

THE LOCHILVIEW

West Fife

Investment Update

During the coming months we plan to invest to improve the quality and safety of our homes. This includes:

External decoration in Dunimarle Street and South Avenue.

Smoke, heat & CO detector upgrades to properties throughout our stock to meet new regulations are in progress and should be complete by February 2022.



5 yearly electrical inspections to properties throughout our stock to meet new regulations by March 2022.

Replacement windows in Carlyle Street.

Replacement aerial / Sky TV systems to communal blocks throughout.



Logie Glazing & Building Services have agreed to provide a free of charge skip for use by our tenants in Fife.

The skip will be available for tenants to use for 1 day with an operative on site to ensure only Ochil View tenants get use of this.

Should you have items you wish to dispose of, the skip can be accessed in the car park area of Old Mill Lane in Oakley on Tuesday 11th May.

Any queries? Please contact us on one of our mobile numbers or at customerservices@ochilviewha.co.uk

Landscaping Update

Tenants have been contacting us recently with feedback on the landscape maintenance schedule and we thought it might be useful for you to be aware of the services we carry out.

SUMMER MONTHS (April to October)



Grass Cutting - Every 10 working days, except in very inclement weather conditions.

Grass Edging - Every 10 working days plus annual edge reforming (not including naturalised areas).

Shrub Pruning - Once or twice per year, depending on species.

Weed Control - As required, generally every visit.

Hedge Trimming - From 2 times per year but up to 4 times per year (depending on species size and location).

Litter Picking - Every 10 working days.



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 - As required.

If you have any feedback on this service, please contact Vicki Brown.

If you would like information on Benefits, then please contact the Tenancy Sustainment Team.

Community Clearance

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Tenancy Sustainment Team - SPRING NEWS

Since April 2020 we have helped a total of **807 tenants** with a variety of different enquiries, ranging from benefit advice to help with energy costs. Our tenants are better off by **£1,030,923**. This includes Housing Benefit of **£98,704** and Universal Credit of **£626,644**.

During January and February we have been able to access fuel vouchers for our tenants. This has resulted in a total of **312 vouchers** being issued to **104 tenants** with a value of **£13,818**.

Since April we have had enquiries in your area from **108 tenants** which amounted to an overall Additional Income of **£163,763**, including **£16,771** Housing Benefit and **£101,895** Universal Credit. **This is an average gain of £1,517 for each tenant we helped.**



Robert Cowan, Tenancy Sustainment Assistant



Margaret Hall, Tenancy Sustainment Officer

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07857 650 038,

07857 650 042 or

07857 650 040

✉ customerservices@ochilviewha.co.uk

🌐 www.ochilviewha.co.uk

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

Contents Insurance Reminder

As your landlord we only provide buildings insurance and we can only claim for damage caused to the fabric of the building such as ceilings, walls, sub flooring and smoke detection. This is even if damage is caused due to an issue such as a leak from the pipework or boiler in your property.

We do not provide cover for items such as your furniture, electrical goods like cookers or fridge/freezers, floor coverings or any other personal belongings.

The Thistle Tenant Risks Home Contents Insurance Scheme is a specialist insurance scheme for social housing tenants living in Scotland. One of our tenants from Tullibody recently commented

"Yes I love this company so worth the money"

THISTLE
TENANT RISKS

For more information visit <https://www.thistletenants-scotland.co.uk/>



The Safer Communities Team works to deliver community safety across Fife. They cover a range of issues including crime, anti-social behaviour, public perception of crime and safety in our homes and on our roads.

They have dedicated officers who work with colleagues across the council and partner organisations to improve the local environment, make people feel safer and reduce crime, its causes and the fear of crime.

The Safer Communities Team has responsibility for the enforcement and issuing of fixed penalty notices including dog fouling fixed penalty notices, dog control notices, fly tipping fixed penalty notices and formal warnings of noise to name a few.

If you would like to find out more about the team or to report an issue you may be having please see www.fife.gov.uk/kb/docs/articles/community-life2/safer-communities



Bulky Uplifts

The Association subsidises the cost of bulk uplifts for our Fife tenants, a service that is provided by Fife Council. As of 1st April 2021 our subsidy is changing to £20 for an uplift.

This change does not affect the process and if you have any items you would like them to collect, you can request this online at <https://www.fife.gov.uk/kb/docs/articles/bins-and-recycling/bulky-uplift-service> or by calling 03451 550022 and once they have processed your payment, please send us a copy of your receipt and we would be happy to reimburse you to the value of £20!

Ochil View staff out and about

Do we have your correct contact details?

As part of our monthly tenant satisfaction monitoring, we ask for your feedback on our contractors Logie Glazing & Building Services and City Technical Services calling you ahead of your repair appointment.

This is an area we are looking to improve with both contractors over the coming months, therefore if any of your contact information has changed, please advise us as soon as possible.

Please be aware that operatives will call you direct from their work mobile telephone therefore please make efforts to answer as it may be to do with your upcoming repair.



Looking after your neighbourhood

We inspect your neighbourhood every 3 months for repairs, general cleanliness, vandalism and any other issues. Due to the pandemic we had to stop these between April and June and again in December in line with national restrictions.

We did manage to carry out visits from July and at the end of December we completed 77 inspections (52.38%).

Do you have any concerns with your neighbourhood or would you like to join us to inspect your neighbourhood when inspections resume? It is an opportunity for you to tell us about anything that's not right. **If you are interested contact Vicki Brown.**

Ochil View have been working with our Fife Housing Register (FHR) partners in developing a new joint mutual exchange application form. This will be used by all FHR partners and will mean that any tenant wishing to carry out a mutual exchange will only need to complete the one form regardless of who your landlord is, making the process much simpler and easier for you.

Also, during 2021 FHR partners will be introducing Homeswap in Fife which is a new online mutual exchange system where FHR tenants will be able to register and search for a mutual exchange. This will be available to all Ochil View tenants and will be accessible through the council's website <https://www.fife.gov.uk/>

More information on Homeswap to follow, so watch this space.



Adele Rae, Assistant Housing Services Officer



Hazel McLean, Assistant Housing Services Officer



Vicki Brown, Assistant Property Services Officer



David Bishop, Housing Services Assistant



Marian Kelley, Housing Services Officer



Grahame Phillips, Property Services Officer (Inspections)

