

# THE OCHIL VIEW

Find us on  

[customerservices@ochilviewha.co.uk](mailto:customerservices@ochilviewha.co.uk)  
[www.ochilviewha.co.uk](http://www.ochilviewha.co.uk)

## Hi everyone

I hope you are all well and enjoying the first tentative steps back to some form of normality after such a difficult last year. We are now in the heart of summer, so hopefully you have been able to get out and enjoy the warm weather.

The staff are again back in the office on a rota basis, which means that the majority of services are back up and running. Unfortunately, the Government's current guidance means our office remains closed, but tenants can contact staff on phone, by email or through our social media channels.

Our new housing application and allocation service These Homes is now up and running and is proving to be hugely successful in helping us to advertise and allocate homes.

The My Home feature on our website, where tenants can view and review their tenancy, book repairs, pay rent etc, is also a success, with over 650 tenants now registered. We encourage those registered to use the services available and would like more tenants to sign up to it so contact your Housing Officer if interested.

I am really pleased to welcome our new Tenant Engagement & Communication Officer, Chris McShane, to our Association. Chris' role includes developing ways for tenants to engage more with staff on the issues important to them and how we communicate with one another. You can find out more about Chris and his work in this edition.

**I am sure you will find this newsletter both enjoyable and informative. Have a wonderful summer.**

**Take care.**  
**Margaret Baxter**  
Chairperson

## Tenants Fuelled by Funding Feature

**We were absolutely delighted to help 139 of our tenants with the latest round of the Scottish Social Housing Fuel Support Fund.**

This initiative assists tenants who need a bit of help paying their heating bills. We managed to acquire almost £20,000 for tenants during April and May. Hopefully the next round of funding isn't too far away, we will keep you updated. Thank you to everyone who got in touch and, remember, if you need assistance with paying your heating bill, just give us a call or email and we'll see if we can help.



## Say Hello to Ochil View Housing's Newest Recruit!

### Hi there!

My name is Chris McShane and I am delighted to have been appointed as Ochil View's first ever Tenant Engagement

and Communication Officer. This role is about empowering and supporting tenants, ensuring they can help shape the services that are important to them. It is also about how we can strengthen the working relationship between tenants and their landlord. And it is also about how we communicate with one another through social media, letters, phone calls, face-to-face meetings, and so on. I come into the role with 14 years Housing experience, 5 of which was in an engagement role. We have big plans for developing our approach in these areas, and I am delighted to share some of them in this newsletter.

**I look forward to meeting many of you in the weeks and months ahead.**

# How are we doing?

Here's how we performed during 2020-21.



## Where we performed well:

- average length of time to complete emergency repairs: **1 hour 32 minutes**
- tenants satisfied with the repairs service **98.60%**
- repairs completed on target: **95.68%**
- anti-social cases resolved: **98%**
- current tenancy arrears: **4.01%**
- % of annual lets to homeless applicants **34.4%**
- Stage 2 complaints resolved within timescale: **100%**
- rent collected as a % of rent due **100.3%**

## Where we didn't do so well:



- emergency repairs completed on target: **96.95%**
- average length of time to complete non-emergency repairs: **5.74 days**
- repairs completed right first time **89.70%**
- average time to let a house **58.87 days**
- tenancy offers refused **31.7%**
- Stage 1 complaints resolved within timescale: **93.33%**

Questions or comments?  
Contact Andrew Gibb,  
Property Services  
Manager or  
Linda McLaren, Housing  
Services Manager.

# COVID - 19 UPDATE



We would like to take the opportunity, again, of thanking tenants and service users for continuing to adhere to government guidance, which is also being strictly adhered to by staff and our various contractors, as a means of keeping tenants, staff and contractors as safe as possible during the pandemic.

Having had services disrupted again in January 2021 we were pleased to be able to resume all services from 26th April 2021 and to that end it has been all systems go to catch up on outstanding routine reactive repairs, our planned investment programme, landscape maintenance inspections and to once again advertise our vacant properties.

However, as everyone will be aware the pandemic is not over, and staff are yet to fully return to office working and the office has not yet been able to be open to tenants and the general public.

Although revised indicative dates have recently been announced for the further easing of restrictions we will require to await more definitive dates from the Scottish Government to allow our plans to introduce a tenant appointment system (and thereafter to re-open the office to the public) and we will keep tenants advised as soon as dates have been agreed.

