THE OCHIL VIEW

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Welcome to our Winter Newsletter.

As we approach the festive season, I am delighted to share some of the highlights from the past few months at Ochil View Housing Association.

Since our Summer Newsletter, we have enjoyed a busy and successful period. One of the standout events was our Clackmannanshire Community Housing Day, which brought tenants together from across the county to enjoy live entertainment, great food and the opportunity to connect with their communities.

We also held our Annual General Meeting, where we welcomed new Board Members and reflected on the Association's achievements over the past year. During this period, we celebrated Scottish Housing Day, raised awareness of Challenge Poverty Week and continued to promote the range of support services available to tenants through Ochil View Housing Association.

As always, we remain committed to supporting our communities and creating opportunities for tenants to engage, connect and thrive.

In this edition, you'll find details of our exciting Christmas competition, information on upcoming festive events and activities, and updates from across the Association.

On behalf of the Board and staff team, I would like to thank all our tenants and partners for their continued support. We wish you and your families a happy, healthy and peaceful festive season.

James Savage
Chairperson
Ochil View Housing Association Ltd.





Celebrating Success for Ochil Voice

We are delighted to share that Ochil View Housing Association has been shortlisted for this year's CIH Scotland Housing Awards in the Excellence in Scrutiny category.

The nomination follows the excellent work carried out by our tenant scrutiny group, Ochil Voice, including their recent review of our Customer Service Standards Policy and their involvement in developing and introducing our new Customer Charter. Their commitment to challenging, reviewing and improving our services has played a key role in achieving this recognition.

We are up against some strong competition from housing organisations across Scotland, but being shortlisted is a fantastic achievement in itself. It reflects the dedication, enthusiasm and hard work of our tenant volunteers, who continue to make a real difference in shaping and improving services for all our customers.

We would like to congratulate and thank everyone involved with Ochil Voice for their continued commitment. We are incredibly proud to see their efforts recognised at a national level and look forward to attending the awards ceremony later this year.

Whatever the final result, this shortlisting is something to celebrate and a wonderful example of the positive impact that tenant scrutiny can have.



CELEBRATING OUR 37TH ANNUAL GENERAL MEETING

Ochil View held its 37th Annual General Meeting on Thursday 10 September 2026 at Dunmar House Hotel in Alloa, bringing together members, staff and guests from local partner organisations.

The evening began with an interesting and informative presentation from guest speaker Paul McMahon, who outlined the provisions of the new Employment Rights Act.

Those attending also heard the Chairperson's and auditor's annual reports, highlighting the Association's work and financial position over the past year.

Chairperson Jim Savage reflected on the year and thanked staff and Board members for their dedication to delivering services and supporting tenants and local communities.

A key development during the year was a review of the Association's Values. Tenants and staff shared which values mattered most to them, helping to shape five clear principles that will guide our everyday work: **Listen, Support, Respect, Communicate and Deliver**.

The Association's auditors, TC Group, then presented their report on the annual accounts. They confirmed their opinion that the accounts give a true and fair view of the Association's affairs and have been properly prepared in accordance with accepted accounting practice.

To close the formal business, Chief Executive Anne Smith introduced the election of the Board of Management for the coming year. With fifteen places on the Board and nine places available, everyone standing for election or re-election was duly elected without the need for a vote.

The Board of Management for 2026/27 is: Margaret Baxter, Lynne Brierley, Tom Brown, Ashley Buxton, Graham Collie, Susan Mackay, Eileen McKinsley, Teresa McNally, Heather Stewart, Jim Savage and Gavin Waddell.

Appliance Servicing and Maintenance checks

If you have any of the following appliances in your home, we will require access to service this equipment up to two times a year. It is vital you allow access for the maintenance of the equipment to ensure it is safe to use.

Here is a table of appliances we service, and the various contractors used for each.

