



OUTCOMES REPORT

LETTABLE STANDARDS

POLICY

2025

**Report &
Recommendations**

Introduction

Welcome to the latest report from Ochil Voice.

The Tenant Scrutiny Group was formed in early 2023 and rebranded to 'Ochil Voice' in September 2025. . Those on the group are Ochil View tenants from different areas across Clackmannanshire and Fife.

The purpose of the group is to provide tenants with a platform to independently analyse the services they receive from their landlord, highlight what they think is working or not working and put forward recommendations for change.

This is the groups fourth report and we will explain firstly, the purpose of the group and then take you through their latest review project.

Key Principles of 'Ochil Voice'

The key principles of the group are that they must be:

- Independent: They will have the independence to choose which areas of service to review.**
- Formality: They will have a clear, definable remit and an understanding of how the group sits alongside other engagement opportunities within the Association.**
- Power: The group will undertake a detailed examination of our services and standards, working with relevant staff to analyse the service and make any recommendations for improvement.**

The Association will, in turn, be responsible for examining these reports and recommendations and work in partnership with the group to address the outcomes.

Lettable Standards Policy – Review Process

The group met in August 2025 and agreed to review the current Lettable Standards Policy. Discussions were had regarding what the review would entail and agreed on initial timescales.

The group agreed on an action plan and the following suggestions were made in order to review the policy:

- Review current Lettable Standards Policy.**
- Request meeting with Property Services to discuss current policy.**
- Request guest speaker from another Association to discuss their own Lettable Standards Policy.**
- Visit void properties (pre and post inspections)**
- Review New Tenant Satisfaction Surveys**

Review Process (Cont.)

In August, the group received a copy of the current Lettable Standards policy for their review and feedback.

In November, the group convened with Andrew Gibb, the Director of Property Services, who discussed the current policy and the proposed changes following staff consultations.

The group also welcomed Callum Carberry from Forth Housing Association, who shared insights on their own policy, allowing for a question-and-answer session.

Subsequently, the focus shifted to reviewing the new tenant satisfaction surveys for Q2. The feedback from new tenants was encouraging, with 50% expressing satisfaction with the quality of their home and another 50% indicating that they were very satisfied.

Review Process (Cont.)

In December, a member of our group participated in two pre-void inspections alongside Property Services Officer Grahame Phillips. This opportunity allowed our member to observe the condition in which properties are frequently returned, as well as to engage in discussions about the necessary repairs needed to bring the properties up to standard for new tenants.

After the completion of the work, Grahame kindly invited the member back to post inspect two properties to showcase the completed work and share the associated costs.

Findings

The group evaluated the existing policy, focusing on discussions regarding rechargeable repairs. It was clarified that this is covered in a separate policy and the procedure was explained.

Following a presentation by Andrew Gibb (Director of Property Services), the group expressed satisfaction with all the suggested modifications and had no additional recommendations.

After meeting with Forth HA, the group concluded that there were no additional points to contribute to OVHA's policy and were pleased with the proposals presented.

Upon reviewing the Q2 New Tenant Satisfaction Survey results, the group appreciated the feedback received, and one member highlighted their contentment with the quality of their home when they received their keys.

Findings continued

Following the completion of pre- and post-void inspections, the feedback indicated that the condition of the properties at the letting stage was deemed acceptable.

Recommendations

After a thorough review, Ochil Voice is pleased with the proposed changes to the Lettable Standards policy from the staff and has agreed that no additional recommendations need to be considered.

Conclusion

This report has been reviewed and approved by all members of Ochil Voice.

The next steps are to share this report with the Senior Management Team for consideration. If required the group are happy to meet should the Senior Management Team require further clarity on anything this report contains.

The report will then be presented to Ochil View's Customer Services Committee in February 2026 who will review the findings.

This report will also be made available for all tenants and staff to view.

Thanks

The group wish to thank the staff who supported them throughout their latest scrutiny review.

We appreciate the independence offered to us by the Association and would like for more tenants to join the group to strengthen the tenant voice in the decision their landlord makes.

If you are interested in joining the group, please contact Jade Murray (Tenant Engagement & Communication Officer) on 01259 722899 or email tenantengagement@ochilviewha.co.uk