This means that we will continue to use the temporary telephone numbers previously advised and we would continue to urge tenants to phone the Association on one of the following 3 temporary phone numbers in order that we can assist you with your enquiry. As a reminder the telephone numbers are:



07857 650 038



07857 650 040



07857 650 042

Alternatively contact us by email [customerservices@ochilviewha.co.uk](mailto:customerservices@ochilviewha.co.uk) or through our new tenant portal My Home and in terms of information we would encourage as many service users as possible to use the Associations website [www.ochilviewha.co.uk](http://www.ochilviewha.co.uk) Twitter and Facebook pages.

We continue to appreciate the difficulties being faced by many tenants at this time.

Of particular re-assurance is that our Housing and Tenancy Sustainment staff continue to be on hand to assist anyone experiencing financial difficulties and to answer any questions on rent, housing benefit or universal credit.

Hopefully it won't be long now until things get back to "normal"

George Tainsh  
Chief Executive

## Update on Elm Grove

Work is progressing nicely at our new development, Elm Grove in Alloa. Upon completion, hopefully around January 2022, we will have 33 new homes to offer. This picture, taken recently, shows how things are coming together. Look out for more updates on this over the coming months.



## Tenant Survey - What Have We Learned?

The first big task that Chris has is redrafting the Tenant Engagement Strategy. This is an important paper, as it sets out how we ensure tenants are at the heart of the organisation and the decisions we make. Chris, therefore, issued a short, online survey in mid-June to get tenants perspective. This included questions around ways we communicate with one another and options for tenants to be more involved in the decisions we make. We received an excellent response with over 180 tenants replying.

### Here are some of the key stats to come out of the survey:



When it comes to current engagement opportunities, nearly all who replied said they are happy to complete surveys, enter competitions and liaise directly with staff.



A large majority would be keen for us to explore engaging more through text messaging and to look at an opportunity for greater tenant input into how repairs are carried out.

Only a small number were aware we also have a Twitter account, but this is perhaps unsurprising given it is still relatively new.



There was strong satisfaction with how Ochil View performed with service delivery for things such as handling complaints and repairs.



Most tenants expressed neither satisfaction nor dissatisfaction at opportunities for tenants to be involved in how Ochil View make decisions. This is something to work on!



## Tenant Engagement & Communication Survey

June 2021

A full outcomes report is available to view on our website. All feedback received was then fed into the final draft of the Strategy and its accompanying Action Plan, which outlines our key targets in the coming years. These will go to our senior management, Committee and Board in early August, and we hope to share it with you all shortly after.

**Thank you to all tenants who took the time to complete this. It is vital that as many tenants as possible share their thoughts and views as we look to build opportunities for them to have a greater say in how Ochil View Housing make its decisions.**



**Scottish Social Housing Charter**

## Social Housing Charter

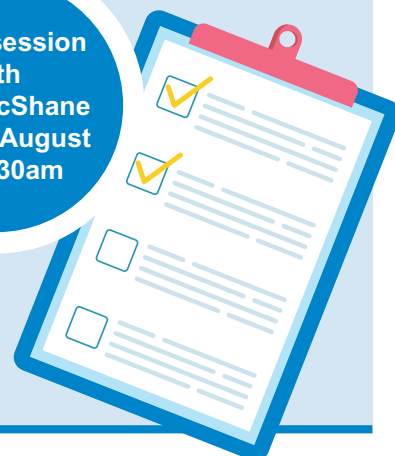
### Have you heard of the Scottish Social Housing Charter?

It is a government document that sets the standards and outcomes we must aim to achieve for our tenants. There are 16 outcomes in total, ranging from issues such as communication, repairs, and rent. A nationwide review of the Charter is currently underway and, at its heart, is what tenants' think of the guidelines set out. Chris has already emailed tenants on our Interested Tenants Register but is keen to hear from many more of you!

If you would like to take part in a short, informal, online session with Chris McShane on 17th August at 10.30am, then please get in touch. No engagement experience or prior knowledge of the Charter is necessary, just your voice!