STAIRLIFTS Stannah Advanced Mobility Scotland	**HOISTS** Arjo W. Munro
CLOSOMAT/ GEBERIT TOILETS Closomat Derek Upton	**AUTOMATIC DOORS** All Round Security
RISE AND FALL BATHS Astor Bannerman Arjo	**AIR CONDITIONING** A McGillvray

If you have any questions on this then please email us at Compliance@ochilviewha.co.uk

or call us and ask for Leona Hens or Andy MacKinnon on 01259 722899.

Adaptations to your home

Every year we request funding from the Scottish Government so that we can provide adaptions to tenants' homes to allow them to live independently and improve their daily life. This is work such as **key-safes**, **grabrails**, **bannisters**, **ramps** and **showers**.

A referral from Occupational Therapy is not always required for small adjustments and we can often undertake work such as fitting grabrails and handrails. For larger or more complex referrals, we can also help you contact the Occupational Therapy team for advice.

Depending on the type of adaption, we may need you to complete a VAT exemption form, but we will guide you through the process. If required, this must be signed and if we do not receive it then the adaptation may be delayed.

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



Reactive and Void Maintenance Contract

Having an effective, responsive, and high-quality repairs service is critical to the Association both to ensure our tenants receive prompt repairs and that our homes are well maintained. The MP Group (UK) Limited were appointed in 2026 to deliver our repairs service on a temporary basis. We have now tendered for a longer-term solution and are pleased to report that Consilium Contracting Services Limited have been awarded the Reactive and Void Maintenance Contract from November 2026 to 2029. Their tender was rated highest on quality and price. We are working with MP Group (UK) Limited to ensure a smooth changeover to Consilium Contracting Services Limited. We will send out notification of the change and information will be displayed on our web page and social media feeds ready for the start date on 2nd November 2026. Meantime, you should continue to report repairs in the regular way.

Should you have any questions on this contract, please contact Repairs on 01259 722899. We will be happy to answer your questions and ensure you get your repair attended to.

Budget and Maintenance Update

Window & Door Replacements - **93 out of 98 complete**	Kitchen Replacements: **30 out of 106 complete**
Communal Close Doors and Door Entry Upgrades: **Installations beginning in October**	Our contractors are progressing and we aim to complete all contracts by March 2027

We have postponed our external decoration and are working up details for our programme which will commence in April 2027.



Introducing our new Customer Charter

We're delighted to introduce our new Customer Charter, a document created by tenants, for tenants, to clearly explain the standards of service you can expect from Ochil View Housing Association.

Following a review of our Customer Service Standards Policy, our tenant scrutiny group, Ochil Voice, made five recommendations to help improve the services we provide. We're pleased to share that all five recommendations were approved and have now been fully implemented. One of the key recommendations was to create an easy-to-read guide for customers, which has resulted in the development of our new Customer Charter.

The Charter sets out our commitment to delivering excellent customer service and explains what you can expect when contacting us, making it easier to understand our standards and how we will support you.

Read the Customer Charter online: https://www.ochilviewha.co.uk/uploaded/homemaster/secure_files/customer_charter_2026.pdf

If you would prefer a printed copy, please call **01259 722899** or email **customerservices@ochilviewha.co.uk**. Alternative formats are also available on request.

Help Shape Our Services

We are always keen to hear from tenants who would like to help influence and improve our services. If you are interested in getting involved, please contact Jade Murray, Tenant Engagement & Communication Officer, by calling the office or emailing tenantengagement@ochilviewha.co.uk.

Finally, we'd like to extend a huge thank you to Ochil Voice for their dedication, hard work and commitment to helping us continually improve services for all our customers. Their feedback and involvement play a vital role in shaping the future of Ochil View.



Estate Inspection Update

Margaret Scott, Assistant Property Services Officer will carry out one full Estate Inspection on an annual basis, this will include picking up on communal estate issues such as gardens, dumped items and external repairs like gutters and boundary fencing etc. On a monthly basis Margaret will now closely monitor the close cleaning and landscaping maintenance contract to ensure the best service is provided for tenants, this process is in direct relation to feedback that we received through our Tenant Scrutiny Group.



