

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 which is complete.

Smoke, heat & CO detector upgrades to properties throughout our stock to meet new regulations is complete.

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

Replacement windows in Carlyle Street has been awarded to our new contractor, Timetra. Works are in progress

Replacement aerial / Sky TV systems to communal blocks throughout is complete.



Looking after your neighbourhood

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

From April to December 2021 we undertook 119 inspections (100%).

We continue to find the main issue being dumped items and repairs and following each visit, we will instruct works or encourage tenants to remove items and dispose of them.

119
inspections
Completed

Do you have any concerns with your neighbourhood or 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.**

West Fife Tenancy Sustainment Team SPRING NEWS

So far in 2021/22 we have helped a total of **1067 tenants** with a variety of different enquiries, ranging from benefit advice to help with energy costs. Our tenants are better off by **£1,204,769**. This includes Housing Benefit of **£151,531** and Universal Credit of **£687,252**.

In your area this included helping **145 tenants**, leading to overall Additional Income of **£221,557**, including **£31,324** Housing Benefit and **£139,509** Universal Credit. This is an average gain of **£1,528** for each tenant we helped.

We are also delighted to have been successful in obtaining fuel vouchers for all our tenants from a fourth round of funding available through the Energy Redress Fund. We have now reached over **£30k** in fuel vouchers to tenants with **705 vouchers** issued to **235 tenants** with a value of **£30,198**.

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



Margaret Hall, Tenancy Sustainment Officer

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✉ customerservices@ochilviewha.co.uk

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Fire Safety

We are delighted to let our tenants know that the Association are 100% compliant in upgrading all of our properties to the current smoke detector requirements. Following a Scottish Government change in legislation, all properties in Scotland were required to have interlinked smoke detectors installed by 1st February 2022.

Thank you to all tenants who allowed this work to take place within the timescales. We really appreciate your help!

What would you like to see in your community?



As part of our new initiative, we will be asking for any contractors, consultants and manufacturers to contribute to our community benefits initiative when tendering our future projects. Tenant feedback is really important and we would love to hear suggestions from you on how we should support our local communities.



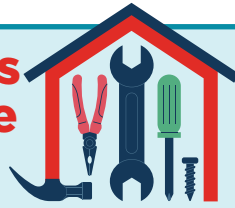
So far, in 2021, we have supported two local football teams, provided Christmas dinner for tenants and employed an apprentice. We would love to expand this in 2022 and help even more people!



Please get in touch with Ailsa Sadowski on 07936 948980 or email ailsa.sadowski@ochilviewha.co.uk if you have any great ideas to share! If you have a community group or event we can help please also get in touch.



Repairs Service



We have been making improvements to how we manage our repairs service in conjunction with our contractor, Logie Glazing & Building Services. This has involved upgrading of software and system changes to how the Association operates and handles repairs information.

From 1st April, we will have a linked system with our contractor, allowing staff to fully interrogate the contractors data, check on live job information and progress, as well as improving many 'behind the scenes' functions such as reporting and invoicing.

Of benefit to tenants, we will also be able to check availability of operatives and book appointments directly at the point of contacting us which will allow greater flexibility and choice for appointments. We hope these changes will further improve our repairs services for our tenants and other service users.

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"



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



"Faulty electricals were the second biggest cause of fires."

EICRtesting.com

Electrical Safety Checks



By 31st March 2022, it is a legal requirement for the Association to have carried out a 5 yearly electrical check in every property. This includes rectifying any faults found and issuing each tenant with a copy of their certificate.

Our contractor, Magnus Electrical are working hard to make sure the Association is compliant and we will be contacting tenants to arrange access if the property has not been checked. Similar to your annual gas service, legislation in Scotland has made this important check a legal requirement and action will be taken to gain entry to properties where access is not given.

An electrical safety check identifies any damage, deterioration or defects which can cause danger and by allowing us into your home to do this work, it keeps you and your family safe.

If you are unsure if your property has been inspected, please contact Ailsa Sadowski on 07936 948980.

If you receive a letter, text or phone call asking to get in touch, please do so.

Gas Heating Repairs



Please remember that any heating repairs should be reported directly to **City Technical Services** on **0333 202 0708** and not to Ochil View Housing Association.



City Technical staff will be on hand to answer your call and arrange any repairs.

During Spring many people take the opportunity to have a **Spring Clean!**

Please remember that the Association subsidises a bulk uplift service through Clackmannanshire Council which allows a maximum of 8 items to be lifted as a single uplift. Should you have more than 8 items, this can then be processed as a double uplift, however the same rules below apply.

- Tenants should contact Clackmannanshire Council direct to arrange a bulk uplift on 01259 450000
- The Association will continue to subsidise the uplift, therefore the payment due by tenants will be only £20, rather than the full rate of £40
- Tenants will still only qualify for 2 uplifts per year that are subsidised. If you do call the council and have reached your limit of 2, this can still be processed for you however you will need to pay the full £40 and we will not cover the rest of the cost
- We will continue to only subsidise 20 uplifts per month across all of our stock. You may be advised when you call that this limit has been reached. You can choose to pay the full price of £40 or alternatively wait until the following month

Please note that black bags do not form part of a bulk uplift, therefore Clackmannanshire Council will not lift these

If you do have black bags, please report them to the council and the necessary information will be passed back to us to action.



Please also remember that you should not store any items within your loft as stated within your tenancy agreement. The same applies for a common stairwell for fire safety reasons as this could prevent people being able to exit quickly in an emergency.

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 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.

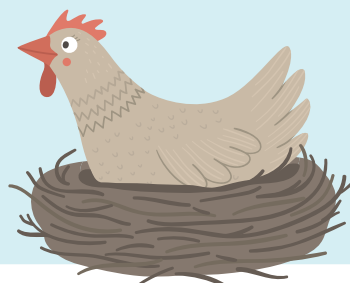
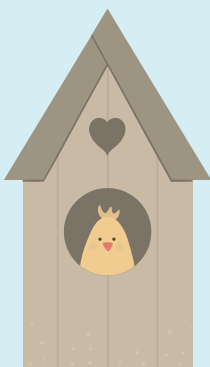
Fife Housing Register

Ochil View Housing Association are partners of the Fife Housing Register and recently introduced an online mutual exchange service called HomeSwap.

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.



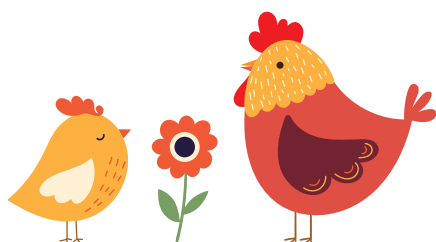
Do we have your correct contact details?



As part of our monthly tenant satisfaction monitoring, we ask for your feedback on our contractors Logie 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.



Bogus Callers

We recently received reports of bogus callers in some streets of Clackmannanshire.

Please remember that Ochil View Housing contractors will always carry ID, therefore please ask for this before allowing operatives to enter your home. If you are not sure, don't hesitate to contact us on 01259 722899

Partnership Working In The Community

We are continuing to work with other housing providers and 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.

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.



Ochil View staff out and about



Sandra Marshall,
Housing Services Officer



Adele Rae, Assistant
Housing Services Officer

Changes To Housing Officer Areas

On Monday 21st February the areas that our Assistant Housing Services Officers and Housing Officers manage changed.

Our Housing Services Officers provide a complete housing management service to tenants and housing applicants. The Housing Officer for your area is now Sandra Marshall.

