

THE LOCHIL VIEW

West Fife

Giving back to you

We are committed to making sure our estates look as good as possible, so we are delighted that our new repairs contractor, Logie Glazing and Building Services, are offering to visit our developments and provide the opportunity to get rid of any unwanted items. This is being done free of charge as part of their commitment to deliver benefits to the communities in which we operate.

We know that over the summer it has been difficult to dispose of items with many local recycling centres closed or under restricted opening so now is the time to get anything taken away. Look out for the further details that will be getting sent to you shortly.

Do you have contents insurance?

Remember as your landlord we only provide buildings insurance. This means that we do not provide cover for items such as your furniture, electrical goods, floor coverings or any other personal belongings.

The Thistle **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"

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

Bulky Uplifts

Ochil View Housing Association subsidise the cost of bulk uplifts for our Fife tenants, a service that is provided by Fife Council.

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 £15!

Investment Update

Our planned investment work is in progress following some delays due to Covid-19 This includes:

Gutter cleaning in Carlyle Street, Ochil View Drive, Dunimarle Street (all High Valleyfield), Tinian Crescent in Newmills, Old Mill Lane in Oakley and South Avenue in Blairhall is complete.

External Decoration in Ochil View Drive, Kinloss Court and Valleyfield Avenue (all High Valleyfield) and Connolly Court and Wardlaw Way (both Oakley) is complete.

Replace rotary dryers with new clothes poles to some properties in Old Mill Lane, Oakley should be complete by March 2021.

Re-lining the car parks at South Avenue, Oakley should be complete by March 2021

Smoke, heat & CO detector upgrades to properties throughout our stock to meet new regulations are in progress and should be complete by February 2021.



West Fife Tenancy Sustainment Team - WINTER NEWS

During April to September 2020 we have helped a total of **482 tenants** with a variety of different enquiries, ranging from benefit advice to help with energy costs. Our tenants are better off by **£774,705**. This includes Housing Benefit of £74,057 and Universal Credit of £448,159.

During April to September 2020 we have had enquiries in your area from **73 tenants** which amounted to an overall Additional Income of **£117,289**, including £15,688 Housing Benefit and £65,242 Universal Credit. **This is an average gain of £1,607 for each tenant we helped.**

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



Margaret Hall, Tenancy Sustainment Officer

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Fire Regulation Changes

Ochil View staff have been working hard to ensure all properties meet the amended Fire Regulations which are due to come into effect in February 2021.

All residential properties must be fitted with one smoke alarm in the living room, one smoke alarm in every circulation space such as hallways or landings, one heat detector in the kitchen and a carbon monoxide detector. These appliances must be linked so that if one is activated, they will all sound together so that wherever you are in your home, you will hear it.

There are still some properties which we have been unable to gain access to and it is important that you get in touch to make an appointment. **Please call Ailsa Sadowski on 07936 948980** who will be able to book you in for the upgrade. All properties must be compliant by February.

The presence of working smoke and heat detectors has been proven to significantly reduce fire casualties and fatalities.



Grit Bins

IDVerde have commenced winter service and all salt bins have been replenished with premium grade white salt. If you find the salt bin to be empty let us know and we will arrange for it to be refilled.

Questions or comments: Contact Vicki Brown, Assistant Property Services Officer



Looking after your

neighbourhood

Every 3 months we inspect your neighbourhood for repairs, general cleanliness, vandalism and any other issues however due to the pandemic we had to stop these between April and June.

We resumed inspections in July and at the end of September we completed 39 inspections (55.71%).

Would you like to join us to inspect your neighbourhood? It is an opportunity for you to tell us about anything that's not right. If you are interested contact Vicki Brown.

Ochil View staff out and about



Adele Rae, Assistant Housing Services Officer



Hazel McLean, Assistant Housing Services Officer

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/>

Gas Heating Repairs

Ensuring your heating is working at all times is important, but especially at this time of year when the colder weather starts to creep in!

To make sure it is working effectively, please report any repairs as soon as possible and allow access for your boiler service. If you have any pressure loss issues, do not top your boiler up and report this to City Technical Services.



Any heating repairs should be reported directly to City Technical Services on 0333 202 0708. City Technical staff will answer your call and arrange any repairs.



Vicki Brown, Assistant Property Services Officer



David Bishop, Housing Services Assistant



Marian Kelley, Housing Services Officer



Grahame Phillips, Property Services Officer (Inspections)