Please note: Tenants can report communal repairs such as the above by calling direct on **01259 722 899** and pressing **option 2** alternatively you can email direct to **repairs@ochilviewha.co.uk.** If you would like to report any Estate issues such as dumped rubbish or dog fouling please call **01259 722 899 option 1** or alternatively email **housing@ochilviewha.co.uk.**

Complaints & Positive Comments

How we respond to complaints is important as we want to ensure we investigate these fairly and thoroughly, but also as quickly as possible for the complainant.

Below is a snapshot of how we performed from April 2026 to September 2026.

Complaint Stage	Target (working days)	Number of Complaints	% resolved within target	Average Working Days to Respond
Stage 1	**5**	**109**	**93.58%**	**3.3**
Stage 2	**20**	**14**	**87.50%**	**15.4**

While there were some challenges in both areas, particularly as there were issues with workload for the temporary repairs contractor however, complaints performance has improved since the last period. This progress provides a strong foundation, and we will continue building on it to further improve results in both areas during 2026-27.

We upheld or partially upheld 65.6% of complaints. This means that, in these cases, we agreed fully or in part with the complainant and took action to put things right.

April to September 2026	Upheld	Partially Upheld	Not Upheld
	42	**40**	**43**

You said, we did

We value every complaint and comment, as they play an important role in helping us improve and shape our services. We reviewed all 125 complaints received and responded to. We share this feedback with staff and contractors to support ongoing service improvements and reduce the likelihood of similar issues arising in future.

Examples are:

We received a complaint with regards to a change in a Gas Service appointment and how this was not notified to the tenant. We have reviewed our procedure for scheduling appointments to ensure this does not happen again.

We received a number of complaints with regards to our repairs service. As reported in the Summer Newsletter this fed into the decision to change repairs contractor. We now have a new Contractor starting in November 2026, and we will use this feedback to shape this contract.

Positive Feedback

We have a system for tenants to share positive experiences with Ochil View Housing and we continue to receive lots of amazing comments, during the past 6 months we received positive feedback on 168 occasions.

Here's a selection:

"Very Satisfied - The contractor was very professional and courteous was very pleasant as well, carry out the guttering cleaning service and cleared up afterwards. Was very satisfied with the service provided by both the contractor and Ochil housing."

"I'm thankful that there is someone within the Housing Association that in a time of vulnerability we can reach out to."

"I moved into my home in May 2026 and I was delighted with the presentation of the flat. I couldn't have asked for better. New kitchen, new bathroom and newly decorated throughout. Whoever was in charge of that did an excellent job. Please pass on my thanks to the property manager. The admin staff were also very helpful and welcoming. I'm very happy here and I love my new home. All the best to everyone at Ochil View Housing Association"

"Best housing association I have ever experienced, way up there. So supportive and do lots for tenants. There all the time whenever needed. Can't praise enough, best housing association ever."

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.

Quality Assurance Checks

We work with NICEIC to help make sure any gas or electrical work carried out in your home is safe and completed to a high standard. From time to time, NICEIC may send an inspector to visit a small number of homes at random to check recent repairs or installations.

NICEIC APPROVED CONTRACTOR

Their visit might include looking at your gas boiler or checking electrical work that has been done. These inspections help confirm that everything meets safety guidelines, and they also give us valuable feedback so we can continue improving the service our contractors provide.

If NICEIC gets in touch with you, we'd really appreciate you giving them access so they can complete their inspection.

REPORTING Repairs

It is important that you report any repair issues or concerns about your home as soon as possible. Small problems can quickly become bigger, more serious issues if left unattended. This can lead to more damage to the property, disruption to your household, and in some cases risks to health and safety.

By reporting repairs promptly, we can arrange the right action at the right time, help keep your home safe and comfortable, and prevent avoidable deterioration. Whether it is a leak, dampness, faulty heating, damaged fixtures, or any other issue, please let us know as soon as you notice it.

Working together in this way helps us maintain homes to a good standard and ensures tenants receive the support they need.

Repairs YOU are responsible for as a tenant



We will carry out nearly all repairs within your property, however there are a few things we are not responsible for. These include things such as:-

- **Changing light bulbs**
- **Changing toilet seats if they are broken**
- **Divisional fencing (fences between you and a neighbour)**

More information can be found in your tenant's handbook!

