

THE LOCHIL VIEW

WEST FIFE

Investment UPDATE

Here's an update on our current investment to improve the quality and safety of our homes in your area:

EXTERNAL DECORATION in Preston Crescent and Old Mill Lane is ongoing.

5 YEARLY ELECTRICAL INSPECTIONS to properties throughout our stock to meet new regulations is ongoing.

- ✓ **Electrical**
- ✓ **Safety**
- ✓ **Checks**

REPLACEMENT WINDOWS in Carlyle Street is complete.

REPLACEMENT BOILERS in Carlyle Street, Old Mill Lane and Preston Crescent is complete.

KITCHEN REPLACEMENTS in Tinian Crescent will complete by March 2023.



CYCLE STORAGE in Old Mill Lane is on hold whilst we source alternative funding options. If proceeding, this will likely be during 2023-24.

REPLACEMENT AERIAL / SKY TV SYSTEMS to communal blocks to various developments is complete.

DOOR ENTRY REPLACEMENTS to various blocks is not proceeding. At this stage there is no future planned date for the work.

Alloa, Clackmannan & Sauchie Tenancy Sustainment Team

Spring NEWS

Since April we have helped a total of **466 tenants** with 1029 enquiries, ranging from benefit advice to help with energy costs. Our tenants are better off by **£1,374,195**. This includes Housing Benefit of **£118,786** and Universal Credit of **£687,178**.

In your area, this included helping **51 tenants** with 97 enquiries, leading to overall additional income of **£131,821**, including **£29,296** Discretionary Housing Payments and **£78,480** Universal Credit. This is an average gain of **£2,585** for each tenant we helped.

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



Margaret Hall, Tenancy Sustainment Officer



Robert Cowan, Tenancy Sustainment Assistant

Neighbourhood ESTATE INSPECTIONS

Every 4 months we inspect your neighbourhood for external repairs, general cleanliness, vandalism and any other issues. Between October and February, we carried out **60 INSPECTIONS (100%)**.

Common issues we noted along with repairs were dumped items or rubbish in gardens and communal areas. If these were noted we try to encourage tenants to remove items, if this is not possible then we may instruct works.

Remember, if you do have larger items you need to get rid of, you can arrange a bulk uplift (see later article). We want our estates to be tidy and we encourage all tenants to play their part in disposing of items correctly to local landfill and recycling centres.

If you have any concerns about your neighbourhood or would like to tag along on estate inspections then please do not hesitate to contact Vicki Brown.

STAY INFORMED

Follow us online to get more local news and info

☎ 01259 722899

✉ customerservices@ochilviewha.co.uk

🌐 www.ochilviewha.co.uk

📘 ochilviewha

🐦 twitter.com/ViewOchil

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.

Example

- Leak from rear of toilet pan causes damage to vinyl flooring fitted in bathroom, to your kitchen ceiling and your toaster is no longer working due to water damage.
- Ochil View will repair the leak at the toilet pan and repair any damage to the kitchen ceiling below, however damage to your vinyl flooring and toaster will not be covered by the Association's buildings insurance policy.

The Thistle Tenant Risks Home Contents Insurance Scheme is a specialist insurance scheme for social housing tenants living in Scotland. They also offer flexible payment options!

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



Legionella CHECKS

If your property is not going to be occupied for a period of a week or more, we 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, plus flushing all the toilets. It is also recommended that you clean and descale your shower head too.

If you would like further information on this, contact a member of the Property Services team on 01259 722899.



GAS HOBS AND COOKERS Responsibility

This is a reminder to all tenants that it is their responsibility to service their gas cookers. The Association only carry out a visual check during gas servicing.

As per your tenant handbook, if you live in a flat, the law requires that any new gas hob or cooker has a flame supervision device fitted to shut off the supply and prevent a gas explosion or a fire if the flame is extinguished. We do not recommend the use of gas cookers that incorporate a high-level grill.

Cookers must be fitted with a stability bracket, not below the height of the work top and fitted by a gas safe registered engineer.

