

THE LOCHIL VIEW

West Fife



MEET, HEAT AND EAT IS COMING TO FIFE!



As part of our Meet, Heat and Eat events, Ochil View Housing Association will be in Fife on Wednesday 15th November. We will first be at the Oakley Community Centre between 2pm and 4pm, followed by the Valleyfield Community Club from 5pm to 7pm. Ochil View tenants can come along to pick up some fantastic FREE energy-saving products and expert advice. Don't forget to arrange transport as you'll have so much to take home!

What else is happening in your community this winter?

At Oakley Community Centre on 25th November, they are having a fundraising event to provide Christmas dinners to those who need a helping hand during the festive time.



The event will include a bake sale, face painting and games. It is on between 12pm and 3pm, entry is only £1 and it is free for kids!



HOUSING OFFICER PATCHES

We recently carried out a review of the areas our Housing Services Officers and Assistant Housing Services Officers cover. This is something we do periodically, and we have contacted tenants to advise of this change by sending out a text message or email. However, if you have not received this update and are unsure who is responsible for your area then please check the back page of this newsletter. **Thank you.**

ESTATE INSPECTIONS

We carry out Estate Inspections every 4 months, if there is something that you would like to bring to our attention or if you would like to meet Vicki on site, please do not hesitate to contact her.

Alternatively, we are always happy to meet out with the scheduled estate inspections to discuss any issues you may have or if you would just like to put a face to the name, we are always happy to grow our relationships with our Tenants and value any and all feedback.



Margaret Hall,
Tenancy Sustainment
Officer

Tenancy Sustainment Support **WINTER NEWS**

Since April 2023 we have helped a total of 305 tenants

with 514 different enquiries, ranging from benefit advice to help with energy costs.

Our tenants are better off by **£756,476.47**. This includes Housing Benefit of **£83,767.74**, and Universal Credit of **£311,363.52**.

In your area this included helping 39 tenants with 78 issues leading to overall additional income of **£118,346.92** including **£32,083.62** Discretionary Housing Payments and **£49,671.48** Universal Credit.

This is an average gain of **£3,034.53** for each tenant in your area that has been helped since April 2023.

If you would like information on Benefits etc, then please contact Margaret Hall our Tenancy Sustainment Officer.

STAY INFORMED

Follow us on Facebook to get more local news and info

📞 01259 722899

✉ customerservices@ochilviewha.co.uk

🌐 www.ochilviewha.co.uk

📘 ochilviewha

🐦 twitter.com/ViewOchil

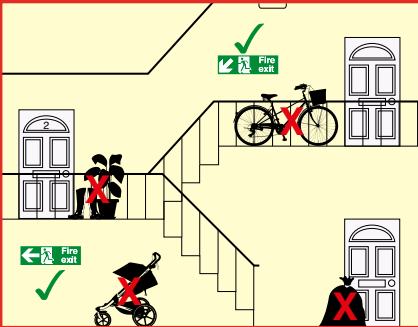


KEEP COMMUNAL CLOSES CLEAR

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if a fire were to break out in your stair? It may not necessarily be in your property. A fire started in a common stair could be fatal. Even a small bag of rubbish can create enough smoke to fill a whole stair.



Items left in a common stair are often deliberately set on fire.

KEEP IT CLEAR

- Get rubbish, old furniture etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local council



REPAIRS AND THEIR URGENCY!

Remember that in Section 10 of your Tenant's Handbook there is a list of repairs the Association will attend with comments on who is responsible for them and the timescale in which they will be attended by the Association's contractors.

Emergency and out of hours works will be attended and made safe within 3 hours

Urgent repairs will be attended and completed within 24 hours

Routine works will be attended within 5 working days

If you have any questions or concerns about an outstanding repair, contact us on 01259 722899.

LANDSCAPING UPDATE

Iverde will be commencing their winter service soon. As the seasons change, the work that they carry out changes and we thought it would be useful for you to know what to expect from the team in the communal areas :-

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 - One cutback will be carried out during the Winter period.

The current open space maintenance contract will end in March 2024 and we will soon be starting the tender process for a new contract.

We have taken on board feedback from tenants and will look to include another cutback of shrubs in the forthcoming tender. Our tenant scrutiny group have also agreed to be involved in the process. If you would like to be included in this please contact us. We value all feedback from tenants.

If you have any feedback on the current service, please contact Vicki Brown, Assistant Property Services Officer.



HAVE YOU HEARD OF COSY KINGDOM?

COSY KINGDOM

Cosy Kingdom is a free and impartial energy and debt advice service available to all tenants and homeowners across Fife. They can offer advice and support by telephone or through a home visit to help you stay warm, save energy, and reduce your carbon emissions.

Their friendly energy advisors can help you find practical and affordable ways to save energy, understand your gas and electricity bills and tariffs, support you in dealing with suppliers, advise on gas and electricity utility debt and help apply for grants and schemes such as the Warm Home Discount.

They can also refer you for free benefits checks and provide a free handy service for those eligible for small energy-saving measures.

