

THE OCHIL VIEW

customerservices@ochilviewha.co.uk www.ochilviewha.co.uk X @ViewOchil f Ochilviewha

WELCOME FROM THE CHAIR

Hello, and welcome to the Spring Ochil View Housing Newsletter. I hope you all had a lovely Christmas and New Year.

We were very busy towards the end of 2023, with over 400 tenants attending our latest **MEET, HEAT & EAT EVENTS** across Clackmannanshire and Fife. Tenants were delighted to receive a range of energy-saving products, as well as support and advice on reducing costs in their home.

We also successfully acquired fuel vouchers through funding from the Scottish Federation of Housing Associations Fuel Support Fund. These were distributed to a wide number of tenants in December and January. Thank you to all those who took the time to provide positive feedback on the services received during the festive period.

The Board has also approved a staff restructuring, which will begin to take shape in the coming weeks. We believe the proposed changes will help Ochil View continue to deliver the best possible services to tenants and flourish as an organisation. We will share more on this as it progresses.



As you will see in this Newsletter, we have lots to look forward to in 2024.

Following the success of our Tenant Scrutiny Group and the feedback received from the recent Tenant Engagement Survey, we will be expanding opportunities for tenants to participate in the decisions we make.

In this edition, you will find information on our planned maintenance programme, the 2024-25 budget and, of course, the launch of our annual garden competition for the year ahead. Here's hoping we get plenty sunshine when the clocks go forward!

Many thanks. Take care.

Margaret.



STAFFING REVIEW

Following staff consultation last summer, at their meeting in September 2023, the Board of Management approved that a formal review of the staff structure be undertaken. The structure had not been reviewed since 2018, and as there have been many changes to the work of Ochil View during this time, including increased success in securing grant funding for tenants to assist with the cost-of-living crisis, additional regulations and requirements in terms of tenant and resident safety, and new data protection and governance requirements, a review would ensure that the structure was best able to support these additional activities going forward.

From October through to December 2023, all staff were asked to put forward their ideas about how the staff structure could be improved. Benchmarking was undertaken against other housing associations and efficiencies in processes were discussed and identified.

Staff presented their ideas and recommendations to the Board at the end of January 2024, and the Board approved the new proposals, subject to staff consultation.

The main proposals identified, which will improve our services to tenants and other customers, include the following:

- Separation of the front-line customer services team from the repairs service
- A dedicated repairs team, with a new, assigned, telephone number for reporting repairs
- Additional resources in the Housing Services and Property Services teams, to assist in supporting tenants, ensuring our properties are well-maintained and that they comply with all tenant and resident safety requirements

We are also reviewing many of our main processes, including how we deal with empty properties, inspections, recharges, factored properties and back-office functions, to ensure that we continue to work as effectively and efficiently as possible.

We will keep all of our tenants and other customers informed as we implement these changes.

Anne Smith, Chief Executive



Hello  SPRING 

Training & Qualifications

Two of our Property Services Officers, Ashleigh Brown & Grahame Phillips, recently undertook training to become qualified energy assessors. This training allows them to survey properties and undertake an assessment of how energy efficient a property is. In turn, they can then make recommendations for improvements such as insulation, heating and renewable technologies. This training will help the Association identify improvements and make meaningful assessments of where we should invest to improve energy efficiency.



Ashleigh Brown



Grahame Phillips



Andrew Gibb

At the end of 2023, our Director of Property Services, Andrew Gibb, completed a Diploma in Corporate Governance. The course is designed to increase knowledge of good governance and practices, considering risks to governance and management of these areas.

We are pleased to say that Ashleigh, Grahame and Andrew all passed their respective courses. Well done!

Complaints & Positive Comments



All complaints and comments are welcome as they help change and improve our services.

Here is how we did for the year April 2023 to December 2023:



For 195 Stage 1 Complaints we resolved 94.87% within timescale (4 days)

For 17 Stage 2 Complaints we resolved 94.12% within timescale (20 days)

Here is an example of how we have responded to a complaint:

- A contractor failed to take forward new window repairs despite various requests by staff, resulting in a lengthy delay. Staff apologised, re-visited and arranged temporary repairs. Replacement of the window was escalated and a timescale agreed for installation. The contractor has been cautioned regarding failing to adhere to deadlines and updating staff and tenants on progress of repairs.



We have a system for tenants to share positive experiences with Ochil View Housing and we continue to receive lovely comments. Here's a selection:

"Pleasant contractor who was very polite and very skilful at his job. Very satisfied overall with all aspects of the service provided"



"Viewing the property and signing our tenancy went very smoothly, lots of useful information provided in a friendly, helpful manner"



"Thanks to all for your hard work for easing the burdens again this year."

