

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 Preston Crescent and Old Mill Lane will be complete by March 2023.

5 yearly electrical inspections to properties throughout our stock to meet new regulations is ongoing and will be complete by March 2023.

Replacement windows in Carlyle Street has been delayed and will be complete this financial year.

Replacement boilers in Carlyle Street, Old Mill Lane and Preston Crescent will be complete by March 2023.

Kitchen replacements in Tinian Crescent will complete by March 2023.

Cycle Storage in Old Mill Lane will be complete by March 2023.

Replacement aerial / Sky TV systems to communal blocks to various developments will be complete by March 2023.

Door Entry replacements to various blocks will complete by March 2023.



Looking after your neighbourhood

Every 4 months we inspect your neighbourhood for repairs, general cleanliness, vandalism and any other issues. During 2021-22 we undertook a total of 147 inspections (100%).

Generally dumped items or rubbish are the most common occurrence in addition to repairs. Following every visit, we will instruct works or encourage tenants to remove items and dispose of them.

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.

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.**

147
inspections
Completed

West Fife Tenancy Sustainment Team SUMMER NEWS

In 2021/22 we helped a total of **1238 tenants** with a variety of different enquiries, ranging from benefit advice to help with energy costs. Our tenants are better off by **£1,728,822**. This includes Housing Benefit of **£209,395** and Universal Credit of **£1,023,573**.

In your area this included helping **161 tenants**, leading to overall Additional Income of **£283,811**, including **£43,147** Housing Benefit and **£171,251** Universal Credit. This is an average gain of **£1,763** for each tenant we helped.



Margaret Hall, Tenancy Sustainment Officer



Robert Cowan, Tenancy Sustainment Assistant

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



STAY INFORMED

Follow us on Facebook to get more local news and info

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✉ customerservices@ochilviewha.co.uk

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Bulk Uplifts

Did you know that Fife Council offer a

service to collect bulky household items that are too big to fit into a wheelie bin and cannot be transported to one of their recycling centres?

We will subsidise the cost of bulk uplifts for our Fife tenants and will reimburse you up to a maximum of **£20** depending on the value of your uplift.

If you have any items you would like them to collect, you can request a bulk uplift by calling Fife Council **03451 55 00 22** or online at <https://www.fife.gov.uk/kb/docs/articles/bins-and-recycling/bulky-uplift-service>.

Once they have processed your payment, please send us a copy of your receipt and we would be happy to reimburse you up to a maximum value of **£20!**

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.



Calling ahead for your upcoming repair – do we have your correct details?

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

This is an area we are looking to improve on therefore if any of your contact information has changed, please advise us as soon as possible.

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

Delivering Benefits to the Local Community

Last year the Association started a new initiative, asking contractors, consultants and manufacturers to contribute time, resources and donations which will be delivered by us, to tenants, schools and local community groups. Last year we managed to provide vouchers for Christmas dinners, sponsorship for footballs and gave away vouchers to our tenants through competitions.

We are working with Alloa Academy, Alva Academy and Banchory Primary School where we will be providing careers advice, CV support, masterclasses, paint projects and team sponsorship.

If your child's school would like to be involved in future projects, please get in touch with Ailsa Sadowski on 07936 948980 or email ailsa.sadowski@ochilviewha.co.uk

If you have a community group or event where we can help, please also get in touch,

keep an eye on our social media pages for updates!



"We love this picture of the Sauchie Junior Girls U14 team, who have recently received their new sponsored strips thanks to our community benefits initiative through our contractor MCN."

Are your contents insured?



Did you know that Ochil View only provides buildings insurance for your property?

We do not insure your furniture, floor coverings, belongings and other personal items within your home against theft, fire, vandalism, burst pipes and other household risks.

Example

Leak from rear of toilet pan causes damage to vinyl flooring fitted in the bathroom, kitchen ceilings and your toaster is no longer working due to water damage.

Ochil View will repair the leak at the toilet pan and also 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.

THISTLE
TENANT RISKS

The Thistle Tenant Risks scheme can offer tenants and residents the chance to insure the contents of their homes in an easy and affordable way.

If you want more information please contact Thistle Tenant Risks on telephone 0345 450 7286 or email tenantscontents@thistleinsurance.co.uk



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.





Electrical Safety Checks

In March 2022, the legislation in Scotland changed, with it now being a legal requirement for each property to have had an electrical safety check every five years. This means that all faults found when carrying out this check are issued and rectified, ensuring the property is safe.