Visit their website today for more information:
<https://www.cosykingdom.org.uk/>



LEGIONELLA CHECKS

Is your property going to be vacant for a period of a week or more? If it is, we strongly 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.





BULK UPLIFTS

Fife Council offers a free collection of bulk rubbish. This service is for oversized items that will not fit in a standard wheelie bin and it is limited to collection of up to 18 units per collection. Each item is allocated a certain amount of units.

You can arrange a bulk uplift by phoning Fife Council on 03451 55 00 22. You can also arrange through their website - <https://www.fife.gov.uk/kb/docs/articles/bins-and-recycling/bulky-uplift-service>



DON'T BE CAUGHT SHORT, DO YOU HAVE CONTENTS INSURANCE? We do not cover things such as floor coverings!

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!



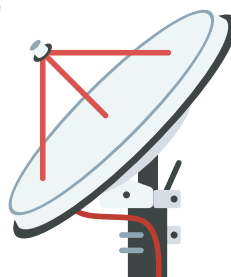
For more information visit <https://www.thistletenants-scotland.co.uk/>

PROPERTY ALTERATIONS

If you want to make certain alterations to your home, you need to ask for permission, this includes video door bells and CCTV which we are seeing more requests for.

These items require careful consideration as they can capture images and sounds of your neighbours and members of the public meaning they come under Data Protection legislation. If you do plan to install one of these systems, you must speak with us first and obtain approval to do so.

Remember to always seek advice on changes you plan to make to your home. Our staff are on hand to provide advice on what you can and cannot do.



In winter it is really important to take preventative measures to protect your home when the cold weather creeps in!

Keep your house warm and protect from frozen pipes:

- * In very cold weather keep heating on overnight at low temperature
- * Report leaks to taps or valves immediately
- * Ask us where your mains stop valve is located

If your water supply becomes frozen:

- * Turn off your water at the mains valve
- * Open all cold taps to drain the system
- * Turn off your central heating or immersion
- * Contact our Emergency Repairs Service

If you have a burst pipe:

- * Turn off your water at the mains valve
- * Switch off the electricity, any water heaters and any central heating
- * Open all taps to drain your system.
- * Contact our Emergency Repairs Service.

Going on holiday over winter?

- * Make sure someone else can check on your home regularly
- * Let us know your contact details
- * Ask for advice on turning off your water supply

Tips to prevent condensation in your home

- * Keep your home well ventilated - open windows daily and keep window vents open
- * Always use the kitchen extractor fan when cooking and leave it on for longer than you are cooking
- * After bathing open windows and always use bathroom extractor fans during bathing
- * Try to maintain a constant temperature in your home
- * Keep lids on pots and pans whilst cooking so that the moisture does not escape from the pans





GRIT BINS

IDVerde will shortly be commencing winter service and all salt bins we are responsible for will be replenished with premium grade white salt.

We supply Grit bins at the below developments in Fife:

- Wardlaw Way, Oakley
- Connelly Court, Oakley
- Old Mill Lane, Oakley

If you find salt bin to be empty let us know and we will arrange for it to be refilled.

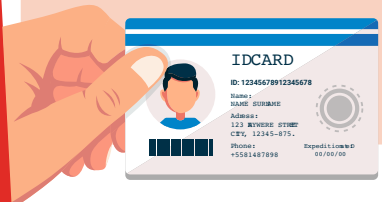
Questions or comments: Contact Vicki Brown, Assistant Property Services Officer



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.



HAVE YOUR CIRCUMSTANCES CHANGED?

NEED A SMALLER PROPERTY?

Did you know that as a tenant of Ochil View HA you are able to apply for a Mutual Exchange with another tenant of a Registered Social Landlord. You can register your details on House Exchange to connect with other tenants who are also considering a Mutual Exchange.

Call us and speak to your Housing Team for more information.



PAYING YOUR RENT

Your rent is due each calendar month and can be paid in different ways –

- Online through My Home
- Phoning the office
- By Direct Debit
- Using a payment card at selected outlets



Please contact us if you need to discuss this, depending on your income you may prefer to pay your rent weekly or fortnightly rather than monthly.

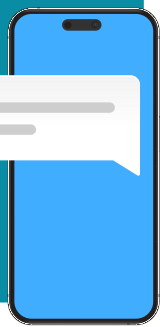
Arrangements can also now be made online through the My Home portal available on our website.



TEXT MESSAGES & EMAILS

You may have noticed that we have been sending out more text messages and emails to tenants recently, providing updates and opportunities to have their say on issues in their neighbourhood. This is being done through an online tenant engagement system and the response to this from tenants has been great. It means we can instantly let tenants know of localised matters or quickly survey them on issues such as maintaining communal areas.

We hope you find this useful and, as always, would love to hear any feedback!



STAFF OUT AND ABOUT



Adele Rae, Housing Services Officer



Vicki Brown, Assistant Property Services Officer



Grahame Phillips, Property Services Officer (Inspections)



Chris McShane, Tenant Engagement & Communications Officer



Leona Hens, Assistant Housing Services Officer



David Bishop, Housing Services Assistant

Adele covers all our Fife areas.



HAPPY TO TRANSLATE