserve the right to clear the items and recharge all residents within a block/estate accordingly.

The cost of doing this may impact the rent we charge in the future.



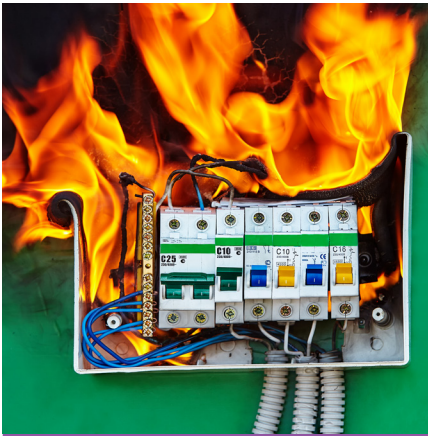
We always welcome any information – anonymously or not, from tenants if they know who is responsible for any dumping of items.

All information will be treated confidentially.

If rubbish and bulk items are not being stored correctly, or they are causing a nuisance or obstruction, we may have to arrange for removal and in these cases, we may recharge tenants for the removal costs.

Tenants must dispose of their bulk items and rubbish responsibly, out with your normal bin uplift you can dispose of items at Forthbank Household Waste Recycling Centre, Bowhouse Road, Alloa, FK10 1DA further information available at <https://www.clacks.gov.uk/environment/forthbank/>

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



Electrical Safety Checks

With the deadline for having a current electrical safety check for each property being March 2022, **we are now looking to access around 30 properties where we are non-compliant.** It is a legal requirement for each property to have had an electrical safety check every five years and moving forward, we will not allow the certificate to expire. You will see changes in the way we arrange these inspections, it will be similar to your gas service as it is a legal requirement.

An electrical safety check seeks to find faults, which are then rectified, ensuring the property and your family are safe.

Magnus Electrical are working with us to make sure we are 100% compliant and we would urge any tenants to reply to correspondence you may receive. Action will be taken to gain entry to properties where access is not given.

According to UK statistics, **over 50% of house fires** start from electrical faults and the peak month for these is December and January.

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.

Feeding Birds



We are seeing an increase in calls about bird's nests and also issues surrounding droppings in communal areas.

The Association are unable to remove bird's nests and cannot issue lines to pest control for these as it is illegal to intentionally disturb or destroy the active nest of any wild bird.

We ask that you please do not feed birds if you live in an area where the gardens are communal spaces.

Fire Risk Assessments

The Association has recently undertaken fire risk assessments of all stairwells and there are some recommendations that have been made.

You may have noticed we have already started implementing these and you will see new signage appearing within stairwells in relation to main electrical switches, keeping fire doors shut and no smoking signs.

Some remedial works are also required to stairwell doors and we are looking to complete this by the end of March 2023.



City Technical takes on new apprentice

As part of our commitment to working within our communities and providing opportunities for young people to gain employment, we are delighted to announce that City Technical Services have started a new apprentice, Ben who will be working on Ochil View Housing Association stock.

Gas Quality Assurance

We advised you last edition that we carry 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 had recently appointed NICEIC consulting to carry these out on our behalf and we are glad to report these are working well.



We'd like to introduce Michael who will be carrying out these visits alongside Jim who was in our last article!

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

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.



Should you wish to find our further information, contact a member of the Property Services team on 01259 722899.

Landscaping Update

IDverde have commenced their winter service. As the seasons change, the work we carry out changes and we thought it would be useful for you to know what to expect from the team:-

Winter Months (Nov 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.

Summer Months (April to Oct)

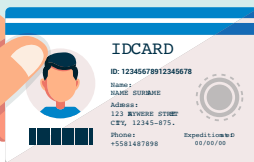
- **Grass Cutting** - Every 10 working days, except in very inclement weather conditions.
- **Grass Edging** - Every 10 working days plus annual edge reforming (not including naturalised areas).
- **Shrub Pruning** - Once or twice per year, depending on species.
- **Weed Control** - As required, generally 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, Assistant Property Services Officer.

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.



Grit Bins

IDVerde have commenced winter service and all salt bins have been replenished with premium grade white salt. The bins at Mill Road, Alloa are filled with a salt alternative to avoid the metal walkways corroding. Please do not use salt on the walkways at Mill Road. If you find salt bin to be empty let us know and we will arrange for it to be refilled.

Questions or comments:
Contact Vicki Brown, Assistant Property Services Officer.



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