You can share your positive experiences of Ochil View anytime. Just give us a call, chat to a staff member or pop into our office.

Questions or comments: Contact Andrew Gibb, Director of Property Services.



Budget Update

Our investment programme was scaled back this year due to making some difficult decisions around our overall financial position however we have still undertaken investment in key areas such as:



KITCHEN UPGRADES - £132,00

Expected completion March 2024



EXTERNAL DECORATION - £78,000

Complete

For the upcoming financial year 2024-25 we are anticipating a larger investment programme across several areas shown below, however this is subject to our budget being approved.



Kitchen Upgrades

£533,000



Bathroom Upgrades

£181,000



Boiler/Heating Upgrades

£470,000



Door Entry Upgrades

£109,000



Windows / Door Upgrades

£275,000

If you have any questions on this, you can ask for Andrew Gibb or Vicki Brown.

Adaptations to your home

The Scottish Government provides funding for adapting tenant's homes for our properties in Clackmannanshire and West Fife. This service allows us to fit key-safes, grabrails, bannisters and showers.

This year we were delighted to receive considerable levels of funding however this has been countered by a substantial increase in the number of requests to adapt tenants' homes. Progressing all of these requests has been slower than expected due to staffing shortages however we continue to work hard to catch up on the backlog and we are sorry for the delays this is causing.

Remember, if you are finding difficulties with your mobility, we may be able to assist.

You do not always need a referral from Occupational Therapy for small adjustments and we can sometimes undertake work such as fitting grabrails and handrails. We can also help you contact the occupational therapy team for more complicated referrals.

If you would like to speak to someone about adaptations, please contact us on 01259 722899.



Staff News

We will soon be welcoming back two members of Housing team, **Joanne Reid** and **Katie McPhait**, following their time off on maternity leave.

Our Property Services Officer for Reactive/Voids, **Ashleigh Brown** will be going on maternity leave from April 2024. While she is off, you can still contact other members of the Property Services Team if you have any queries or need assistance with anything. We wish Ashleigh all the very best for her maternity leave!

In December, **Nimi Sodeinde** (pictured below), our temporary Customer Services Assistant, left Ochil View Housing. Nimi enjoyed her time with the Association and it's good to see her moving on to pastures new and remaining within the Social Housing sector as she has landed a role as Maintenance Assistant at a Glasgow based Association.

While Nimi was working with us she had applied for a Scholarship to have her tuition fees refunded and through assistance from Ochil View and Stirling University was successful!

Well done Nimi, you'll be missed!

GOODBYE



Gas Service And Electrical Safety Check Appointments



As your landlord we service the boiler in your property every 12 months and carry out electrical safety checks every 5 years.

Due to the high level of no access visits we get, we start trying to gain access at least 8 weeks before your gas service or electrical safety check is due.

Below is a copy of our gas servicing access rates from 1st April 2023 to 31st December 2023.

- 65.61% access granted at 1st visit
- 34.39% no access granted on 1st visit

City Technical write to all tenants with their scheduled appointment for the first three access attempts before this is passed back to us to initiate our no access procedure.

If the appointment made is not suitable, please just give either Tara or Ashleigh a call as there is normally plenty time to re-arrange the visit to a time that is more suitable to you. We would rather this than attend your property and get no answer!



How are we doing?

All services are in operation however we have seen repair problems due to our repair's contractor ending their contract. Here is how we performed for the year April 2023 to December 2023:

WHERE WE PERFORMED WELL

- average length of time to complete emergency repairs: **1 hour 24 minutes**
- current tenancy arrears: **3.09%**
- % of annual lets to homeless applicants: **32.58%**
- rent collected as a % of rent due: **99.60%**
- positive comments from service users: **295**



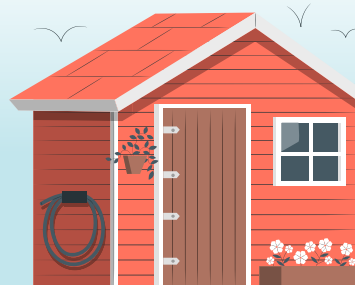
WHERE WE DIDN'T DO SO WELL

- emergency repairs response times – **98.59%**
- repairs completed on target: **92.81%**
- (New) tenants satisfied with condition of home on taking up tenancy: **87.50%**
- average length of time to complete non-emergency repairs: **8.43 days**
- repairs completed right first time: **87.10%**
- tenants satisfied with the repairs service **85%**
- planned maintenance works v programme – **70.59%**
- Stage 1 complaints resolved within timescale: **94.87%**
- Stage 2 complaints resolved within timescale: **94.12%**
- average time to let a house: **35.53 days**



Questions or comments? Contact **Andrew Gibb**, Director of Property Services or **Linda McLaren**, Director of Housing Services.