Damp and CONDENSATION

We recognise that damp can be a significant issue in your home and we have been reviewing our processes on how we provide you with advice, assistance or repairs.

Damp can be caused through penetrating damp such as defective gutters, downpipes, overflows or roof and wall coverings, and we will aim to diagnose and repair these as soon as possible.

Condensation can be another cause, and this is created by increased moisture within your home or by inadequate heating, ventilation or insulation, or through a combination of them all.

We encourage you to report these as soon as you can and when you do, we will work through a process of establishing the cause, providing self-help information, undertaking repairs if necessary and helping you get Home Energy Advice.



Recipe Ideas

Sausage Casserole

Ingredients

- 3 carrots, chopped
- 8 pork or beef sausages
- 1 onion, chopped
- 1 garlic clove, crushed
- 1 Red Pepper, chopped
- 400g can of chopped tomatoes
- 1 teaspoon of dried mixed herbs
- 400ml Beef stock
- Beef Gravy Granules
- 2 tablespoons of Worcestershire Sauce
- Salt and Pepper



Method

- Brown the sausages in a frying pan with some vegetable oil.
- Add the carrots, red pepper, onion, sausages, tomatoes, herbs, Worcestershire Sauce, garlic and beef stock to the slow cooker.
- Season the casserole with salt and pepper and mix the ingredients.
- Cook on low for 8 hours or 4 hours on high.
- If you like it thicker you can leave the lid off for the last 30 minutes, or stir in some gravy granules.

Baked Potatoes - Air Fryer Style

Ingredients

- 4 baking potatoes
- ½ tbsp sunflower oil
- Toppings of your choice, such as butter, cheese, baked beans or tuna mayonnaise

Method

STEP 1
Scrub the potatoes, then pat dry with kitchen paper. Transfer to a plate, drizzle over the oil and rub it into the skins using your hands so the potatoes are well-coated. Season with salt and pepper – the salt will help the skins crisp up.

STEP 2

Arrange the potatoes in a single layer in an air fryer basket. Set the air fryer to 200C and cook for 40-50 mins, or until a sharp knife goes through the potatoes easily. Check the potatoes after 20 mins – if they seem to be browning too quickly on one side, turn them over using tongs, then check again after another 20 mins to ensure they're cooked through. When ready, the skin should be crisp and the inside tender and fluffy.

Split and serve immediately with the toppings of your choice and enjoy!

PLANNING A Spring CLEAN?

Fife Council have announced the removal of charges for bulky uplifts across Fife starting April 2023.

Residents will benefit from having their unwanted bulky household waste items uplifted free of charge, reducing pressure on Fife's recycling centres and helping residents struggling with the cost of living crisis.

The free of charge bulky uplift service is designed to help people who cannot take their non-recyclable and unwanted items to a recycling centre, either because the item is too large or they have no means of transport.

Bulky uplifts will continue to be ordered online via www.fife.gov.uk/bulkyuplift and the current points system will continue to be used. Uplifts will be scheduled on a first come first served basis and 180 booking slots will be available on a daily basis to manage demand across Fife. The list of items that can be uplifted will remain the same and black bag landfill material will continue to be accepted.

The council continues to encourage people to recycle or check to see if any item can be re-used first. Fife Council promotes a circular economy and encourages residents to keep goods out of landfill by upcycling, recycling or re-using.

Donating to charity is a positive choice, especially when many charities will collect from homes free of charge.



Find the Easter Words and Win!

We thought it would be an excellent idea to have an Easter-themed Word Search!

There are 11 words to find and one missing Easter word hidden!

Find all 12 words and you could win a £30 voucher!

Send a picture of your completed entries to:

tenantengagement@ochilviewha.co.uk or to 07874 864 323 or pop your entry into our office!

Competition closes 31st March 2023. Good luck!