Repairs TIMESCALES

We are committed to providing a first-class repairs service to you and thought it would be good to remind you of our repairs' timescales.

Emergencies - attendance to make safe within 3 hours (for any heating related repairs, we will offer temporary heating if we are unable to repair at the 1st visit)
Urgent - completed within 24 hours
Routine - completed within 5 working days
External Repairs - 15 Working Days

We have done our best to build a comprehensive list of repairs into our tenant's handbook and you can find what timescales we use in there!

There may unfortunately be instances we cannot adhere to these timescales for example if there are roofing works required to your property and the weather will not allow us to work at height safely, or if we are waiting on parts.

You also have a responsibility to take good care of your home and not cause damage to any part of it.

City Tech – Paper Free

Gas Servicing Appointments – What to Expect from City Tech

To help keep your home safe, our contractors City Tech will be contacting tenants ahead of their gas servicing appointments. Here's how the communication process works:

16 days
before your appointment - You'll receive an email from City Tech.

14 days
before - If the email hasn't been acknowledged, a letter will be sent.

7 days
before - You'll get a text message reminder.

48 hours
before – A final text reminder will be sent.

Please keep an eye out for any correspondence from City Tech and ensure you provide access to your property on the scheduled date. Your cooperation helps us maintain safety standards and avoid missed appointments.

OCHIL VIEW HOUSING

Important Update Reporting Repairs

please contact us on
01259 722899

If you need to report a repair during office hours or during out of hours please contact us on **01259 722899**.

To ensure you reach us when needed, we ask all tenants to check and update any contact numbers they may have stored on their phone and replace them with **01259 722899**.

Thank you for helping us keep our contact information up to date.

Tenancy Sustainment Info

Support and Advice Provided by the Tenancy Sustainment Officer, Margaret Hall

Since April 2026, tenants of Ochil View have experienced a combined financial gain of **£537,544.38** During this period, a total of **273 enquiries** have been managed, encompassing a broad range of issues, including the provision of welfare benefits advice and assistance with submitting claims.

This support has resulted in the following financial outcomes:

- **Housing Benefit and Discretionary Housing Payments:** £271,257.79
- **Universal Credit:** £94,937
- **Scottish Welfare Fund:** £14,202.20
- **Other benefits, including Disability Benefits:** £157,146.61

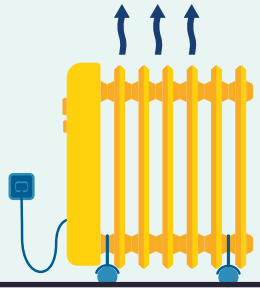
Through the delivery of targeted advice and practical assistance, tenants have been supported to maximise their entitlement to financial support, thereby contributing to improved financial stability and tenancy sustainment.



Winter Heating Payments: Automatic Help with your Fuel Bills

As the colder months approach, it is important to check what heating support you are entitled to this winter. In Scotland, winter heating benefits are managed by Social Security Scotland rather than the DWP:

- **Pension Age Winter Heating Payment:** Paid to those who have reached State Pension Age. You could get a payment of between £105.55 and £316.70. If your income is over £35,000 HMRC will take your Pension Age Winter Heating Payment back however, this only applies to individual incomes.
- **Winter Heating Payment:** Unlike the old DWP Cold Weather Payment, Scotland's £58.75 payment does not depend on freezing weather thresholds. If you receive qualifying benefits (such as Universal Credit or Pension Credit), it is paid automatically into your bank account during winter.
- **Child Winter Heating Payment:** Families caring for a disabled child or young person receiving the higher-rate care component will receive an annual payment of £265.50.





- **Warm Home Discount:** Reopens October 2026, offering a one-off £150 credit applied directly to electricity bills by 31 March 2027. This is not paid in cash. You may qualify if you received Pension Credit Guarantee Credit or certain low-income benefits on 23 August 2026. Most eligible households receive it automatically, but some low-income households and park home residents must apply through their energy supplier. Prepayment customers receive vouchers or meter credit.