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.

It is essential to allow access as an electrical safety check identifies any damage, deterioration or defects which can cause danger and it keeps you and your family safe.

If you have a missed call, text or email from Leona Hens, Property Services Assistant, please make sure you call her back to arrange an appointment. We have a flexible appointment system in place.

If you are unsure if your property has been inspected, please contact Ailsa Sadowski or Leona Hens on 01259 722899.



Fire Safety Update

Have you tested your smoke alarms recently?

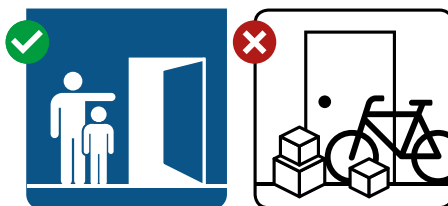
"Smoke alarms cut the risk of dying in a reported fire in half."

A smoke alarm is critical for the early detection of a fire in your home and could mean the difference between life and death. Fires can occur in a variety of ways and in any room of your home. But no matter where or how, having a smoke alarm is the first key step toward your family's safety.

In other fire safety news, we have recently carried fire risk assessments in communal closes. These are now complete and you may see contractors working in the communal areas carrying out essential works.

Ochil View staff are now carrying out routine monthly checks in closes to identify areas where tenants have left personal belonging or rubbish in these areas. ***It is not permitted to leave personal belongings in these areas as they are a fire hazard. Please ensure all communal areas are kept clear.***

KEEP YOUR ESCAPE CLEAR



If you live in a flat or building with a shared stairway or corridor remember to keep them clear. If there is a fire this is your way to escape.

If you would like to report any issues to us, please call housing or property services staff on 01259 722899.

Gas Quality Assurance

Every month the Association carries out a 10% check on all completed heating repairs and gas services for the previous month to ensure City Technical are carrying these out to the correct standard.

The Association has recently appointed NICEIC consulting to carry these out on our behalf and we are pleased to say that these started end of April.

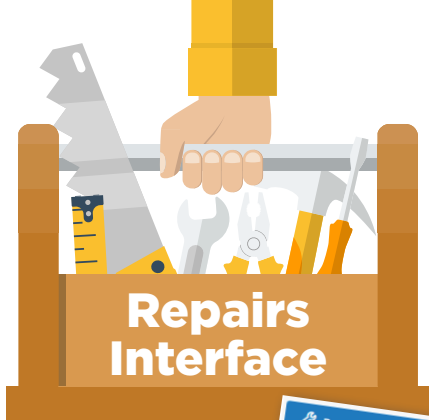


Should you have any queries on this, please do not hesitate to contact Ashleigh Brown,

Property Services Officer on 01259 722899 or at Ashleigh.Brown@ochilviewha.co.uk

Jim from NICEIC is pictured (left) with Andrew Gibb (right) our Property Services Manager.





Repairs Interface

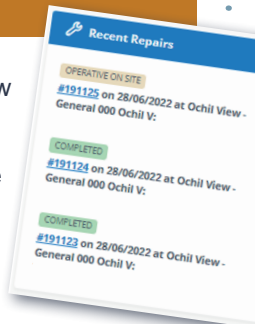
We have made improvements to how we manage repairs in conjunction with our contractor, Logie Glazing & Building Services and since April, our systems are linked with our contractor, allowing staff greater access to check on repairs as they are happening, as well as improvements to functions 'behind the scenes' creating more efficiencies. Later this year, we will be further developing how you can report repairs through My Home, to provide greater choice and ease of reporting

We hope these changes will further improve our repairs services for our tenants and other service users.

You said, we did!

Following a request from a tenant, we have changed how repairs can be viewed through our My Home service, which allows tenants to see live updates on their repair such as when a job has been allocated and when our contractor is on his way to your home.

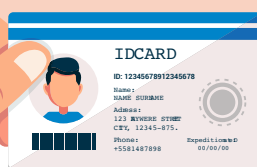
Do you have any ideas or suggestions on how we can improve our repairs service? If so, contact Ashleigh Brown or Andrew Gibb.



Bogus Callers

Please remember that Ochil View Housing will always attempt to advise you before contractors attend your home and they 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 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.

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



Grahame Phillips,
Property Services Officer
(Inspections)



Vicki Brown,
Assistant Property
Services Officer



David Bishop,
Housing Services
Assistant

