

THE CHIL VIEW

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Introduction from Chair

Welcome to Ochil View's Winter 2025 Newsletter.

It's been a busy and exciting summer at Ochil View, with highlights including our Summer Carnival, various community projects, and the celebration of Scottish Housing Day, where we proudly launched our very first Good Neighbour Award.

Our Tenant Scrutiny Group have been working diligently on reviewing our Lettable Standards Policy, and we look forward to sharing their findings and recommendations with you soon.

We have started our three yearly resident satisfaction survey with Knowledge Partnership and we will share the results with you shortly.

I'm pleased to confirm that we are continuing to offer fuel vouchers for tenants with pre-payment meters. If you haven't yet applied for assistance, you'll find details on how to do so inside this newsletter.

Looking ahead, we're hosting three 'Come Dine with Us' events this November to help tackle social isolation and bring tenants together during the darker evenings. More information is included in this edition.

I hope you enjoy reading this newsletter - there's a lot happening and even more to look forward to over the festive season. Wishing you all a joyful Christmas and a happy, healthy start to 2026.

Warm regards, Jim



Estate Inspection Update

Margaret Scott, Assistant Property Services Officer will carry out one full Estate Inspection on an annual basis, this will include picking up on communal estate issues such as gardens, dumped items and external repairs like gutters and boundary fencing etc. On a monthly basis Margaret will now be closely monitor the close cleaning and landscaping maintenance contract to ensure the best service is provided for tenants, this process is in direct relation to feedback that we received through our Tenant Scrutiny Group.



Please note:
Tenants can report communal repairs such as the above

by calling direct on 01259 722 899 and pressing option 2 alternatively you can email direct to repairs@ochilviewha.co.uk. If you would like to report any Estate issues such as dumped rubbish or dog fouling please call 01259 722 899 option 1 or alternatively email housing@ochilviewha.co.uk.

AGM

Our Annual General Meeting took place on 11th September at the Dunmar House Hotel, bringing together board members, staff, and stakeholders for an engaging and productive evening.

We were delighted to welcome Heather Stewart as a new member of the Board. Her experience and enthusiasm will be a valuable addition to our team.

The meeting also featured a presentation of our accounts by Phil Morrice from Alexander Sloan, offering clear insights into our financial performance and future planning.

A heartfelt thank you to everyone who attended and contributed to the success of the evening. Your continued support is greatly appreciated.





Community Benefits & Initiatives Update

We extend our heartfelt gratitude to our contractors - **idVerde, Doortec, MCN, RB Grant, DCL Joinery** and

Property One - for their generous community benefit donations. Their support continues to make a meaningful difference in the lives of our tenants and the wider community.

- **Property One** generously donated a one-off skip hire for Kippen Place, giving residents the opportunity to dispose of larger items and help clean up the area. This initiative has made a noticeable improvement to the environment and supported community pride.
- **idVerde** has enabled us to launch another Community Project this year: replacing the bins at Kippen Place. This initiative will enhance the appearance of the development and help prevent overflowing waste and contaminated bins.
- **Doortec and MCN** kindly donated funds to purchase five laptops for tenants currently in education and without access to a device. Congratulations to the five successful tenants! **Cassia Grant, Alloa - Greig Strang, Fife - Lisa Hertwig, Alloa - Haiden Russell, Tullibody - Zara Cains, Sauchie**
- **RB Grant and DCL Joinery** supported our Scottish Housing Day event held on Wednesday 17th September 2025 at our office. Their contributions allowed us to offer a free buffet, prize draws, and our Good Neighbour Award cash prize - making the day a great success!

Adaptations to your home

Every year we request funding from the Scottish Government so that we can provide adaptations to tenant's homes to allow them to live independently and improve their daily life. This is work such as key-safes, grabrails, bannisters, ramps and showers.

We are delighted that we have recently been awarded £326,000 so that we can continue delivering these vital improvements.

As we have a small waiting list for larger adaptations such as showers, staff are now contacting those affected to arrange to have the work undertaken as soon as possible.

Please remember that we may be able to assist if you are finding difficulties with your mobility.

A referral from Occupational Therapy is not always required for small adjustments and we can often undertake work such as fitting grabrails and handrails. For larger or more complex referrals, we can also help you contact the Occupational Therapy team for advice.

Depending on the type of adaption, we may need you to complete a Vat exemption form, but we will guide you through the process. If required, this must be signed and if we do not receive it then the adaptation may be delayed.

If you would like to speak to someone about possible adaptations to your home, please contact us on 01259 722899.

Appliance SERVICING

As part of our ongoing maintenance programmes, we carry out servicing of various appliances such as stairlifts, hoists, electric door closers, wash/dry toilets and rise/fall baths.

Most of these require an annual service as minimum, however all lifting equipment (e.g. hoists and stairlifts) come under the Lifting Operations and Lifting Equipment Regulations (LOLER) therefore we have a legal requirement to check them every 6 months.

It is vital that for all these appliances, that you allow our contractors access to undertake these checks as otherwise we cannot guarantee that the equipment is operating safely and if we need to, we will consider gaining entry to do the check. Please help us by allowing access to ensure the safety of everyone in your home who uses the equipment.

Any questions? Contact Leona Hens or Andrew MacKinnon.



Budget Update

We planned for a substantial investment programme during 2025-26 with most projects now well underway across several areas. Here's an outline of the main projects we are delivering:

Total Investment
£1.48m

Kitchen Upgrades - £250,000

Starting January 2026.

Bathrooms - £403,000

On site and expected to complete November.

Window & Door Replacements - £497,000

On site and expected to complete November.

Roofs - £11,500

Contract awarded, due to complete by November.

Door Entry Upgrades - £254,000

On site, due to complete by November.

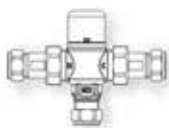
TMV Installation - £65,000

On site.

If you have any questions on this, you can ask for Vicki Brown or Andrew Gibb.

TMV Installations

We are currently in the process of installing thermostatic mixer valves (TMVs) to all fitted baths across our housing stock. This work is being carried out to comply with requirements set out in the Building Regulations.

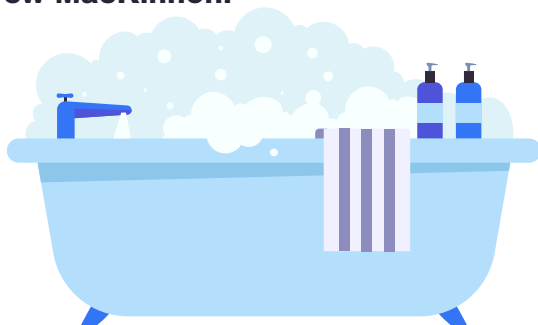


A TMV blends hot and cold water supplies to regulate the temperature at the tap, significantly reducing the risk of scalding.

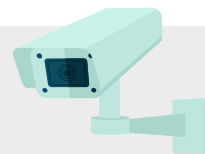
City Technical Services is completing this work on our behalf and may contact you to arrange access for installation. It's important that you cooperate with them to ensure access is provided.

We are committed to upgrading every property, and your assistance in facilitating this is greatly appreciated.

Any questions? Contact Leona Hens or Andrew MacKinnon.



Alterations and Improvements



Thinking of making changes to your home (even small ones)? If so, you need to ask for permission before making any alterations/improvements, and this includes installing video ring doorbells and CCTV which are common requests.

These items require careful consideration as they can capture images and sounds of your neighbours and members of the public meaning they come under Data Protection legislation. If you plan installing one of these systems, you must contact us first and we will send you the necessary forms to complete before we can offer you our approval.

You should always seek advice on any changes you plan to make to your home. Staff are available to provide advice and guidance on what you can and cannot do and to help you through the permissions process. You can also find useful information in our Tenants Handbook on Alterations, which is available on our website.

Grit Bins - preparing for snow and frost

IDVerde will shortly be commencing winter service and all salt bins we are responsible for will be replenished with premium grade white salt.