**You can contact Chris at: [chris.mcshane@ochilviewha.co.uk](mailto:chris.mcshane@ochilviewha.co.uk) or on 07874 864 323.**

**online session with Chris McShane on 17th August at 10.30am**





# Competitions & Opportunities



## It's summertime so that can only mean one thing – our **GARDEN COMPETITION!**

We are delighted to have sponsorship again by idVerde, who will judge the entries and provide a range of 'blooming great' prizes for those who can flower with a flourish. You just need to send in a picture or two of your little piece of

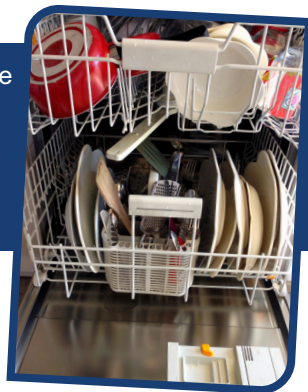
paradise to us. There will also be separate prizes for those who have spruced up their window boxes over the summer.

### THERE'S PLENTY WAYS TO SEND US IN YOUR PICTURES.

You can send them via email, to: [tenantengagement@ochilviewha.co.uk](mailto:tenantengagement@ochilviewha.co.uk) or by phone to: 07874 864 323. You can also ask any member of staff to assist in snapping your sunny delights.

By chance, we had a brand-new dishwasher available to give away recently. We offered it as a prize to our tenants and received a fantastic response.

**The lucky winner was Hazel Stewart. Happy dishwashing Hazel!**



**S o H k**  
SCHOOL OF HARD KNOCKS

We have joined up with a charity called **School of Hard Knocks**. They run a fully funded course,

centred around playing rugby, that empowers people to achieve whatever they set their minds to. It promotes fun and teamwork, offers employability skills and one-to-one guidance. **The course is being run, for the first time, in the Alloa area and, for this first programme, is for males over 18 only. It is 2 days a week from 24th August at Alloa Rugby Club. You will also get a free breakfast, lunch and bus expenses paid, should you need it, as well as support and mentoring if you wish. It is a fantastic opportunity for our Ochil View's male tenants and don't worry if you don't feel at your fittest – everyone is welcome! Contact Chris on 07874 864 323 or via: [tenantengagement@ochilviewha.co.uk](mailto:tenantengagement@ochilviewha.co.uk)**

## Prize Draw Winners

**We have also had our usual Monthly Prize Draw Winners, here are the latest lucky tenants:**



**APRIL WINNER**  
Heather Kirby  
Tullibody

**MAY WINNER**  
Danielle Watson  
Tullibody



**JUNE WINNER**  
Lorna Waugh's daughter

## Attention all Superheroes!



**We have an out of this world offer for our little'Ochil Viewers'!** We have teamed up with Toucan Box to offer a selection of their amazing craft boxes for children between 3 and 8. Toucan Box's approach is that children should be thinking creatively: observing, designing, inventing, expressing themselves and solving problems to complete their project. All whilst having a great deal of fun!

They have a brilliant range of boxes, each containing things to make, lots of stickers, a magazine, and a surprise toy. Your wee one can even choose the box they want! To enter this competition, we are asking for our young tenants to draw their very own Superhero and send it in to us.

★ **You can do this by email to: [tenantengagement@ochilviewha.co.uk](mailto:tenantengagement@ochilviewha.co.uk), through our social media or by post. Closing date is 30th August, and you can check out more on Toucan Boxes at: [www.toucanbox.com](http://www.toucanbox.com)**

**CLOSING DATE**  
**30th August**



# COMMUNITY CONNECTIONS



A key part of our new approach to tenant engagement is building up and sharing strong connections with services and groups in our

different local communities. Chris has spoken to a few of these, and opportunities being developed include partnership working with Connect Alloa, a charity set up to engage with younger people in the local area. We are looking to share resources with them, giving Ochil View's younger tenants an opportunity to attend social events and information sessions.



We are delighted to be working again with The Gate charity for their annual Uniform Bank Drive in Clackmannanshire. This project ensures children have everything they need for starting school. As you can see, we were able to acquire a wide range of items such as stationery and sports tops at a fraction of their shop value. Staff also volunteered their time to assist in organising items.

We ask all tenants to let us know of any community projects or services they think others should hear about.

