

THE LOCHIL VIEW

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 which is in progress.

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 will be complete by March 2022.

Replacement windows in Carlyle Street is out for pricing to contractors and will commence in the coming months.

Replacement aerial / Sky TV systems to communal blocks throughout and will commence in the coming months.



Looking after your neighbourhood

We inspect your neighbourhood every 3 months for repairs, general cleanliness, vandalism and any other issues.

Following long periods of being unable to carry these out during 2020-21, estate inspections resumed in April and during April and May we completed 21 inspections (100%).

We have found a number of repairs and untidy areas throughout each estate we have visited so far and are working to have these addressed as quickly as possible.

21
inspections
Completed

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.



Community Clearance

You may recall in our Spring newsletter we reported that our reactive maintenance contractor Logie Building Services were going to provide a skip free of charge for use by our tenants in Fife.

This went ahead on the 11th of May and was a resounding success!

We received great feedback from Fife tenants throughout the day with one tenant commenting "What a great idea, it was so useful and a big thank you to the man in charge of the skip, he was so helpful and friendly. Well done Ochil View"



Ochil View Housing Association are partners of the Fife Housing Register

and we are delighted to announce that we have a new online mutual exchange service called HomeSwap which is now Live. HomeSwap allows you to register your own property advert and search online for other tenants who are looking to exchange.



You can create an account, upload photos and search for matches of available properties by logging onto www.fifehousingregister.org.uk/options-mutual-exchange

If you wish to discuss in more detail or have any questions, do not hesitate to contact your Housing Services Officer.

West Fife Tenancy Sustainment Team - SUMMER NEWS

In 2020/21 we helped a total of **878 tenants** with a variety of different enquiries, ranging from benefit advice to help with energy costs. Our tenants are better off by **£1,651,036**. This includes Housing Benefit of **£167,887** and Universal Credit of **£1,084,251**.

In your area this included helping **117 tenants**, leading to overall additional Income of **£245,170**, including **£40,213** Housing Benefit and **£148,995** Universal Credit. This is an average gain of **£2,095** for each tenant we helped.

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



Robert Cowan, Tenancy Sustainment Assistant



Margaret Hall, Tenancy Sustainment Officer

STAY INFORMED

Follow us on Facebook to get more local news and info

07857 650 038,
07857 650 042 or
07857 650 040

✉ customerservices@ochilviewha.co.uk

🌐 www.ochilviewha.co.uk

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

Partnership Working In The Community

We are delighted to announce that we will be participating in regular meetings with other housing providers and local Police Officers from the West Fife area. This will enable Ochil View to be aware of any issues ongoing within the villages and be part of any joint action required. We are hoping this will provide a consistent approach for all tenants no matter who their landlord is.

We will also continue to work with the Safer Communities Team who work 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

COSY KINGDOM



Ochil View work in partnership with Cosy Kingdom Fife and can refer our tenants for any of the amazing

services that they can provide.

Here are just some of the services that they can provide you with:

- Understanding your energy bills and tariffs
- Switching suppliers
- Applying for Warm Homes Discount

Do we have the correct up to date information on how we can contact you or who is currently living in your home?



It is important that we know how to contact you as this will enable staff to speak to you about your tenancy. Also, we are currently looking to improve on our repair appointment service and we will ask for feedback on our contractors Logie Building Services and City Technical Services calling you ahead of your repairs appointment. Please also be aware that operatives from our contractors will call you direct from their works mobile telephone before they call therefore, please answer as it may be to do with your upcoming repair.

It is also important that you notify us of who is in your household and when someone moves in or out. If you do not notify us of a change in writing, then it may affect your tenancy rights including succession or assignation of your tenancy.

If you have registered on our tenant portal, My Home then you can see the contact telephone number or email address we have for you and you will also see who is listed as members of your household. If any of this information is incorrect then you can change the details yourself on the portal.

For more information or help with My Home then please contact your Housing Services Officer.

- Understanding your heating controls
- Free benefit checks
- Gas and electric utility debt
- Identifying eligibility for grants and funding for new heating systems, insulation and renewables
- Free Handy Service for those eligible for free energy saving measures

If you would like to be referred to Cosy Kingdom to receive any of the many services they can provide then please contact Margaret or Robert in our Tenancy Sustainment Team.



Bulk Uplifts

Ochil View Housing Association subsidise 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 55 00 22.

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



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)