We supply Grit bins at the below developments:

Hillfoots

Stirling Street, Alva, Mitchell Court, Dollar, The Charrier, Menstrie, Weavers Way, Tillicoultry

Alloa

Ash Grove, Earl of Mar Court, Hill Park, Kirkgate, Mercat Wynd, Paton Court, Pearson View.

Tullibody

Paterson Place, Baingle Crescent, Old School Court, Talisker

Sauchie

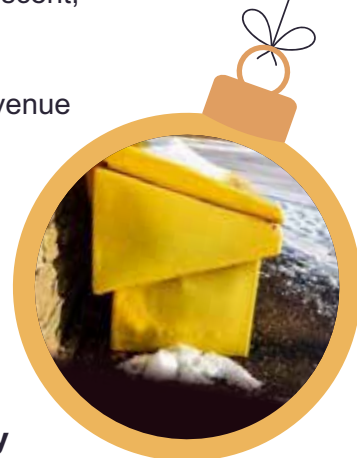
Baillie Court, Millers Lade Avenue

Fife

Tinian Crescent

If you find salt bin to be empty let us know and we will arrange for it to be refilled.

Questions or comments: Contact Margaret Scott, Assistant Property Services Officer.



Complaints & Positive Comments

Here is how we did for the year
April to June 2025:

FOR 58 STAGE 1
COMPLAINTS WE
RESOLVED

81.03%
WITHIN TIMESCALE
(4 DAYS)

FOR 8 STAGE 2
COMPLAINTS WE
RESOLVED

87.50%
WITHIN TIMESCALE
(20 DAYS)

We underperformed in this area largely due to changes with our repairs contract and running a temporary service whilst re-tendering. We expect to see this improve as we move through the year.

We appreciate every complaint and comment, as they guide us in delivering better services. So far this year, we've identified 30 complaints that provided valuable learning opportunities. These insights have been shared with both staff and contractors to help drive improvements and reduce the likelihood of similar issues occurring in the future.

We have a system for tenants to share positive experiences with Ochil View Housing and we continue to receive lovely comments. Here's a selection:

"The contractor was very professional and quick"

"Excellent service, contractor was prompt and knowledgeable, absolutely no issues"

"The job was done within a few days of reporting it, thank you"

You can share your positive experiences of Ochil View anytime. Just give us a call, chat to a staff member or pop into our office.

Questions or comments: Contact Andrew Gibb, Director of Property Services.

NICEIC
APPROVED
CONTRACTOR

NICEIC are our approved contractor to carry out audits on Gas repairs and Electrical work.

They will write to you direct to advise when in the area.

It is important to give access to ensure any work required to be audited is done so.



Legionella safety in your property

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,
- Flushing all the toilets on your return
- It is also recommended that you clean and descale your shower head too!

Damp, mould and condensation

Damp, mould and condensation can be a serious issue in your home, therefore if reported, our staff will undertake a diagnosis taking account of whether this is the first report which is crucial to determining any further action that may be required.

In most cases we will inspect your home and assess the entire building, discuss temperature and humidity levels and check all ventilation. We will also look for structural defects and ask you questions about how you and your family live in your home. In some cases, we may engage an independent inspection by a qualified contractor or surveyor for further advice. If any repairs are identified, we will always tell you what we are doing and why, and we will contact you after several weeks to ensure any repairs are working effectively to cure the problem.

To ensure we diagnose correctly, the Association has been installing sensor equipment to some homes, which allows us to accurately record levels of moisture, air flow and temperature so we can ensure we provide the best possible solution.

Here are some self-help tips that can help deal with condensation in your home.

- Ensure the property is heated appropriately, between 18 and 21 degrees is best
- Ensure the property is being ventilated appropriately, opening trickle vents and windows assists with this
- Ensure your bathroom and kitchen fans are working and used when bathing and cooking
- Minimise drying of clothes on radiators



Repairs timescales



We are committed to providing a first-class repairs service to you and thought it would be good to remind you of our repairs' timescales.

Emergencies - attendance to make safe within 3 hours (for any heating related repairs, we will offer temporary heating if we are unable to repair at the 1st visit)

Urgent - completed within 24 hours

Routine - completed within 5 working days

External Repairs - 15 Working Days

We have done our best to build a comprehensive list of repairs into our tenant's handbook and you can find what timescales we use in there!

There may unfortunately be instances we cannot adhere to these timescales for example if there are roofing works required to your property and the weather will not allow us to work at height safely, or if we are waiting on parts.

You also have a responsibility to take good care of your home and not cause damage to any part of it.

Repairs you are responsible for as a tenant

We will carry out nearly all repairs within your property, however there are a few things we are not responsible for. These include things such as:-

- Changing light bulbs
- Changing toilet seats if they are broken
- Divisional fencing (fences between you and a neighbour)

More information can be found in your tenant's handbook!



Staff & Contractor Safety

IMPORTANT GUIDELINES DURING HOME VISITS

While our staff and contractors are at your home, please take note of the following guidelines.

If you have any concerns, please call our office on 01259 722899. Your cooperation is highly valued and appreciated.

- **Ask for identification (ID)**
- **Ensure pets are kept in a separate room**
- **Ensure the space contractors will be working in is clear**
- **Please do not smoke**

My Home Owners Reminder

Owners can now register and use our online portal called My Home.

Through the portal, you will be able to access information securely and it will allow you to: -

- ✓ View payment transactions
- ✓ Print an online statement
- ✓ Make a payment
- ✓ View repairs history
- ✓ View outstanding repairs
- ✓ Place a repair request
- ✓ Update your details and contact information
- ✓ Request a meeting with a member of staff
- ✓ Report a complaint
- ✓ View/download any documents such as Factoring Agreements or Development Schedules)

The service is free to use and allows you to access services whenever you want, whatever the time.

If you would like help getting started, or have any questions on this, one of our Digital Champions can assist. Simply email factoring@ochilviewha.co.uk or call us on 01259 722899.

My Home Help

My Home is our online tenant portal available through our website by clicking on the green 'My Home' link. It allows our tenants to update contact details, log repairs, make rent payments, amend occupant details, complete online forms and more.

Many of your important tenancy documents also are available on My Home and can be accessed at any time. The 'Useful forms' section is available on My Home and includes Pet Permission and Alterations & Adaptations amongst others.

If you need any assistance, need to get set up or have a question about My Home then our digital champions are available to assist with any help, either at your home or in the office.



Support and Advice from the Tenancy Sustainment Officer Margaret Hall

Since April 2025 we have helped a total of **176 tenants** with **363** different enquiries, ranging from benefit advice to help with energy costs.

Our tenants are better off by **£846,967.84**.

This includes Housing Benefit of **£66,474.14** and Universal Credit of **£471,038.35**.



Support and advice in your area...

Keeping warm and well in the cold weather



Keep your home warm

- Try to keep room temperatures to 18°C
- Use draught excluders around doors
- Keep bedroom windows closed at night
- Make sure curtains are not sitting in front of radiators
- Consider fitting radiator reflector panels

Look after yourself

- Wear several layers of thinner clothing
- Use a hot water bottle
- Try not to sit still for more than an hour or so, if this is difficult stretch your arms and legs
- Eat hot food and drinks such as soup and stews

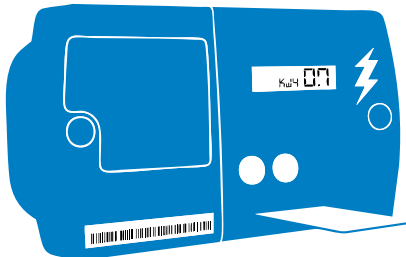


Energy Saving Tips

- Take care not to overfill the kettle
- Batch cooking can help and use a microwave or air fryer
- Wash full loads of clothing at 30°C
- Cut back on time spent in shower, experts recommend no more than 4 minutes
- Unplug chargers when not in use

Fuel Vouchers

Ochil View Housing Association still has access to funding for fuel vouchers, for tenants who have Pre-Payment Meters.



