

# THE LOCHIL VIEW

## West Fife

### Estate Inspection UPDATE

With Margaret Scott settling into her new role as Assistant Property Services Officer we have made a few changes to our estate management process, the changes are in direct relation to feedback that we received through our Tenant Scrutiny Group.

Moving forward Margaret 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.

#### 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**.



### Budget UPDATE

We have now received budget approval for us to undertake the following investment in your area during 2024-25:

**Kitchen Upgrades** - £4,600

**Bathroom Upgrades** - £181,000

**Window / Door Upgrades** - £206,000

**Door Entry Upgrades** - £25,000

**Total Investment Cost**  
**£416,600**

Please note all tenants who are due to receive investment in their home, will be contacted in advance of the projects starting.

**If you have any questions on this, please contact Vicki Brown in our planned maintenance department.**

Please note, all tenants due to receive investment in their home, will be contacted in advance of the projects starting.

### Fife Property Allocations

Ochil View Housing Association is a partner of the Fife Housing Register. Available properties within our Fife Stock are allocated to applicants registered on the Fife Housing Register.

Fife Council are currently working along with their partners to review their Allocation Policy and processes over the coming months with a focus on delivering a person centred approach and will be looking at self service options and assessments. There will be an emphasis on homeless prevention and improving access to housing options.

Ochil View will be involved in this process going forward to agree a common allocation policy and lettings plan framework which will focus on improving access to housing options and simplifying the process for applicants.

**Applicants on the Fife Housing Register and our tenants will be notified of any changes in the future.**

### Tenancy Sustainment Support

Since April 2024 we have helped a total of 165 tenants with 192 different enquiries, ranging from benefit advice to help with energy costs.

Our tenants are better off by **£274,069.91** This includes Housing Benefit of **£45,949.58** and Universal Credit of **£75,057.70**.

**IN YOUR AREA** this included helping 29 tenants with 31 issues leading to overall additional income of **£64,335.45** including **£17,452.35** Discretionary Housing Payments and **£39,240.14** Universal Credit.

This is an average gain of **£2,218.46** for each tenant in your area that has been helped since April 2024.



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

### STAY INFORMED

Follow us on Facebook to get more local news and info

📞 **01259 722899**

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

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

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

🐦 [twitter.com/ViewOchil](https://twitter.com/ViewOchil)

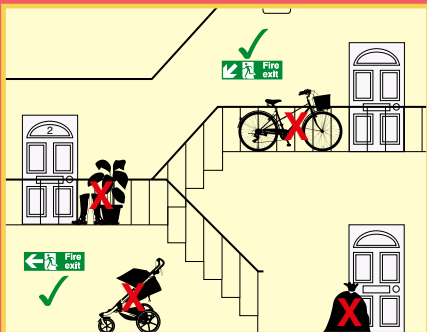
## Keeping Safe at Home

It is really important that your communal close is kept cleared of any items for fire safety reasons as it may obstruct the fire escape route.

- Do not prop open fire doors in communal areas
- Do not clutter the stairs, corridors and landings with personal items or things that can set fire easily
- Do not store prams, bicycles or mobility scooters in communal areas
- Do not store flammable materials in cupboards that have electrical circuits
- Do not smoke in communal areas

Please tell us you see anything in the communal areas that does not belong there and put any rubbish in bins provided.

**Please remember that Ochil View also subsidises the cost for bulk uplifts in both Fife and Clackmannanshire. Call us if you require further information!**



## LEGIONELLA SAFETY

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!



## City Technical Now Paper Free

Tenants who have signed up for My Home or who are paper free will receive an email detailing their gas service appointment rather than a letter in the post.

Please keep a look out for your appointment in your inbox! Gas services are required to be carried out annually. Please ensure we have your correct email address updated on our system.

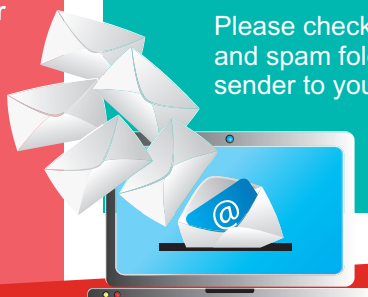


## Are you Paper- Free??

Reminder if you are paper-free, all correspondence will be via the email address you have provided us with.

These emails will come from [Housing@ochilview.co.uk](mailto:Housing@ochilview.co.uk)

Please check your junk and spam folders and add sender to your safe list.



## STAFF OUT AND ABOUT



**Adele Rae**, Assistant Housing Services Officer



**Joanne Reid**, Housing Services Officer



**Grahame Phillips**, Property Services Officer (Inspections)



**Billy McCord**, Property Services Officer (Reactive/Voids)



**Tara Hamilton**, Assistant Property Services Officer (Reactive/Voids)



**Margaret Scott**, Assistant Property Services Officer (Compliance/planned)



**Chris McShane**, Tenant Engagement & Communications Officer



**David Bishop**, Assistant Housing Services Officer (Arrears/Admin)

**Joanne covers all our Fife areas.**



HAPPY TO TRANSLATE