  If you are in the Broader Group which supports low-income Scottish households that do not qualify automatically you will need to apply to your energy supplier each year. You must receive a qualifying means-tested or disability benefit and eligibility varies by supplier. Funds are limited, so apply early.

Do I need to apply? Most of the above payments are made automatically if you qualify. You can check your eligibility or learn more at www.mygov.scot

Are You Claiming All Your Devolved Scottish Benefits?

Social Security Scotland offers several devolved payments designed to help families, carers, and residents living with long-term conditions:

Scottish Child Payment: Worth £27.15 per week per child under 16 for families on qualifying low-income benefits (paid every 4 weeks).

Pension Age & Adult Disability Payments: Replacing Attendance Allowance and PIP in Scotland, these payments offer non-means-tested support for individuals living with long-term health issues or disabilities.

Carer Support Payment: Replacing Carer's Allowance in Scotland, paying £86.45 per week alongside additional carer supplements for eligible carers.

Scottish Welfare Fund: If you face a sudden financial crisis or emergency, local councils provide non-repayable Crisis Grants and Community Care Grants.

Child Disability Payment: A benefit for disabled children and young people under 16 living in Scotland, replacing Disability Living Allowance. This benefit is not means tested so income or savings does not affect your claim.

Social Security Scotland
Tèarainteachd Shòisealta Alba

Pension Credit: Unlocking Extra Scottish Benefits



Pension Credit tops up income for older people. Even a £1 weekly award can unlock other Scottish support:

- **Winter Heating Payment:** If you receive Pension Credit you automatically qualify for £58.75 Winter Heating payment.
- **Council Tax Reduction:** Guarantee Pension Credit can reduce your bill to zero.
- **NHS benefits:** Full dental care, eye tests and travel costs for medical appointments.

Backdating: Claims can be backdated by up to three months, potentially triggering earlier winter payments and Council Tax reductions.

State Pension Age & Eligibility Threshold Shifts

The qualification threshold for Pension Credit is tied directly to the State Pension Age, which is currently undergoing key structural changes:

- **Weekly Guarantee Rates:** Standard Guarantee Credit tops up weekly income to £238.00 for single pensioners and £363.25 for couples.
- **State Pension Age Changes:** The qualifying age for Pension Credit and State Pension is transitioning from 66 to 67.
- **Mixed-Age Couples Rule:** If one partner is over State Pension age but the other is under, the couple must usually apply for Universal Credit instead of Pension Credit until both reach pension age.

Capital & Savings Limits: Unlike Universal Credit, Pension Credit has no strict £16,000 savings cap. Savings over £10,000 are simply treated as providing a small, deemed income.

Understanding Universal Credit: What is Transitional Protection "Erosion"?

If you recently moved to Universal Credit (UC) from older benefits like Tax Credits, you might receive an extra top-up called Transitional Protection. This ensures you do not lose money during the initial move. However, this top-up is temporary and reduces over time through a process called erosion.



Universal Credit: Changes to LCWRA Payments

Key Changes

- **Lower rate:** Most new claimants receive £217.26 a month, frozen until April 2030.
- **Higher rate:** £429.80 a month, rising with inflation.
- Existing claims: LCWRA payments in place before April 2026 are protected.

Who Gets the Higher Rate?

- New claimants receive £429.80 a month only if they meet one of these criteria:
- **Pre-existing claim:** The condition was reported to DWP before 6 April 2026.
- **Terminal illness:** The claimant qualifies under fast-track rules.
- **Severe condition:** A lifelong diagnosed condition permanently meets the Work Capability Assessment criteria.

Young Carer Grant

Young Carer Grant is an annual £405.10 payment for carers aged 16 to 19 in Scotland.

Applicants must have provided an average of 16 hours of care a week for the last three months to someone receiving a qualifying benefit. They cannot be volunteers, paid carers, or receiving Carer Support Payment or Carer's Allowance.

Only one grant is paid for each cared-for person, so carers sharing care should agree who will apply. Young Scot cardholders may also receive discounts and offers.

