

Tenants' Handbook



HAPPY TO TRANSLATE



OCHIL VIEW

— Housing Association Ltd. —

Tenants' Handbook

Chairperson's Introduction

This Tenants' Handbook is a useful reference for you as a tenant. It has been written with tenants' involvement, in a readable language. Keep it handy.

In it you will find contact details, if and when you need to have further information or advice from staff at Ochil House, from repairs to rights, buildings to benefits.

A quality and affordable home is a secure basis for family life.

The handbook explains the Landlords responsibilities and yours as a tenant.

I am one of fifteen committee members, all volunteers, some of whom are Ochil View tenants. We all have different life and work experiences and skills.

Ochil View Housing Association welcomes any comments you as a tenant wish to make; an idea you have may be worth sharing, so don't keep it to yourself. Even better why don't you get involved in your residents group?

Yours sincerely



Thomas R.D. Brown
Chairperson

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

General Enquiries: 01259 722899
Fax: 01259 212728
Email: customerservices@ochilviewha.co.uk
Web: www.ochilviewha.co.uk



HAPPY TO TRANSLATE

Honorary President: Jennifer, Lady Balfour of Burleigh, Chairperson: Thomas R.D. Brown CPFA,
Director and Secretary: George Tainsh, MA Dip. TP

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