If you are a British Gas or Scottish Gas customer and have already received vouchers this year, you may be eligible to apply for additional vouchers.

If you have a pre-payment meter and top up your meter by Paypoint and have not applied this year for vouchers, please contact us.



If you would like information on Benefits etc, then please contact Margaret Hall our Tenancy Sustainment Officer.

Positive Feedback



Margaret is so knowledgeable and makes what looks like complicated forms seem so much easier. She is a great asset for tenants.

Margaret came to my home to fill in forms for me. As I met her I liked her and could tell she genuinely wanted to help. I was so stressed and anxious about migrating to UC but Margaret has sorted it all out for me. She never once made me feel stupid and explained everything step by step. She was so much help. I've to phone her if I need help with anything. Also can tell she knows her stuff. Very knowledgeable. Super grateful for her help and advice. Thanks again Margaret

Very satisfied & helpful with the information given, also very sympathetic at a very difficult time for myself.

Thank you to Margaret for her patience and reassurance throughout this process. I believe without her help I would have lost my money, I struggle to deal with any paperwork. Thank you Ochil View.

The service provided was excellent and informative. The team do a great job with informing people what benefits they could be entitled to. This is the second time we have used the service to help with filling in forms for benefits which are complicated and a long format. I highly recommend the team and feel they are an important part of Ochilview services.

Margaret was very helpful and knowledgeable. A very nice person.

Margaret has been amazing sorting everything out.

Was worried but was put at ease, will be a great help when I move over.

Very helpful questions answered to everything I was asking about.

Tenancy Sustainment Info

Pension Age Winter Heating Payment Begins This November

Over one million pensioners across Scotland will receive the new Pension Age Winter Heating Payment to help with home heating costs. This replaces the previous Winter Fuel Payment in Scotland.

What You Need to Know

- **Payment Amount:** Between **£101.70 and £305.10**, depending on individual circumstances.
- **Automatic Payments:** Most eligible pensioners will receive the payment automatically—no action required.

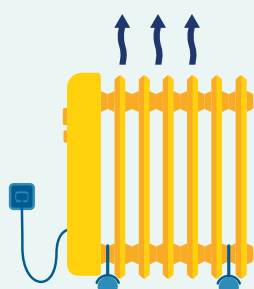
Eligibility Checker: Find out what you may receive at follow this link to check mygov.scot or visit <https://www.gov.uk/state-pension-age>

Key Dates & Details

- **Start Date:** Payments begin in **November 2025**.
- **Opt-Out Deadline:** To opt out for 2025/26, complete the online form by **10 October 2025**. After this date, opt-outs apply to 2026/2027.
- **Taxable Income Over £35,000:** Payment will be reclaimed via the tax system in **2026/27**.
- For those who've deferred their State Pension, an application may be required. Full details available at mygov.scot.

Pension age Winter Payment Scams are on the increase:

Social Security Scotland will never ask for personal info



via email or text. Official communication will be sent by letter only. Learn more at [Staying Safe from Scams](#).

TV Campaign: Pension Age Disability Payment



Social Security Scotland

Tèarainteachd Shòisealta Alba

Social Security Scotland is launched a new TV advert to raise awareness of the **Pension Age Disability Payment** - a benefit designed to support older adults with care needs due to disability or long-term health conditions.



What Is It?

- **Pension Age Disability Payment** provides extra financial support for people of **State Pension age** in Scotland.
- It is **replacing Attendance Allowance**.
- **No Need to Apply** If you're already receiving **Attendance Allowance**, your award will be **automatically transferred** to Pension Age Disability Payment.
- **No action is needed** - Social Security Scotland will handle the transition from the Department for Work and Pensions.

Stay Safe from Scams This Winter

As winter payments roll out, it's vital to stay alert to scam messages. Here are key tips to protect yourself and others:

Scam Warning Signs

- Requests for money, passwords, or bank details
- Urgent messages designed to cause panic
- Suspicious links or downloadable files
- Unfamiliar phone numbers or email addresses

What You Can Do

- Pause and think before sharing any personal info
- Always verify contact details via official websites
- Use the 'Contact Us' section for secure access to services

If You Suspect Fraud

- Contact your bank immediately
- Report it to Police Scotland by calling **101**
- Victim Support Scotland **0800 160 1985**
- Citizens Advice Scotland **01259 219404**
- Learn more at Social Security Scotland – Staying Safe from Scams

Here's how you can get in touch with **Social Security Scotland**:



By Phone

Freephone: 0800 182 2222
Available Monday to Friday, 8am to 5pm (excluding bank holidays)



By Webchat

Accessible via the Social Security Scotland contact page Available Monday to Friday, 8am to 5pm



By Post

Social Security Scotland
General Enquiries PO Box
10301 Dundee DD1 9FY

Being scammed can be very distressing, and the impact is often emotional as well as financial - it can happen to any of us.



Migration

Key Dates & What to Expect

The Department for Work and Pensions (DWP) is completing the transition from legacy benefits to Universal Credit. Here's what you need to know:

Key Dates

December 2025: Target for all remaining legacy benefit claimants to receive their **Migration Notice**

End of 2025/26: Deadline for full migration and closure of legacy benefits

How the Migration Works

- 1. Receive a Migration Notice** A formal invitation to claim Universal Credit
- 2. Deadline to Claim**
Your notice will specify when to **apply**
- 3. Make a UC Claim**
Apply online or by phone
- 4. Transitional Protection** Claiming by the deadline ensures financial safeguards during the switch



Carer's Allowance Supplement – December 2025 Payment Update

Social Security Scotland will issue the next **Carer's Allowance Supplement** payment in **December 2025**, supporting unpaid carers across the country.

Key Information

- **Amount:** £293.50
- **Who's Eligible:** Carers living in Scotland who received **Carer Support Payment** or **Carer's Allowance** on **October 13, 2025**
- **Payment Schedule:**
 - **June 2025** - for those eligible on April 14
 - **December 2025** - for those eligible on October 13
- **No Application Needed:** Payments are **automatic** for eligible carers
- **Notification:** A letter will be sent before payment is made

This supplement is issued **twice a year** to recognize the vital role carers play in our communities.

Best Start Foods Campaign Launches This October

Social Security Scotland is rolling out a **national marketing campaign** to help families eat healthier and access financial support through the **Best Start Foods card**.



Supporting Families with Young Children

- **Who's Eligible:** Parents and carers of children aged **0-3**
- **What's Offered:** A **pre-paid card** worth up to **£43 every four weeks** to help cover the cost of healthy foods

Where You'll See the Campaign

- **Bus ads, community hubs, and social media**
- Partnerships with **Iceland** and **Food Warehouse** stores to boost awareness

This initiative aims to ensure families know about the support available and feel empowered to make nutritious choices.

Adult Disability Payment Transfer Complete Across Scotland

Social Security Scotland has successfully completed the transfer of **Personal Independence Payment (PIP)** recipients to **Adult Disability Payment**, marking a major milestone in disability assistance.

What's Changed

- **All PIP recipients in Scotland** are now receiving **Adult Disability Payment** directly from Social Security Scotland.
- Nearly **350,000 disabled people** had their awards transferred **automatically** - no new application required.



Energy Price Cap Update (Oct-Dec 2025)

The energy price cap protects consumers on standard variable tariffs by limiting what suppliers can charge for each unit of energy and standing charges.

Current Cap Level

- **£1,755/year** for a typical household using electricity and gas via **Direct Debit**
- This reflects a **2% increase** from the previous cap of **£1,720** (July–September 2025)

Who's Covered?

You're protected by the price cap if you pay via:

- Standard credit (paying upon receiving your bill)
- Direct Debit
- Prepayment meter
- Economy 7 (E7) meter



Upcoming Review Dates

The cap is reviewed quarterly. Next announcements:

- **25 November 2025** - for Jan - Mar 2026
- **25 February 2026** - for Apr- Jun 2026
- **27 May 2026** - for Jul - Sep 2026

The cap ensures fairness and reflects actual energy costs. For more on how typical usage is calculated, visit the official guidance on average gas and electricity usage.