Permissions & Alterations



Should you wish to make alterations or improvements to your home, you must apply for permission before having any work carried out. This does not include internal decoration to the property.

Permissions should be requested if you want to:-

- Alter, improve or enlarge the house, its fittings or fixtures;
- Erect a garage, shed or other structure;
- Decorate the exterior of the property
- Change light fittings or sockets

The list above is not exhaustive so it's always better to check before completing anything within the property!

Once we receive your request, we have 28 days to consider your request and respond to you. Before the 28 days have passed, we will either confirm that permission has been granted or advise why the permission cannot be granted.



A HELPING HAND FOR TENANTS'

HERE'S HOW THE MONEY WAS USED...

MEET, HEAT AND EAT EVENTS

We were successful in sourcing funding from the Social Housing Fuel Support Fund which, is funded by the Scottish Government and managed by the Scottish Federation of Housing Associations. We obtained a total of £117,295 which has been used in three phases.

The first was to train staff in energy and fuel debt advice. The second phase enabled us to provide tenants with energy saving products such as air fryers, slow cookers, winter duvets, one cup kettles, reflective radiator covers and energy saving light bulbs to the value of £57,864. The third phase, we have provided direct support with the provision of fuel vouchers and assisting those in fuel debt to the value of £51,676.

As well as this funding, we have also accessed the Housing Association Charitable Trusts Fuel Fund and, to date, we have issued a total of £67,473 in fuel vouchers to our tenants. We would also like to thank our contractors we work with, who have donated a total of £6,000 towards our Energy Advice and Fuel Support.

Linda McLaren, Director of Housing Services commented on the support:

"As energy prices have remained high, households' disposable income has become less and causing many to be in fuel poverty. The vouchers are to support tenants who are struggling with fuel costs and help mitigate fuel poverty, manage and reduce fuel costs and fuel debt. We are delighted to be able to help our tenants and have received great positive feedback on the help the energy saving goods and fuel vouchers have made to them."

We held Meet, Heat and Eat events in November last year and were delighted that over 400 households attended the 6 sessions. Thanks to the funding, we gave away lots of free, energy-saving products, such as air fryers and duvets and tenants also received expert advice from ourselves and partnering organisations, such as Cosy Kingdom, on how to reduce costs in their homes. It was great that so many tenants came out and was lovely to chat with as many as we could. We received lots of positive feedback from tenants, such as:

"The help offered and items received have been fantastic and I am really appreciative of this and the help that Ochil View HA have offered."

"Thank you so much for the wonderful Meet, Heat and Eat event I attended recently. It was a real treat. My kettle was out to use the next day and my bed changed to use the warm duvet. I'm thrilled with the air fryer, and I will use the radiator covers as soon as I read the instructions. Once again, a huge thank you from a very grateful tenant."

FUEL VOUCHERS

With the aforementioned funding, tenants could receive a one-off payment towards their fuel costs during the winter period. Through December and January, 759 tenants were able to benefit from this funding opportunity. Many tenants were kind enough to share some positive feedback on how this has helped:

"I just wanted to say thank you for the fuel voucher. This is a month changing amount for us and I won't feel guilty about having the heating on."

"Thank you so much for the Fuel Voucher. It came as a surprise and is greatly appreciated, and certainly useful during this cold weather. I certainly wasn't expecting it to be so much. Thank you."

More help is available

Ochil View have Vodafone Sim cards available free for our tenants. These come with unlimited calls & texts (to standard UK numbers) and 20GB of data, all free for 6 months. Tenants can then request to be considered for a new Sim card after the 6-month period has expired.

We also have available a limited number of LED lightbulbs available to our tenants. These lightbulbs use less energy and are therefore cheaper to run, which should help reduce household bills.

Lastly, we also have a small number of king size and single duvets remaining from our Meet, Heat and Eat events.

Please get in touch to be considered for these items.

MONEY MATTERS

If you would like further information on any of the benefits mentioned please contact Margaret, Hall our Tenancy Sustainment Officer on 01259 722899 or Margaret.hall@ochilviewha.co.uk

“Margaret was so helpful and advised me on what help could be available to me and my situation.”



