

For example any general letter from a customer will be acknowledged within 5 working days and a formal response will be processed within 28 days. We have specific standards for how we deal with Complaints. Please read the section about Complaints for more information.

## Code of Conduct

As a Registered Social Landlord (RSL), we are required to adopt and comply with an appropriate Code of Conduct. This Code is based on the Model Code of Conduct produced by the Scottish Federation of Housing Associations and Employers in Voluntary Housing - Supporting Social Employers (EVH). The Scottish Housing Regulator (SHR) has confirmed that this Code fully complies with its Regulatory Standards.

The Code requires that staff will:

- Act at all times with honesty and integrity and must not use, or seek to use, their position to gain financial or other benefit for themselves or their family or friends.
- Declare all relevant personal interests and handle information in accordance with the Association's policies and procedures. Staff must report to the Chief Executive any reasonable and honest suspicions they may have about possible wrongdoing.
- Act in the best interests of Ochil View Housing Association at all times within the framework set by the Association, working to promote the Association's aims and objectives, upholding the Association's values and setting a good example by their conduct.

Ochil View Housing Association Ltd.,  
Registered Office: Ochil House, Marshall,  
Alloa, Clackmannanshire FK10 1AB.

General Enquiries: 01259 722899  
Email: [customerservices@ochilviewha.co.uk](mailto:customerservices@ochilviewha.co.uk)  
Web: [www.ochilviewha.co.uk](http://www.ochilviewha.co.uk)

Honorary President: Jennifer, Lady Balfour of Burleigh, Chairperson: Margaret Baxter,  
Chief Executive and Company Secretary: Anne Smith, MA CA

Ochil View Housing Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 and with the Scottish Housing Regulator No HAL 213  
Ochil View Housing Association Limited is a recognised Scottish Charity No. SC033130  
Property Factor Reference PF000367



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Printed July 2024

Design: [www.artisanopiton.co.uk](http://www.artisanopiton.co.uk)

# Contacting Ochil View



## How to contact Ochil View Housing Association

You can contact us by writing to

Ochil View Housing Association Ltd.  
Ochil House  
Marshall  
Alloa FK10 1AB  
Phone 01259 722899  
Text 07860 020474  
E-mail: [customerservices@ochilviewha.co.uk](mailto:customerservices@ochilviewha.co.uk)  
Website: [www.ochilviewha.co.uk](http://www.ochilviewha.co.uk)

Our office opening hours are 9.00-5.00 Monday to Friday

## Public Holidays

We are open on all Public Holidays except

- 3 days at Christmas
- 3 days at New Year
- Good Friday and Easter Monday
- First Monday in May

We will be closed on some other holidays in the Christmas and New Year period. We will let you know our holiday arrangements in our Newsletters, or a special letter.

## Staff

Our staff are responsible for carrying out the decisions of the Board of Management, and for providing services to tenants and customers.

This list will help you understand who is responsible for our work.

## Chief Executive

The Chief Executive has overall responsibility for supervising the day-to-day business of the Association.

## Finance and Corporate Services

Finance and Corporate Services staff are responsible for finance, administration and other corporate services.

- Director of Finance and Corporate Services
- 1 Finance Officer
- 2 Assistant Finance Officers
- 1 Corporate Services Administrator

## Customer Services

Customer Services includes all staff within Ochil View who deal directly with customers and service users, whether they are tenants, housing applicants or home owners who receive factoring and property management services. This department includes:

- Director of Housing Services
- Director of Property Services
- 3 Housing Services Officers
- 4 Assistant Housing Services Officers
- 1 Housing Assistant
- 1 Tenancy Sustainment Officer
- 1 Tenant Engagement & Communication Officer
- 3 Customer Services Assistants
- 3 Property Services Officers
- 2 Assistant Property Services Officer
- 2 Property Services Assistant

## Service Delivery/Standards

We are committed to delivering a high standard of service to our tenants. We will monitor the effectiveness of the services we provide by setting specified response times and targets relating to a range of day-to-day activities.