Energy Price Cap: Unit Rates & Standing Charges (Oct-Dec 2025)

The energy price cap for 1 **October to 31 December 2025** has been updated, affecting electricity and gas costs for households on standard variable tariffs.

Price Comparison (Direct Debit – incl. 5% VAT)

Energy Type	Jul - Sep 2025	Oct - Dec 2025
Electricity (per kWh)	25.73p	26.35p
Electricity (daily charge)	51.37p	53.68p
Gas (per kWh)	6.33p	6.29p
Gas (daily charge)	29.82p	34.03p



These figures reflect the **average across England, Scotland, and Wales** for customers paying by **Direct Debit**.

The slight increase in electricity costs and standing charges highlights the importance of energy efficiency and budgeting as we head into colder months.

Need More Information?

For further details on any of the benefits or grants mentioned in this newsletter, please contact:

Margaret Hall Tenancy Sustainment Officer 01259 722899
Margaret.hall@ochilviewha.co.uk

Margaret is here to help guide you through available support and answer any questions you may have.



With the year passing by us so quickly Christmas is fast approaching and it can be easy to overspend at this time of year especially with the impact of the cost of living. It is important to ensure that priority bills including your rent, are paid during the festive period. There is no excuse for not paying your rent and we will continue to pursue tenants who don't pay. Not paying your rent is a breach of tenancy and can lead to Court action being taken against tenants who are not paying their rent.

If you feel that paying your rent may be an issue then please contact your Housing Services Officer to discuss your circumstances, we can help and assist and can look at a budget plan for you.

Should you be struggling financially then advice can also be sought from your local Citizens Advice Bureau. We also have our own in-house Tenancy Sustainment Officer – Margaret Hall, who can assist with welfare benefit queries and income maximisation.



City Tech – Paper Free



Gas Servicing Appointments – What to Expect from City Tech

To help keep your home safe, our contractors City Tech will be contacting tenants ahead of their gas servicing appointments. Here's how the communication process works:

16 days

before your appointment
- You'll receive an email from City Tech.

14 days

before - If the email hasn't been acknowledged, a letter will be sent.

7 days

before - You'll get a text message reminder.

48 hours

before – A final text reminder will be sent.

Please keep an eye out for any correspondence from City Tech and ensure you provide access to your property on the scheduled date. Your cooperation helps us maintain safety standards and avoid missed appointments.

IMPORTANT INFORMATION Regular Safety Checks

As a landlord of a social housing property, it is extremely important that we carry out regular safety checks. Please assist us by allowing access to your home when required as if we cannot gain access before the anniversary date then we may take further action to force entry to ensure these works are carried out.

Gas Servicing

Gas safety checks are every year and are carried out by the Gas contractor City Technical. They will email or letter you with an initial appointment, if you are unavailable for the date provided then please contact them direct to rearrange.



Electrical Safety Checks

R.B. Grant
Electrical Contractors

Electrical safety checks are carried out every five years and the contractor we are currently using is RB Grant electrical. Ochil view will write to you with an appointment, if you are unavailable for the date provided then please contact Leona Hens, Assistant Property Services officer to rearrange.

We would rather rearrange the appointments to suit the tenants where we possibly can as this stops engineers turning up to empty properties.

Rubbish/Dumped items

Dumped household waste and bulky items continue to be an issue, it can be unsightly for residents, can attract vermin and pests to the area and there can be costs involved to get it removed. Your garden should be maintained to a reasonable standard, allowing your garden to become untidy, overgrown or to cause a nuisance to others is a breach of tenancy and action can be taken if this is an ongoing issue or there are repeated issues. We will work with Clackmannanshire Council Waste Services and Environmental Health if required to resolve issues.

Clackmannanshire Council provide waste services to residents – providing 4 different wheelie bins:

Blue Bin - For recyclables - Plastic containers, Metal cans & containers, Drinks cartons (all rinsed). More space can be made by crushing down your containers and cans. **Uplifted every 4 weeks.**

Brown Bin - For garden waste - grass cuttings, flower and plant cuttings, twigs and small branches, weeds etc. **Uplifted every 3 weeks.**

Grey Bin - For paper and cardboard products (ensure all your cardboard and paper is flattened to maximise space. There should be no tissues, kitchen towels, soiled or wet paper placed in the grey bin. **Uplifted every 4 weeks.**

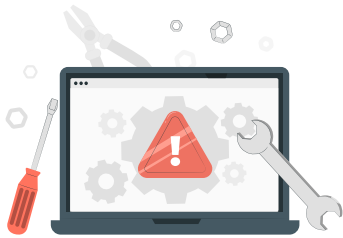
Green Bin - For items that can not be recycled or reused - Wallpaper, Pet waste, contaminated or soiled packaging, used hankies, nappies, cotton wool etc. **Uplifted every 4 weeks.**

Food caddy - For all food waste items, no pet waste or liquids. **Uplifted weekly.**

Clackmannanshire Council provide Bottle banks throughout Clackmannanshire that can be used by all households.

Ochil View HA continue to offer our tenants a reduced cost uplift service which is provided by Clackmannanshire Council. This is limited to 2 uplifts per year at a cost of £20.00 per uplift. Uplifts can be arranged by contacting Clackmannanshire Council on 01259 450000, this service is suitable for oversized items that will not fit into a standard wheelie bin but is limited to 5 items per uplift.

Ochil View HA also provide FREE brown bin permits for our tenants. If you require a brown bin permit then please contact us.



Reactive and Void Maintenance Contract

You will be aware that Property One was appointed in July to deliver our reactive maintenance and void property services following a competitive tender exercise. This contract is a critical part of our service delivery, ensuring that tenants receive timely reactive repairs.

Since the contract started our Property Services team have been working closely with Property One to mobilise the service and set the necessary processes and standards, however it is known that performance to date has not consistently met the expected levels.

We are currently working closely with Property One to improve on timescales and quality.

Should you have any questions on this contract, please contact Ashleigh Brown or Grahame Phillips on 01259 722899.

Are your contents insured?

THISTLE
TENANT RISKS



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

We do not insure your furniture, floor coverings, belongings and other personal items within your home. No matter how careful you are, there's always a risk that your belongings could be broken, stolen, or damaged (for example, fire, theft or escape of water), so home contents insurance can help provide peace of mind.

Example

- Leak from rear of toilet pan causes damage to vinyl flooring fitted in bathroom, and 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 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 and should be claimed via your own home contents insurance policy.

To help you decide whether home contents insurance is right for you, we have teamed up with Thistle Tenant Risks, who provide the Crystal Insurance Scheme, a specialist insurance scheme for social housing tenants.

If you want more information, please contact Thistle Tenant Risks on telephone 0345 450 7286 or email at tenantscontents@thistleinsurance.co.uk.

LANDSCAPING UPDATE

Idverde will be commencing their winter service soon. As the seasons change, the work that they carry out changes and we thought it would be useful for you to know what to expect from the team in the communal areas :-

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** - One cutback will be carried out during the Winter period.

If you have any feedback on the current service, please contact Margaret Scott, Assistant Property Services Officer.



Tenancy Fraud

What Is Tenancy Fraud? Tenancy fraud includes situations where a tenant:

- Obtains the property by deception
- Does not live in the property as their main residence
- Leaves the property empty without informing us
- Sublets the property without permission
- Provides false information about who is living there

These actions not only violate contractual obligations but also deprive families in need of secure housing. Every empty or misused property is a missed opportunity for somebody in genuine need.

What You Should Do - If your circumstances change - such as a move (temporary or permanent), extended travel, or someone else moving in or out- you must inform us as soon as possible. We understand that life changes, and we're here to support you. Keeping us informed helps protect your tenancy and ensures our housing stock is used fairly and responsibly.

If you suspect a neighbour isn't living in their property or using it as their principal home, please let us know as this helps ensure our homes are being used appropriately and fairly, and allows us to take action to make the best use of our housing stock.