UNIVERSAL CREDIT MIGRATION

Universal credit migration is the process of moving people from six legacy benefits (Tax Credits, Housing Benefit, Income Support, Jobseeker's Allowance, Employment and Support Allowance, and Child Tax Credit) to Universal Credit.

The migration is happening gradually, and people are being contacted by the Department for Work and Pensions (DWP) when it's their turn to move. You will receive a letter called a "Universal Credit Migration Notice" which will explain what you need to do and by when. Here are some key things and dates you need to know about universal credit migration:

From April 2024, we plan to issue Migration Notices to the remaining working age benefit customers sequentially, starting with:

Income Support customers and those claiming tax credits with Housing Benefit from **April 24**.

Housing Benefit only customers from **June 24**.

Employment and Support Allowance with Child Tax Credits from **July 24**.

Jobseekers Allowance in **September 24**.

This will include those who also receive Housing Benefit or Child Tax Credit combined with these benefits. **From August 24**, we will contact those claiming tax credits who are over state pension age, with households being asked to apply for either UC or Pension Credit (PC), depending on their circumstances.

If you're unsure whether you're affected by migration, you can check the government website or contact the DWP.

There is support available to help you with the migration process. This includes help with making a claim, understanding your entitlements, and managing your money.

For more information, visit <https://www.gov.uk/guidance/transitional-protection-if-you-receive-a-migration-notice-letter>

FREE CHILDCARE EXPANSION

From April 2024, parents of children over 2 years old will be eligible for 15 hours of free childcare per week if both parents are working at least 16 hours each. This expands to all children aged over 9 months from September 2024, reaching 30 hours per week for eligible parents by September 2025.

For more information, visit <https://www.gov.scot/policies/early-education-and-care/early-learning-and-childcare/>

“I can't thank Margaret Hall enough for the amount of time that she took to come out and see me. I found Margaret to be helpful, kind, supportive, compassionate, caring, friendly, an excellent sense of humour, and professional.”

FUNERAL SUPPORT PAYMENT

Funeral Support Payment is a one-off payment to help meet the costs of a funeral and replaced Funeral Expenses Payment, delivered by DWP, in September 2019. In April 2020 the flat rate payment toward funeral costs was increased from £700 to £1000. As a result of up-rating in April 2023 the flat rate is currently £1,178.75. To date in 2023-24, Funeral Support Payment has provided on average £1,949 towards the total costs of a funeral. The value of Funeral Support Payments paid out in the first six months of the 2023-24 financial year was £7 million. There is a statutory requirement to up-rate Funeral Support Payment annually and the Scottish Government has been up-rating the payment since 2020-21.

For more information, visit <https://www.mygov.scot/funeral-support-payment>

CARER SUPPORT PAYMENT

Carer Support Payment was first introduced in November 2023 in specific parts of Scotland and will be available across Scotland by Autumn 2024.

This payment will replace Carer's Allowance for people in Scotland and for those people who already receive this benefit, there will be no requirement to apply for Carer Support Payment, as their benefits will be transferred over. This transfer is planned to happen between February 2024 and Spring 2025. The current rate of this payment for 2023-24 is £76.75. As with other carer related benefits, there is a statutory duty to up-rate Carer Support Payment. There is no statutory duty to up-rate the earnings limits.

For more information, visit <https://www.mygov.scot/carer-support-payment>

YOUNG CARER GRANT

Young Carer Grant is a yearly payment of £359.65 for young carers in Scotland.

To be able to get Young Carer Grant, you must be 16, 17 or 18 years old.

You must also have been caring for 1, 2 or 3 people for an average of 16 hours a week for at least the last 3 months. If you care for more than one person, you can combine the hours of the people you care for to average 16 hours a week.

How you spend the Young Carer Grant is up to you. You could use it for things like new clothes, driving lessons or a holiday. You do not need to tell us what you spend the money on. If you care for someone for 35 hours or more a week. You may be able to get Carer Support Payment or Carer's Allowance.

For more information, <https://www.mygov.scot/young-carer-grant>





My Home

My Home is available online to our tenants 24 hours a day/7 days week. It can be easily accessed through our website and is a useful tool for tenants:

- To report repairs,
- Make rent payments
- Help you make arrangements towards your outstanding rent arrears
- Update your contact details
- Complete and submit forms online
- It contains other useful information relating to your tenancy



Help is available and should you require any assistance or have any questions with My Home then please contact us. We have our friendly Digital Champions available to help you either in the office or at home. We also have a handy guide available on our website which runs through the basics of My Home.