Simply drop us a message on social media or email: [tenantengagement@ochilviewha.co.uk](mailto:tenantengagement@ochilviewha.co.uk)



Chris has also been liaising with Clacks Third Sector Interface, who oversee voluntary project work in the area, as well as the Citizens Advice Bureau. By connecting with these groups, Ochil View tenants can be provided with a range of information, from social events and employment opportunities to health and wellbeing advice.



In Fife, Chris has met with the Council to discuss how they engage with their tenants in High Valleyfield. He was advised that there is an established Residents Association there, for all tenancies. They are hoping to resume their work once COVID restrictions become a bit easier. Chris will ensure all tenants in High Valleyfield have information on this, including how to join. He is also liaising with two other community groups there – S.H.I.E.L.D Fife and Valleyfield Community Group – to see what partnership work we could create.

## My Home Tenant Portal

Have you registered on our Tenant Portal My Home yet? **48% of our tenants have already registered and are able to access their tenancy information securely via the internet.**

**My Home allows you to: -**

- View your rent transactions
- Make a rent payment
- View your recent repairs history
- View any outstanding repairs
- Place a repair request
- Update your details and contact information
- Request a meeting with a member of staff
- Report a complaint
- Complete relevant forms and documents
- View all correspondence sent to you

**If you haven't registered, then please contact a member of the Customer Services who will be happy to help you get started. All tenants who register will be entered into a free prize draw for a £30 gift voucher.**

If you would like to nominate someone to register your account on My Home and log in on your behalf then please ask your Housing Services Officer about a Proxy User and we can help you set this up.



## Personal Packs

In 2017 we introduced 'Personal Packs'.

These can be provided to Ochil View tenants who may need additional assistance or who are in financial difficulty. They can include personal hygiene, cleaning and baby products and are tailored to each individual household. You can access these by contacting your Housing Officer or through the Tenancy Sustainment service. In the first instance, you can contact Robert Cowan, Tenancy Sustainment Assistant or email us at [housing@ochilviewha.co.uk](mailto:housing@ochilviewha.co.uk).

**Since April 2021 we have provided around 20 packs to tenants.**







Established 1968

## Logie Building Services welcome a new apprentice plumber

You may remember in our Spring newsletter we reported that our reactive maintenance contractor had started 2 new apprentices. As part of our continuing commitment to working within our communities and providing opportunities for young people to gain employment, we are delighted that they have started another, Harry McPhail.



Harry enjoys mountain biking hillwalking and football and his favourite bands are Pink Floyd, Oasis and he also enjoys dance music!



## Medical Adaptations

Are you aware that the Association can help you to arrange medical adaptations in your home?

In 2020-21 we completed around 90 adaptations with a value of £105k. Adaptations are funded by the Scottish Government and you do not need a referral from Occupational Therapy for small adjustments. We can fit grabrails, bannisters, handrails and other minor adaptations to assist you in your home.

**If you would like to speak to someone about adaptations, please contact Ailsa Sadowski on 07936 948980.**

## Ochil View Housing Association are working in partnership with Clackmannanshire Citizen Advice Bureau (CAB).

We now have a dedicated specialist Money Advisor based at CAB who will work with Ochil View two days per week to provide advice and assistance to our tenants. The following is just some of the help and assistance that a specialist Money Advisor can provide: -

- Income Maximisation
- Budgeting advice
- Debt Advice
- Negotiation and representation with creditors
- Dealing with Rent Arrears
- Fuel debt
- Court Representation
- Advice on bankruptcy

**If you feel this service may be of benefit to you then please contact your Housing Services Officer who will refer you to the specialist Money Advisor.**



## Complaints &

## Positive Comments

We welcome all complaints and comments as these help us make changes and improvements to our services.

Here is how we did in January, February and March 2021:

- For **45 Stage 1 Complaints** we resolved **91.11%** within timescale (5 days)
- **We received no Stage 2 Complaints.**

Here are examples of how we have responded to complaints:

- Our contractor caused damage to decoration whilst undertaking a repair. We apologised and arranged for a painter to rectify the damaged area.
- Our contractor was unable to repair a boiler due to ordering the wrong parts which resulted in additional delay. On repair, we apologised and compensated the tenant for the delay.