The grant is non-repayable, paid directly, and does not affect UK benefits or tax credits. Eligible carers can apply annually from age 16 to 19 at www.mygov.scot/benefits in person, by phone or using a paper form requested on 0800 182 2222.

This support has resulted in the following financial outcomes:

- **Housing Benefit and Discretionary Housing Payments:** £271,257.79
- **Universal Credit:** £94,937.78
- **Scottish Welfare Fund:** £14,202.20
- **Other benefits, including Disability Benefits:** £157,146.61

Through the delivery of targeted advice and practical assistance, tenants have been supported to maximise their entitlement to financial support, thereby contributing to improved financial stability and tenancy sustainment.

Good feedback comments

The help received after a bereavement was so appreciated as I couldn't think beyond what was happening. She put my mind at ease., dealt with the situation and left me feeling able to cope...

Was very satisfied, was treated with dignity and respect. Nothing was a trouble.

Margaret was very helpful. And very pleasant to talk you. Understanding all that we asked.

Margaret couldn't do enough to explain how things work and everything needed for her to help me.

I'm thankful that there is someone within the Housing Association that in a time of vulnerability we can reach out to.

Well worth knowing someone's there to help if needed.

Beating Winter Loneliness



Feeling lonely is nothing to be embarrassed about. Loneliness can affect anyone, regardless of age, background or life experience. It is a very personal experience, and everyone's reasons for feeling lonely will be different. While there is no single solution, there are lots of small steps that can help us feel more connected to others.

As the days become shorter and the weather turns colder, many people find themselves spending more time indoors and having fewer opportunities to socialise. It's common to feel more isolated during the winter months, and the reduced daylight can also impact our mood and overall wellbeing.

You may have heard of the "winter blues", sometimes known as Seasonal Affective Disorder (SAD). For some people, the change in seasons can lead to lower energy levels, reduced motivation and feelings of sadness or isolation. Even those who do not experience SAD may notice they feel less sociable or connected during the winter.

Although it can feel difficult to reach out when you're feeling lonely, staying connected with others can make a real difference. A simple chat, phone call or friendly face can help lift your mood and remind you that you're not alone.

Simple Ways to Stay Connected This Winter

Reach out to family and friends
Give someone a call, send a text or arrange a catch-up. We often assume people are too busy, but many people appreciate someone making the first move.



Get involved in your community
Joining a local group, class or community activity is a great way to meet new people and build connections. Whether it's a hobby group, exercise class or coffee morning, shared interests can help start conversations and friendships.

Consider volunteering
Volunteering is a fantastic way to support your community while meeting new people and learning new skills. Even a few hours can make a positive difference to both yourself and others.

Make the most of everyday interactions
A friendly "hello" to a neighbour, shop assistant or someone waiting at the bus stop can brighten someone's day and help create a stronger sense of community.

Stay connected digitally
Technology can help us keep in touch with family and friends, especially during bad weather. If you're not confident online, many libraries and community organisations offer support to help improve digital skills.

Looking Out for One Another

Winter can be a challenging time for many people, so it's important that we look out for our neighbours and those around us. A quick check-in, a friendly conversation or an offer of help can mean more than you realise.

Together, we can help create a caring, connected community where everyone feels supported, included and valued this winter.



Remember: Sometimes the smallest act of kindness can make the biggest difference.
A knock on a door, a phone call or simply asking "How are you?" could help someone feel less alone.

Parking in Communal Areas

Parking is a common issue in many streets & estates, and it can be frustrating. We at Ochil View understand that parking spaces can be limited, and we ask tenants to be reasonable when parking in a space and if no spaces are available you park in a way that does not cause any obstruction or hazard in the street, including blocking driveways, parking on corners and blocking other vehicles. Communal parking bays are available on a first-come, first-served basis.

Legal vs. Illegal Parking: What Can Be Done?