Remember - If you stop living in the property or use it only occasionally - and especially if you fail to notify us of any changes to your occupancy - this may be considered tenancy fraud.

Make Your Christmas Budget Go Further with the Housing Perks App



HOUSING PERKS

The festive season is just around the corner, and it's the perfect time to start saving on your shopping. With the Housing Perks app, tenants can enjoy exclusive discounts on e-gift vouchers from a wide range of retailers. Ideal for Christmas presents or everyday purchases.

Once bought, vouchers are stored directly in the app as e-gift cards and can be used both in-store and online, making it simple and convenient to save money.

Current offers include:

4% off

Tesco, Asda, Morrisons & Iceland

16% off

Swarovski

9% off

Primark & TK Maxx

5% off

Currys, IKEA & Argos

If you spend £50 a week at the supermarket and use the Housing Perks app to buy your vouchers with a 4% discount, you could save £104 over the course of a year, simply by switching how you pay

Download the app today at:

<https://www.yourhousingperks.com/download-the-app>



Tenant Scrutiny Group – Tenants Shaping Services: Estate Management Policy Review

In April, our Tenant Scrutiny Group - now known as Ochil Voice - undertook a comprehensive review of our Estate Management Policy.

This process involved examining the existing policy, engaging with staff and other housing associations, and conducting estate walkabouts to gather real-world insights.

Following their review, the group submitted five key recommendations to our Senior Management Team and Board. We're proud to share that all five recommendations were accepted and have now been implemented into our updated policy and procedures.

This is a fantastic achievement and a clear demonstration that tenant voices truly matter in shaping the services we provide. We're grateful to the members of Ochil Voice for their dedication and thoughtful contributions.

The group is now turning its attention to reviewing our Lettable Standards Policy, continuing their valuable work to ensure our services reflect the needs and priorities of our tenants.

Pet Permission

We ask that our tenants seek permission to have a domestic pet, the Pet Permission form is available on 'My Home' under useful forms. We will not grant permission to keep animals such as livestock or wild animals – sheep, pigs, goats, chickens etc.

We expect tenants to be responsible for their pets and to not allow their pet to cause a nuisance – this can be excessive barking, animal odours or dog fouling. We are not likely to refuse pet permission unless there is concern for the animal's welfare, limits to the size of property, damage being caused to the property or pets that are causing a nuisance to others. We will withdraw permission for keeping a pet should conditions not be adhered to.

XL Bully dogs - We will not withdraw consent to keep XL Bully type dogs provided that the dogs are registered and an exemption certificate is provided. It is important to note that this breed must be kept muzzled and on a lead whilst out in public areas and with someone over the age of 16 who is able to securely hold the lead.

Owners are also required to have third party public liability insurance for their dog.





Consider a move? Maybe you need to downsize or your home is bursting at the seams and needing a larger property?

Tenants of a Registered Social Landlord can consider a Mutual Exchange with another tenant of a Registered Social Landlord.

Once you have identified another prospective property then please ensure that you make yourself aware of the property, the area, transport links, services available etc.

Once forms have been submitted to the landlords then there would be property and tenancy checks done by the landlords involved.

House Exchange (www.houseexchange.org.uk) allows you to register your property to connect with other tenants who are also considering a Mutual Exchange – call us and speak to your Housing Team for more information.

These Homes is also available to applicants looking for our properties in the Clackmannanshire area – registrations can be completed online at www.thesehomes.com, if you have a query with your These Homes registration or require assistance then please contact us.



the noise app

Anti-Social Behaviour is not acceptable and Ochil View HA will take action against a tenancy should there be evidence of Anti-Social Behaviour. We try our best to respond effectively to Anti-Social Behaviour complaints and that victims/witnesses receive appropriate support. The Noise App is available to our tenants, The Noise App records short clips and also videos of noise disturbance and can be used as evidence when dealing with Anti-Social Behaviour complaints.

The Noise App is free to download and is easy to use. If you are experiencing anti-social behaviour, please contact your Housing Services Officer to discuss access to The Noise App, we can also assist you with how to use the software.

Tree Maintenance – Who's responsible

Trees in communal area's that fall within our estates will be maintained by Ochil View HA

Trees and shrubs that lie within the boundary of a tenanted property are the responsibility of the occupier even if the trees or shrubs are present when you move in. These should be maintained to ensure that they do not become unmanageable.



Who do I contact regarding any communal factoring issues??



Margaret Scott is our Assistant Property Services Officer; she deals with all factoring related issues and queries. If you have any communal property issues you would like to discuss please do not hesitate to contact her on **factoring@ochilviewha.co.uk** or alternatively contact her direct on **01259 231 992**.

Settling in/Biennial Visits

Our Housing team carry out several visits to our tenants.



New tenants of Ochil View Housing Association are contacted by their Housing Services Officer within 6 weeks of signing up for their tenancy.

A settling in appointment is arranged for the Housing Services Officer to visit and meet new tenants in their homes and go over any outstanding issues and ensure new tenants are settling into their new homes.

Our Housing Services team are also currently carrying out biennial visits to all tenants of Ochil View. We intend to carry out these visits over a 2-year period and the purpose of these visits is

to offer housing related support, ensure our tenancy records are up to date and to offer digital assistance.

This is also a chance to meet your housing team and gives you an opportunity to ask questions about your housing circumstances. Some of our newer tenants will have already been visited as part of our settling in visits.



Community Project

Community Clean-Up at Kippen Place

As part of our ongoing commitment to improving local neighbourhoods, we launched a community clear-up this month at Kippen Place. The initiative aimed to support residents in disposing of bulk items and contaminated bins, helping to create a cleaner and safer environment for everyone.

To assist with the effort, a skip was provided for residents to use - generously supplied by Property One through our Community Benefits Programme. This support made it easier for households to clear out unwanted items and contribute to the improvement of shared spaces.

We're grateful to all the residents who took part and helped make this project a success. Your involvement is what makes our communities stronger!

Stay tuned for more updates on upcoming community projects.



CELEBRATING GREEN FINGERS

Our 2025 Garden Competition Winner!

We're thrilled to announce that Mark Fitzpatrick from Tullibody is the winner of our 2025 Garden Competition! Mark's garden stood out for its creativity, care, and vibrant display - bringing colour and joy to the community.

A huge thank you to everyone who entered this year's competition. Your efforts help make our neighbourhoods more welcoming and beautiful places to live. Whether it was a balcony bursting with blooms or a perfectly pruned patch, every entry showed the pride and passion our tenants have for their outdoor spaces.

We look forward to seeing even more green-fingered talent in next year's competition!

Well done, Mark!



Good Neighbour Award 2025

Ann Blyth, Alloa



★ Congratulations! ★



Celebrating Kindness on Scottish Housing Day: Our 2025 Good Neighbour Award Winner



During this year's Scottish Housing Day, we were delighted to announce the winner of our 2025 Good Neighbour Award - congratulations to Ann Blyth, who received a £50 voucher and a certificate in recognition of her outstanding community spirit.

Ann was nominated by her neighbour, Sam Brown, who shared:

"I would like to nominate my neighbour Ann who helps neighbours with their bins. Ann has always been a really helpful, kind and considerate neighbour - if only everyone was like her."

Ann's thoughtful actions and consistent kindness truly embody the spirit of community we strive to celebrate and encourage.

We'll be running the Good Neighbour Award annually, so keep an eye out for next year's nomination details. Let's continue to shine a light on the everyday heroes who make our neighbourhoods better places to live.



Help Us Name Our New Elf!

We're feeling festive at Ochil View and excited to introduce the newest (and smallest!) member of our team - a cheerful little Elf who's here to spread joy this holiday season.

But there's just one thing missing... a name!

That's where you come in! We're inviting all tenants to get creative and suggest the perfect name for our Elf. The winning entry will receive a festive hamper packed with seasonal goodies to enjoy.

How to enter: Send us your Elf name suggestion by:

📞 Calling 01259 722899

✉ Emailing tenantengagement@ochilviewha.co.uk

💬 Messaging us on Facebook or Instagram @ochilviewha

Let's give our Elf a name to remember - and spread some holiday cheer together!