You continued to tell us when we performed well with **28 positive comments** during the same period. Examples of this are:

"Staff have been fantastic in helping me with my new home....thanks for coffee and biscuits a really nice touch"

New tenant on receiving keys to home and Welcome Pack.

"I think you have dealt with things great during the pandemic"

Feedback from new tenant.

"Since moving in we have found all staff we have spoken to very helpful and polite"

Feedback from new tenant.

"Landscapers have done a great job. Bushes have been cut right back and the place looks lovely, very neat and tidy"

Feedback from tenant.

"Guys done an excellent job."

Feedback on glazing repair.

**Questions or comments:  
Contact Andrew Gibb, Property  
Services Manager.**



This is Newlands Place looking lovely after its recent renovation



Old School Court

# HOME ENERGY SCOTLAND

## Partnership Stay Warm For Less

Ochil View Housing Association are pleased to announce that they are now working in partnership with Home Energy Scotland (HES) to support our tenants with free and impartial energy advice and support.

We are now able to refer our tenants for the amazing services that HES can provide.

Here are just some of the services that HES can help you with:

- Help to understand your fuel bill, meter readings and energy tariffs, including being able to advise on better tariffs
- Act on your behalf when dealing with energy suppliers and utility companies
- Help you to get the best from your heating system, including help to understand the controls
- Give you recommendations and advice on additional energy saving measures within the home

HES friendly advisors can help you make the best use of your energy, so your home is warmer and your bills are as low as possible.

**If you would like to be referred to Home Energy Scotland to receive any of the many services, they can provide then please contact Margaret or Robert in our Tenancy Sustainment Team.**

## Contents Insurance Reminder

**Do you need contents insurance?** One of the benefits of Thistle Tenants Risk Home Contents Insurance is having to pay no excess on your claim!

As your landlord we only provide buildings insurance and we can only claim against your 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.

**If you would like more information on the policies and cover they offer you can visit <https://www.thistletenants-scotland.co.uk/>**

**THISTLE**  
TENANT RISKS



## Gas Heating Repairs

Ensuring your heating is working at all times is really important. To make sure it is working effectively, please report any repairs as soon as possible and allow access for your boiler service. We as your landlord have a legal obligation to service your boiler every 12 months.

If you have any pressure loss issues, do not top your boiler up and report this to City Technical Services as there may be a leak within the boiler itself or on the heating pipework.

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

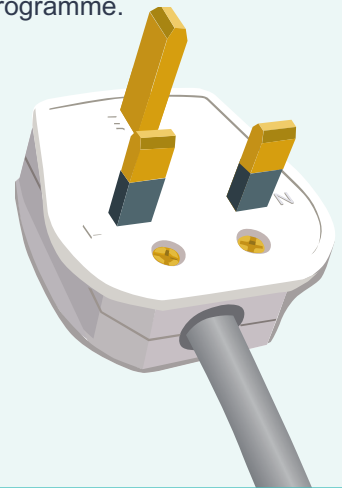
## Electrical Safety Checks



Work is underway to ensure the Association is fully compliant by March 2022 in ensuring all properties have a current Electrical Installation Condition Report (EICR). The Association have been carrying out this work for many years but recent legislation changes in Scotland now make this a legal requirement. **From April 2021, the way we arrange these essential works will change, and in situations where tenants do not allow access, steps will be taken to gain access.**

An EICR identifies any damage, deterioration or defects which can cause danger and will provide the Association with any observations where improvement is required.

Magnus Electrical have commenced the work and you will be notified shortly if your property is included in the programme.



## Fire Safety

The deadline for upgrading the fire detection systems in all properties has been extended to February 2022 and the Association continue to work with tenants to complete this project. We would like to thank everyone who has allowed access for this important work. With around 30 properties left to be completed, we would urge all tenants who have not arranged an installation date to get in touch. 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.

**The presence of working smoke and heat detectors has been proven to significantly reduce fire casualties and fatalities. If you have not had an appointment to have these fitted, you can call Ailsa or Leona to make arrangements.**



**FIRE  
KILLS**

**YOU CAN  
PREVENT IT**

## Public Holidays

Our confirmed public holidays for the year ahead are:

24th, 27th, 28th and 30th December

31st December, 3rd and 4th of January

We will then return to work on Wednesday 5th January 2022



HAPPY TO TRANSLATE