Further information can be found at www.ochilviewha.co.uk/page/my-home, you can also contact us by calling 01259 722899 or emailing: housing@ochilviewha.co.uk

Quality Assurance Checks GAS AND ELECTRICAL



In 2022 we appointed NICEIC (National inspection council for Electrical installation contracting), to carry out our quality assurance checks and this contract is due to run until 2027.

The Association continues to monitor the performance of contractors and external consultants and will undertake regular inspections during contracts to ensure work is carried out to specification and to a good quality.

These checks are carried out for gas servicing, gas & electrical repairs, electrical periodic inspections, and void works. 10% of jobs in each category are carried out.

The contractors will have ID on them and will call ahead to arrange access. If you have any queries, please do not hesitate to contact our Property Services team to discuss this further.

Tenant Engagement News

Chris McShane is our Tenant Engagement and Communications Officer. He encourages and supports tenants to get involved in the decisions we make as a landlord. You can contact Chris on 01259 727 423 or via: tenantengagement@ochilviewha.co.uk



TENANT ENGAGEMENT SURVEY

In late January, we issued a tenant engagement survey to all tenants. The purpose of this was to highlight the current opportunities available for tenants to be part of the decisions we make as a landlord. Secondly, it was to ask tenants how they would like to engage with us in the future and what we can do to support them. Here are the key findings from the survey:

- **Nearly 30% of our tenants responded, which is an excellent return rate. Thank you to everyone who took the time to share their thoughts.**
- **The majority of those who replied said they prefer to participate online.**
- **Of the current opportunities to participate, 60% of tenants said they were happy to complete a survey. 30% said having a conversation with staff was a good way to engage.**
- **Several new tenant participation options were suggested in the survey. There was strong interest in an online engagement forum and participating more by text.**
- **A substantial percentage said they would welcome participation opportunities in the evenings and at weekends.**
- **There were over 60 additional comments from tenants, with lots of positive feedback and ideas to take forward.**

It has been a very useful survey as the tenant feedback will help us shape new approaches for how tenants can get involved. Thank you to everyone who took part. You can read the full outcomes report on this survey at our website or request a copy from a staff member.

TENANT SCRUTINY GROUP

The group have been setting out their workplan for the year ahead. First, they have decided to look at our current Recharge Policy and then they will move on to reviewing anti-social behaviour. If you are interested in learning more about this group and its work, please get in touch with Chris as per details above.





NEW TENANTS

Did you know that our Housing Officers visit tenants a few weeks after they've moved into their new home? These settling-in visits are important as they give us a chance to chat with the tenant about how things are going and any issues they may have. We share information on our services, such as My Home and tenancy sustainment, and it also gives tenants the opportunity to ask any questions.

We caught up with a new tenant, Cheryl Arnott, who has recently moved into her new home in Tullibody.

“ I moved into the house on the 31st of December so I could bring in my New Year in my new house.

Moving from a 3rd floor flat to a house was something I was looking to do for quite some time however it's extremely hard to get housing so I'm grateful I was given the opportunity. I am enjoying having my own garden and not carrying my weekly shopping up 3 flights of stairs.

A lot of information was provided in the tenancy packs you receive when you sign up for your property.

I have been pleasantly surprised by how friendly the neighbours have been and they all seem to look out for one another, which gives it a good sense of community. ”

Dress Down Donation



Play Alloa were the latest recipients of £400 from Ochil View staff as part of our dress down donations.



Here they are receiving their cheque from Margaret, our Tenancy Sustainment Officer.



COMPETITION NEWS

In our last edition, we had a 'Count the Christmas Stars' competition and our lucky winner of the Christmas Eve box was Jessica from Tullibody. Thank you to everyone who took part.

Here is Jessica with her goodies!



Now is an 'egg-cellent' time to launch our **Easter competition!** This year, we've come up with an Easter riddle for our younger Ochil Viewers. Hidden inside the main newsletter are eggs, each with their own letter. Find all these and put the letters together to work out what the Easter word is! To be in with a chance of winning an Easter basket, simply send your answer, along with your name and age to 07874 864 323 or by email to: tenantengagement@ochilviewha.co.uk. **The competition closes at 12pm on 25th March. Good luck!**

The Spring newsletter is the perfect place to launch our annual **Garden Competition!** We will have some fantastic prizes on offer for the best displays – no matter how big or small! We will be out and about over the summer to capture all the colours, so just let us know if you would like to take part, or simply send us a picture of your hard work! To help you get started, we are offering one tenant a fantastic 'Bloom Box' filled with lots of useful gifts to help put a spring in your garden! To enter, simply send us your name and address by no later than Monday 8th April. **You can do this by text to: 07874 864 323 or by email to: tenantengagement@ochilviewha.co.uk**



Noise App

Ochil View HA believes that anti-social behaviour is unacceptable. We try our best to respond effectively to anti-social behaviour complaints and that victims/witnesses receive appropriate support.