Christmas competition

Dementia and Housing Framework



Since 2021, Ochil View Housing Association has supported the Dementia and Housing Framework, and we remain committed to continuing this support. We understand that housing plays a crucial role in helping people living with dementia to maintain independence, dignity, and quality of life.

Our aim is to provide inclusive, safe, and supportive environments that adapt to the changing needs of individuals affected by dementia. We fully endorse the frameworks emphasis on person-centred design and community engagement. We are dedicated to continuous learning and hope to embed dementia friendly practices throughout our services.

As part of our ongoing commitment, here are some of the steps we have taken and continue to take since 2021:

- Dementia Friendly Training has been delivered to staff to enhance understanding and support
- We can signpost tenants to relevant support services to ensure they can access the help they need
- We have improved our Housing Options advice to better meet individual circumstances
- We support tenants to remain in their homes
- Collaboration with Stirling University on property design projects to improve dementia friendly environments
- We are currently reviewing our customer facing policies to produce simplified, easy to read summaries
- Our tenant portal My Home includes a Friends & Family option to help loved ones stay connected and informed on behalf of a tenant
- We are looking at training Property Services staff in dementia informed design, preparing us for future maintenance and improvement contracts
- A staff working group has been established to drive continuous improvement in dementia support across our services

#HousingAndDementia



FOLLOW US ON INSTAGRAM!

We're building our online community and we want YOU to be part of it!

Follow us on Instagram @ochilviewha and help us reach our goal of 500 followers. Once we hit that milestone, one lucky follower will be selected at random to win a cash prize!

It's our way of saying thank you for staying connected and engaged with us.

HOW TO ENTER:

1. Follow @ochilviewha on Instagram.
2. Stay tuned for updates.
3. Cross your fingers- you could be our winner!

Let's grow together. Tell your friends, family, and neighbours to follow us too!

Support & Local Events



Ochil View at the Clacks Summer Carnival

We were delighted to take part in this year's Clacks Summer Carnival at Alloa Town Hall, joining forces with Clackmannanshire Council, Paragon Housing Association, Kingdom Housing Association, and the Clackmannanshire Tenants & Residents Federation.

The event was a fantastic opportunity to connect with tenants, share information, and celebrate community spirit. Thank you to everyone who stopped by to chat, take part in activities, and learn more about the support available through Ochil View Housing Association.



Supporting
Tenants in
Education

Laptop
Assistance
Project

We're delighted to share the success of our Laptop Assistance Project, which saw five lucky tenants receive brand-new laptops- thanks to the generous support of our contractors, MCN and Doortec.

WINNERS

(Cassia Grant, Alloa) (Greig Strang, Fife)
(Lisa Hertwig, Alloa) (Haiden Russell, Tullibody) (Zara Cains, Sauchie)

This initiative was designed to help tenants who are currently in education by providing them with the tools they need to succeed. Whether for coursework, research, or staying connected, these laptops will make a real difference.

A heartfelt thank you to everyone who took part, and a huge congratulations to all our winners!
Stay tuned - more exciting projects and opportunities are coming soon!

Free Sim Cards

Ochil View have free Vodafone Sim cards available for our tenants.

The Association has signed up with Vodafone's charities connected initiative to tackle digital exclusion. We want to support our tenants and families to get online and access services.

The Sim cards come with

 **unlimited calls & texts**
(to standard UK numbers)

 **20GB of data**

 **Free for 6 months.**

Tenants can then request to be considered for a new Sim card after the 6-month period has expired. We also have digital champions available to help any tenant who would like some help with accessing services digitally.

If you would like a sim card or some digital help, please contact the Association.

 **vodafone**



Scottish Housing Day

With thanks to our contractors DCL Joinery and RB Grant, Ochil View HA celebrated Scottish housing Day on 17th September 2025, and held two sessions in our office for tenants which included:

- Tenant talk from the Scottish Fire & Rescue Service on keeping safe within the community
- Presentation from Clackmannanshire Third Sector Interface highlighting local volunteering opportunities
- Interactive session with our Housing Services Team on how to be a good neighbour
- Interactive session with our Property Services Team on Estate Management issues
- Promotion of our Tenant Scrutiny Group
- 2025 Good Neighbour Award
- Prize draws
- Free buffet

We asked all attendees to complete a survey on their neighbours and communities and received lots of positive feedback. Those who completed the survey, were entered into a prize draw to win two hampers and two cash prizes.

Overall, tenants and staff had a great day, and we even had three tenants express interest in our Tenant Scrutiny Group!



Resident Satisfaction Survey – Have Your Say!

We're working with Knowledge Partnership to carry out our Resident Satisfaction Survey during October & November. This important survey is conducted every three years and is open to all OVHA tenants and owners.

The survey will ask questions about the services we provide, and we're encouraging everyone to take part. Your feedback is vital in helping us understand what we're doing well and where we can improve.

You should have already received a letter or email with details about the survey. Your views will help shape the future of our services.

Let's work together to make OVHA the best it can be!



Youth Engagement

Calling All Young Tenants: Your Voice Matters!

At Ochil View Housing Association, we're keen to hear from our younger tenants and understand what matters most to you and your community. If you're aged 16–24, we'd love for you to get involved!

We're inviting young people to join our Tenant Scrutiny Group, now known as Ochil Voice, where you can help shape new projects—like the creation of a dedicated Youth Forum—and even contribute to our social media and newsletter content.

We know that traditional meetings aren't for everyone, so we offer flexible ways to get involved. Whether it's through WhatsApp, social media, or online team calls, you can participate in a way that suits your lifestyle.

This is a great opportunity to make a difference, build new skills, and connect with others in your community.

INTERESTED?

Contact Jade Murray, Tenant Engagement & Communication Officer:

jade.murray@ochilviewha.co.uk

Or call: 01259 722 899

We look forward to hearing from you and working together to make Ochil View even better for young tenants!

Ochil View Supports Challenge Poverty Week

In October, Ochil View proudly supported Challenge Poverty Week, joining efforts across Scotland to raise awareness and promote action against poverty.

On Wednesday 8th October, Marian Kelley (Senior Housing Services Officer) and Jade Murray (Tenant Engagement & Communication Officer) represented Ochil View at Alloa Town Hall, presenting alongside Clackmannanshire Council and Paragon Housing Association. The event focused on the range of support available to tenants, highlighting collaborative efforts to improve financial wellbeing and housing stability.

Throughout the week, we also showcased our community benefits initiatives and promoted our Tenancy Sustainment service via social media.

This service offers tailored financial advice and support to help tenants maintain their tenancies and navigate challenging circumstances.

If you or someone you know could benefit from support, please don't hesitate to contact our team on 01259 722 899.

We're here to help.



Join Ochil Voice – Make Your Voice Heard!

We're looking for passionate tenants to join our Ochil Voice residents group!

This group meets monthly to review policies and procedures, share ideas, and help shape how Ochil View Housing Association operates. It's a great opportunity to make a real difference in your community.

Interested in attending a meeting or learning more?

 tenantengagement@ochilviewha.co.uk

 01259 722 899

Let's work together to improve services and strengthen our communities.

ARE YOU AGED

16 TO 24 YEARS OLD?



WE NEED YOUR VIEWS

VOLUNTEER OPPORTUNITIES

- Promote youth engagement within OVHA.
- Publish Newsletter articles
- Attend Tenant Scrutiny Groups
- Create vlogs/Social media posts
- Create a 'Youth Forum'

BENEFITS:

- Enhance your C.V
- Future references
- Make a meaningful impact within your community
- Become OVHA's 'Youth Ambassador'

CONTACT JADE MURRAY [TENANTENGAGEMENT@OCHILVIEWHA.CO.UK](mailto:tenantengagement@ochilviewha.co.uk)

SCAN ME!