E	T	L	G	H	U	N	T	Y	C	H	G	N	R
C	B	C	T	L	N	Y	U	M	M	Y	G	N	C
L	B	G	A	A	G	E	A	B	Y	I	T	O	E
C	E	O	F	M	O	G	O	N	E	C	O	B	G
R	H	T	A	B	S	N	N	T	S	G	E	L	E
F	M	O	F	B	N	U	A	M	G	I	B	U	O
Y	L	Y	C	E	B	R	E	E	B	A	F	O	N
R	E	O	T	O	B	T	R	E	S	L	E	S	B
E	B	A	W	E	L	E	A	B	T	C	N	P	E
A	W	F	L	E	T	A	T	I	E	T	L	R	T
M	S	E	G	S	R	N	T	U	L	B	F	I	N
T	C	T	A	G	U	S	O	E	O	Y	B	N	E
L	U	E	A	L	N	Y	F	F	U	L	F	G	Y
L	T	O	F	E	H	D	E	C	O	R	A	T	E

HUNT
DECORATE
FLOWERS
BONNET
CELEBRATE
SPRING
LAMB
FLUFFY
YUMMY
BUNNY
CHOCOLATE



Your Name:

Your Address:

The missing word is:

Fife College and Fife Council are offering you the chance to learn something for

free!

In a relaxed, and informal setting these flexible learning classes allow you to:

learn and improve your skills with computers, upgrade your number skills, improve communication skills, gain confidence to help your child with their homework or improve your CV.

If you are interested in finding out more, Text or PM me - Karen Roxburgh on 07817 013 159 and I will give you a call to explain more or pop in for a cuppa and chat and see for yourself.

**Mondays and Wednesdays
09.30 - 12 in High Valleyfield Centre**

**Mondays and Fridays 09.30 - 12
in Parkgate Centre, Rosyth**

Fife College

Fife
COUNCIL



Landscaping UPDATE

Our Landscape Maintenance contractor, idverde, have recently been working hard turning over the beds and preparing the areas for Spring. The work they do is different over Winter and Summer and we are looking forward to moving into the nicer weather. We thought it would be useful for you to know what to expect from the team as the seasons change.

Summer Months (April to Oct)

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.

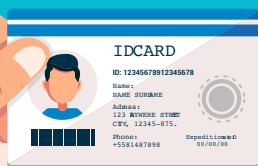
If you have any feedback on this service, please contact Vicki Brown.



Bogus callers and doorstep crime

Please remember our contractors will always show ID, therefore please ask for this before allowing someone to enter your home.

If you are not sure it's someone Ochil View has arranged, please contact us to discuss it further.



OCHIL VIEW STAFF out and about



Adele Rae, Assistant Housing Services Officer



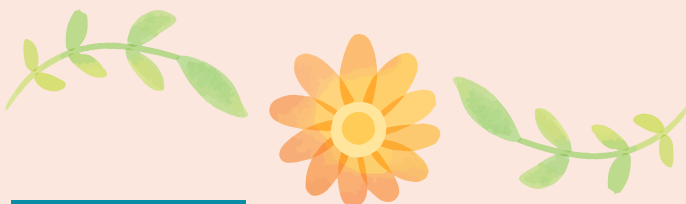
Grahame Phillips, Property Services Officer (Inspections)



Vicki Brown, Assistant Property Services Officer



David Bishop, Housing Services Assistant



Partnership Working In The Community

We continue to work with other housing providers and the local Police Officers from the West Fife area in attending meetings to work together and be part of any joint action to tackle issues within the villages. At Ochil View we feel that it is beneficial to the Association but also it is important to provide a consistent approach for all tenants no matter who their landlord is.

We 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.

What happens when I am referred to Fife Community Safety Support Service?

- 1 You will be matched with the appropriate service.
- 2 You will receive a letter or phone call to set up your first appointment. Your meeting can take place in your home at the Sacro or local council service office or a place that is suited for your personal circumstances.
- 3 You and your support worker will work to discuss your needs and agree a plan of action.
- 4 Once your needs are identified, you and your support worker will support you in accessing the appropriate service or help.
- 5 You will have ongoing contact with your support worker.
- 6 Your support worker will continue to review your case and agree the next steps.

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 or contact your Housing Services Officer at Ochil View.