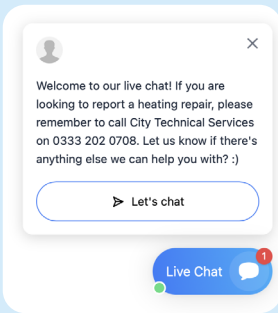
To help with noise disturbance complaints we are now able to offer tenants the Noise App.

The Noise App is simple to use and free to download, it allows complainants to take short recordings of noise that is excessive or unreasonable and report easily to us. Recordings can assist with gathering evidence to confirm anti-social behaviour has taken place. If you are experiencing anti-social behaviour, please contact your Housing Officer to discuss access to the Noise App.



Reminder we have a live chat feature

Last year Ochil View teamed up with Smartsupp to launch a live chat function on our website which is operational between our normal opening hours and will get you in touch with our Customer Services staff to chat about anything you need information on or to answer any questions you have – general housing queries, repairs, tenancy sustainment queries or anything else!



Just log on to our website at www.ochilviewha.co.uk and the live chat bubble will appear bottom right!

Since we started using this service around 12 months ago our staff have responded to over 491 live chats, our average response time is 1 minute 32 seconds and we have over a 97% satisfaction rating!

Any questions on this, please contact Ashleigh our Property Services Officer.

Condensation and Damp

The Association has recently introduced a new procedure for dealing with reports of condensation, damp and mould.

When a tenant reports any instances of damp, mould or condensation, our staff will undertake out an initial diagnosis and this will take account of whether this is the first report which is crucial to determining any further action that's required.

Appropriate advice and action will be taken, and we will ensure that we follow up any reports after 6 months to check if advice given or works issued has resolved the problem.

There are some self-help tips that can assist when dealing with condensation in your home.

- Ensure the property is heated appropriately, between 18 and 21 degrees is best
- Ensure the property is being ventilated appropriately, opening trickle vents and windows assists with this
- Ensure your bathroom and kitchen fans are working and used when bathing and cooking
- Minimise drying of clothes on radiators

If the problem still persists it may be that we engage an independent inspection by a qualified contractor.

Pet Permission

Considering a furry or feathered friend?

Ochil View recognises that keeping a pet can offer significant health and social benefits to tenants however, we would like to make you aware that permission to keep any Pet is required from the Association.

Ochil View will only give permission for domestic animals such as cats, dogs, house birds, rabbits etc. We are not likely to refuse permission to keep a domestic pet unless there is concern for the animal's welfare, number of pets already in the property and/or limits to the size of property. We will not grant permission to keep farm animals, livestock or any wild animals for example ducks, pigs, chickens, or goats.

There are also conditions to keeping a pet for example, ensuring the property does not become damaged by the pet(s) or that they do not cause a nuisance to others by noise, smell or fouling.

New XL Bully dog safeguards are currently being introduced by the Scottish government. Any tenant who has permission to keep this type of pet in their home will be expected to adhere to the safeguards being introduced.

Further information can be found at www.gov.scot/news/new-xl-bully-dog-safeguards-being-introduced

We can and will withdraw permission for keeping a pet should conditions not be adhered to.



Easter Holidays

Our office will be closed on Friday 29th March, Monday 1st April 2024 and Monday 6th May.

Happy Easter from all at Ochil View Housing!

Clocks Changing

Don't forget the clocks go forward one hour on 31st March at 1am. Spring is here!



Our reactive maintenance contractor QAPM will contact you to pre-arrange appointments for all reactive repairs. **They will contact you from an 01382 area code therefore please answer this if possible as it may be regarding your upcoming repair.**



Please also remember that the Association doesn't take any gas heating calls in our office

and haven't done for a number of years. **You should call City Technical directly on 0333 202 0708** and they will log your repair and notify us the next working day.

Different Formats

We are striving to make this Newsletter as accessible as possible for everyone. Should you require a copy in large print, audio or in another language, please let us know by contacting our office.



HAPPY TO TRANSLATE