Give the Dog a Bone

Staff at Ochil View HA make a donation to 'dress down' on the last Friday of each month. Staff nominate local charities to donate the funds to and we are delighted to announce we were able to donate £500.00 to 'Give the Dog a Bone'. Vicky Brown (Property Services Officer) met with Louise (Give the Dog a Bone) who said:

"Give a Dog a Bone is a unique and award-winning charity, tackling loneliness for older adults – via animal companionship.

We have two distinct projects which help us achieve our aims:

1. Financial support for those aged 60+ to adopt a rescue pet. It's a WIN/WIN – the person gets a friend and the animal gets a home
2. Community Spaces offering a free daily tea and chat service, in the company of our Companionship Dogs. Allowing those who love animals, but can't have one, to spend time with canines and humans, in a safe environment.

The charity currently has four community spaces across Scotland (Glasgow, Troon, Alloa and Dunfermline). The Alloa community space has been operating since 2020 and has become an integral part in the lives of many. Opened Monday to Friday, 11am to 3pm, everyone is welcome.

For those aged 60 and above, we offer free activities such as Line Dancing, Seated Yoga, Reflexology, Aromatherapy plus more."

Pop in to our space at 15 Mar Street and find out what it's all about...

www.giveadogabone.net



COME Dine With Us!



**FREE EVENT FOR OCHIL VIEW HA CUSTOMERS
INCLUDES A HOT MEAL, TEA/COFFEE, QUIZ,
BINGO & PRIZES**



Bringing Light to the Dark Nights

Join Us This November!

To help tackle social isolation and bring our community together during the darker evenings, Ochil View Housing Association will be hosting three evening events throughout November.

These events are free for all OVHA tenants and offer a great opportunity to:

- Enjoy a hot meal
- Meet neighbours and staff
- Hear from external guest speakers
- Take part in prize draws
- Join an OVHA interactive session

Whether you're looking to connect with others, learn something new, or simply enjoy a warm meal in good company - we'd love to see you there.

Let's come together, support one another, and make this winter a little brighter.

MACMILLAN CANCER SUPPORT COFFEE MORNING

MacMillan Coffee Morning is an annual event that our staff proudly support, with all proceeds going directly to MacMillan Cancer Support. **This year's Coffee Morning was held on Wednesday 24th September, and we're delighted to share that staff raised £211 for this incredible cause. A big thank you to everyone who contributed!**





JUST 4 BOYS

Youth Group

Sauchie Active 8

Thursdays
4.00 - 5.30

Fancy getting involved in activities just for boys aged 12 - 15 years, then this is for you

Starting Thursday 21st August

With a range of outdoor and indoor activities, you design your programme

£1.00 entry

For up to date information follow us on Facebook Active8Sauchie

Girls Group Night

Location: Sauchie Hall
Date & Time: Tuesday Night 6-8 PM
Entry £1

Age Group: "1st year" "6th year"

Activities: Crafts, Cooking, Games & More

Active8 Sauchie

Follow us on facebook for latest updates
Active8Sauchie

FAMILIES 1ST



At Sauchie Active 8

FAMILY | FOOD | FUN

Join us every fortnight for family fun, snacks, crafts and games

3.30 - 5.00 pm All ages Welcome

First Session Monday 18th August
Check out facebook for updates
FACEBOOK: ACTIVE8SAUCHIE

WEDNESDAY YOUTH CLUB

Active8 Sauchie

6-8 PM FOR PRIMARY 1-7



PRACTICAL GAMES

TUCK SHOP

JUICE & SWEETS 50P

SOMETIMES WE GO TO THE PARK

£1 ENTRY SAUCHIE HALL

CRAFTY HANDS

Happy Hearts

Tuesday 12.30 - 2.00

Fancy trying your hand at arts & crafts whether it be knitting, crocheting, painting or any other crafts you would like to do.

Not had the confidence to try it out well this is a safe space for all who fancy giving it a go.

A friendly space and a wee cuppa and a chat.

At Sauchie Active 8

3DY

Community Space

Wednesday 10.00 - 12.00

Starting 20th August

Free Internet access, Food Larder, New to U items, support and information services and much more

Come Along have a cuppa and a chat with services

Follow us on facebook Active8sauchie to find out what service are on each week

Family Wellbeing Drop-ins

Clackmannanshire Family Support Collaborative - Parents & Carers

Are you a family member parent or carer?

Looking to access groups, activities, and support within the community?

Come along to one of our local Family Wellbeing Drop-In Hubs and speak with a member of our friendly team who can chat with you about the available options

Drop In Hubs

- Mondays - The Hive, 21 Mill Street, 3pm - 5pm
- Fridays - The Blue Hoose, Tullibody, 101a Newmills 9.30am - 11.30am

Find out more:



Clackmannanshire Family Support Collaborative
Info@familysupportclacks.scot

CTSI Clackmannanshire Council

Mum's the word

Weekly Drop-in Mondays 9:30 AM - 11:30 AM

Sauchie Hall- Active 8 Room

No need to book- come and leave as you please

Free Hot Drinks & snack

Children & siblings welcome

soft play, sensory toys, messy play activities for both adults and children.

Safety of Heart

At Sauchie Active 8

Winter Fun



XMAS TOWN



Celebrating 30 Years of Dedication

Adele Rae's Service Milestone

This October, we proudly celebrated Adele Rae, our Housing Services Officer, for reaching an incredible milestone - 30 years of continuous service with Ochil View Housing Association.

To mark the occasion, the Board and Staff presented Adele with an EVH Long Service Award, recognising her commitment and contribution over the decades.

Reflecting on her journey, Adele shared:

"I joined the Association back in 1995, originally planning to take a year out to decide what I really wanted to study at university. At the time, I was leaning toward a career in accounting. Fast forward 30 years, and I'm now a Housing Services Officer. Working in housing has always been varied and no two days are ever the same, which has kept me interested over the years. Looking back, I've seen many changes over the years, mostly for the better, some have brought their challenges, but the Association has remained a great place to work with supportive management and colleagues. Here's to 30 years and whatever comes next."

Welcome New Staff

Joanna Brannan

"Before joining Ochil View I worked with pensions, gaining experience with the public. Outside of work, I enjoy spending time with friends and family and exploring new places. With a strong passion for housing and helping people, I am committed to making a positive difference within the community and the workplace."



Andrew MacKinnon

"Hi, I'm Andy MacKinnon and I am excited to be joining Ochil View as the Property Services Officer (Compliance). I'm originally from Glasgow and have recently moved home to Scotland after spending 10 years living in Australia."



While in Australia I worked in the commercial and residential property/facilities services for not-for-profit, government and housing organisations.

In my personal time I like spending time with my family, travelling, cooking, rowing and kayaking."

Teresa McNally Long Service Award

Celebrating 25 Years of Dedication: Teresa McNally, MBE

We are proud to celebrate Teresa McNally, MBE, who recently marked an incredible milestone—25 years of voluntary service as a Board Member at Ochil View.

Teresa joined the Board in September 2000 as a voluntary Board member, having previously served as an elected member nominee for many years. She has held several key roles including Chairperson, Vice-Chairperson, and Convenor or Vice-Convenor across various sub-committees of the Association.

A passionate advocate for tenants' rights, Teresa has consistently championed tenant voices and has locally and nationally been a driving force in improving housing conditions over the years. Her commitment extends beyond Ochil View, with active involvement in the Scottish Federation of Housing Associations, the Lintel Trust charity and Employers in Voluntary Housing. She is also well known in the local community for her generosity and willingness to help others.



In 2017, Teresa took part in the Social Bite Sleep in the Park event in Edinburgh's Princes Street Gardens, raising thousands of pounds to support the homeless. Her dedication was formally recognised in 2018 when she was awarded an MBE at Buckingham Palace for her contributions to housing and community work.

To honour her remarkable service and achievements, Teresa was recently presented with a long service award and a gift from Ochil View. She has also been invited to celebrate at a formal ceremony hosted by Employers in Voluntary Housing (EVH) this December.

Anne Smith, Chief Executive, said

"Teresa is an invaluable member of our Board. We were thrilled to present her with her award and gift in recognition of her outstanding service. She exemplifies dedication and hard work, and her support to fellow Board members, staff, and tenants is truly appreciated. We thank Teresa for her exceptional contribution to Ochil View."

Tenant Engagement Update

A Busy Summer of Tenant Engagement at Ochil View

We've had a fantastic summer filled with meaningful tenant engagement, exciting events, and impactful projects across our communities.

Here are just a few of the highlights:

CLACKS SUMMER CARNIVAL

We were delighted to take part in this vibrant community event, connecting with tenants and celebrating together.

SUPPORTING TENANTS IN EDUCATION

Thanks to the generosity of our contractors MCN and Doortec, five tenants currently in education received laptops to support their studies.

COMMUNITY PROJECT AT KIPPEN PLACE

With the help of Property One and idverde, we completed a community improvement project at Kippen Place, enhancing the local environment for residents.

SCOTTISH HOUSING DAY & GOOD NEIGHBOUR AWARD

We hosted our Scottish Housing Day celebration and proudly launched our first-ever Good Neighbour Award, recognising tenants who go above and beyond in their communities.

TENANT SCRUTINY GROUP – NOW 'OCHIL VOICE'

Our Tenant Scrutiny Group completed a thorough review of our Estate Management Policy, with all five of their recommendations now implemented. The group has rebranded as Ochil Voice and is currently reviewing our Lettable Standards Policy.

We're always looking for tenants who want to share their views and help shape our services.

- Join our Register of Interested Tenants for occasional feedback opportunities.
- Or become part of Ochil Voice for more in-depth involvement.

Contact: tenantengagement@ochilviewha.co.uk

Call: 01259 722 899



What's Coming Up?

We've got lots of exciting projects planned for the months ahead, including:

- Our Resident Satisfaction Survey
- Come Dine with Us events
- Christmas competitions to spread some festive cheer!

Thank you to everyone who's taken part and supported our engagement work this summer - we look forward to continuing working with you.



Local Charities Urge Residents to Donate Ahead of Christmas Season

As the festive season approaches, local charities are encouraging residents to consider a pre-Christmas clear-out to support those in need.

While many people focus on buying gifts for loved ones, it's easy to overlook the items at home that are no longer used or wanted. Donating gently used items can not only help create space but also provide affordable gift options for individuals and families who turn to charity shops during the holidays.

Charity shops often see an increase in customers in the lead-up to Christmas, particularly from those looking for thoughtful gifts at a price they can afford. Donations can make a real difference by ensuring more people are able to take part in the joy of gift-giving.

Residents are encouraged to drop off good-quality items - such as toys, books, clothing, and homeware - at donation centres and local charity shops in the coming weeks.

By giving a second life to unused items, donors can help spread holiday cheer while supporting vital community services.

Get Involved!

STAFF NEWS

Meet the First Point of Contact

At Ochil View Housing Association, our Customer Services Team plays a vital role in ensuring a smooth and welcoming experience for everyone who gets in touch with us. As the first point of contact, they are the friendly voices on the phone, the helpful faces at our reception, and the attentive responders to your emails.

The team is responsible for:

- Handling telephone enquiries with professionalism and care
- Welcoming walk-in visitors and ensuring they are directed appropriately
- Managing our inboxes to ensure timely and accurate responses
- Providing essential administrative support across all departments

Their dedication and efficiency help keep our operations running smoothly and ensure that every customer interaction is handled with respect and attention. Whether you're a tenant, a contractor, or a community partner, chances are you've already experienced the excellent service they provide.

Let's take a moment to appreciate the hard work and commitment of our Customer Services Team - they truly are the heart of our front-line service.

Customer Services Team

FROM LEFT TO RIGHT: **Lorna Pajor** (Customer Services Assistant), **Joanna Brannan** (Senior Customer Services Assistant) & **Molly Brown** (Customer Services Assistant)



Staff Spotlight

David Bishop - Assistant Housing Services Officer

David joined Ochil View Housing Association in January 2019 and works as part of the Housing Services team. His favourite part of the job is helping tenants who need support with rent and benefits. He assists new tenants with Housing Benefit and Council Tax Reduction forms, helps with Universal Credit claims, and provides advice on payment options. David also supports tenants in accessing additional help, such as food parcels or vouchers.

As a Digital Champion, David is always happy to help tenants access their Universal Credit journal, whether it's checking messages, updating changes, or understanding payments. He also supports tenants in getting started with My Home, our tenant portal, and can help set them up with the Housing Perks app to enjoy discounts on everyday spending.

In his spare time David enjoys Hillwalking and Kayaking.



Fire Safety

Bonfire Night and Christmas Celebrations

With bonfire night approaching it is important to remember the safety of yourself and others. The safest way to enjoy fireworks and bonfire is by attending an organised event.

- Never leave a bonfire unattended
- Store fireworks safely. Never go back to a lit firework and keep a bucket of water nearby.
- Always supervise children around fire and fireworks
- Please consider young children and animals
- Animals can find fireworks particularly distressing, if you have pets please ensure you keep them indoors.



Christmas Celebrations – Safety First

As the festive season draws near, excitement fills the air with twinkling lights, cozy gatherings, and the joy of giving. While it's a magical time for many, it's also important to remember that safety should never take a holiday- especially when it comes to fire hazards.

From candles and fairy lights to cooking, the risk of fire can increase during the winter months. To help you and your loved ones stay safe while enjoying the season, here are some essential fire safety tips to keep in mind.

- Check your Christmas tree lights carry the British Safety Standard sign.
- Never overload electrical sockets. Always switch Christmas lights off and unplug them before you go to bed.
- Never place candles near your Christmas tree or materials that can catch fire easily.
- A real tree should be kept watered daily and away from heat sources
- Never leave a cooker unattended and avoid cooking when under the influence of alcohol.
- Make sure cigarettes are put out properly.
- Decorations can burn easily - so don't attach them to lights or heaters.
- Keep candles, lighters and matches out of children's reach. Never leave burning candles unattended.
- Keep escape/exit routes clear - closes and stairwells in particular should be kept clear and items must not be stored in these areas.

Keeping Your Home Clean and Comfortable

We kindly remind all tenants to maintain a reasonable standard of cleanliness in their homes. We understand that life can get busy, but keeping your living space clean and tidy not only helps you meet the conditions of your tenancy agreement - it can also positively impact your mental wellbeing.



There are plenty of affordable cleaning products available at local stores such as Home Bargains, B&M, and Poundland, making it easier to stay on top of household chores without breaking the bank.

GET THE FAMILY INVOLVED

- Recruit your children to help with basic cleaning tasks. It encourages good habits and reduces the stress of constant reminders. Try turning it into a game to keep it fun!

GENERAL CLEANING TIPS

- Tidy before you clean: Clear away dishes, toys, and clutter before starting.
- Declutter regularly: Donate unused items to charity shops or sell them at car boot sales.
- Dust before vacuuming to ensure fallen dust is picked up.
- Use a damp cloth or rubber glove to remove pet hair from furniture.
- Sweep or vacuum floors first, then mop starting from the farthest corner and working toward the door.

KITCHEN CLEANING HACKS

- Microwave cleaning: Heat a cup of water inside for a few minutes to loosen food splatters.
- Soak hob burner rings in hot, soapy water to make scrubbing easier.
- Clean oven racks by spraying them inside a plastic rubbish bag.
- Sanitise dishcloths and sponges: Wash dishcloths regularly and microwave damp sponges for a few minutes to kill bacteria.

BATHROOM & HYGIENE TIPS

- Wipe spills immediately to prevent stains and hardened messes.
- Use a toothbrush to clean around taps, drains, and soap holders.
- Use a squeegee on tiled walls after showers to reduce water spots.
- Unclog showerheads by soaking them in boiling water and vinegar.
- Clean regularly to prevent the build-up of mildew and soap scum - little and often makes it easier!



HAPPY TO TRANSLATE

We are striving to make this newsletter as accessible as possible for everyone. Should you require a copy in large print, audio or in another language, please let us know by contacting our office.