It's important to know the difference between **legal** and **illegal parking** when dealing with parking issues. Here's what can (and can't) be done in each case:

- **Legal Parking:** If a car is parked legally, OVHA cannot take any action. This includes cases where someone is parked in a public space or on a street with no restrictions. Even if it's inconvenient, nothing can be done if the parking is legal.
- **Illegal Parking:** Illegal parking includes actions like blocking driveways, parking on double yellow lines, or using spaces meant for disabled drivers without a permit. For issues with illegal parking:
- **Contact the Police:** If someone is blocking your driveway or path and refuses to move, the police may be able to help. This is usually a last resort, but they can assist in cases where access is blocked.

In areas with limited parking, it can be hard to find a spot. Look for nearby options and remember that some spaces may be allocated for visitors or disabled parking. We kindly ask all residents and visitors ensure they park safely and with consideration for other residents.

If you're able to, a slightly longer walk from your car to your front door is a great way to get a few extra steps in and give your health and wellbeing a little boost.

Keeping Communal Areas Safe and Clear

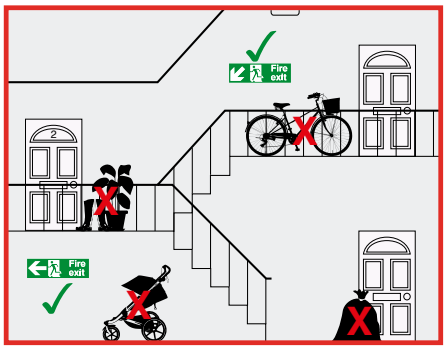
Staff at Ochil View carry out regular inspections of our closes to help ensure that communal areas remain safe, clean, and accessible for everyone. During recent inspections, we have noticed that some communal closes contain items such as rubbish, bicycles, and furniture.

We would like to remind all tenants that personal belongings and household items should not be stored in communal closes or shared areas. These items can present a significant fire safety risk. Many everyday objects are combustible, meaning they can easily catch fire or contribute to the rapid spread of a fire if one occurs.

In addition, storing items in communal areas can block or restrict escape routes and create trip hazards, which could have serious consequences during an emergency.

Keeping closes clear is a shared responsibility and plays an important role in protecting both you and your neighbours. By ensuring that communal areas remain free from obstructions, we can all help create a safer, cleaner, and more welcoming environment for everyone.

We appreciate your cooperation and ask that you regularly check that any personal belongings are kept within your own property and not left in shared spaces.



Remember: Clear closes save lives. Thank you for helping us keep our communities safe.

Winter Warmth: Staying Safe, Warm and Protecting Your Home

As the colder months approach, it's important to prepare both yourself and your home for winter weather. Taking a few simple steps now can help keep your property in good condition, reduce energy costs and ensure you stay warm and comfortable throughout the season.

Keeping Your Home Warm

When temperatures drop, heating your home efficiently can make a big difference to both your comfort and your energy bills.

- Keep your heating on at a low, steady temperature where possible.
- Close curtains at dusk to help keep heat inside your home.
- Move furniture away from radiators to allow warm air to circulate freely.
- Keep internal doors closed to retain heat in rooms you use most often.
- Wear extra layers of clothing and use blankets to stay cosy without increasing heating costs.

Preventing Frozen Pipes

Burst pipes can cause significant damage and disruption during cold weather. To help prevent this:

- Know where your stopcock is located so you can quickly turn off your water supply if needed. If you don't know where this is please contact us.
- Leave your heating on at a low setting if you're away from home during cold periods.
- Insulate any exposed pipes where possible.
- Report any leaks or water issues as soon as they are noticed.

If a pipe does freeze, carefully warm the pipe using hot towels or a hot water bottle.

Staying Safe This Winter

Winter weather can create additional hazards around the home.

- Take extra care on paths, steps and communal areas that may become icy.
- Ensure smoke alarms are tested regularly and working correctly.
- Never block hallways, closes, doorways or escape routes with furniture, rubbish, prams or mobility equipment.
- Take care when using portable heaters and keep them well away from curtains, bedding and other flammable materials.

Energy Saving Tips

With energy costs continuing to be a concern for many households, small changes can help reduce your bills:

- Switch off lights and appliances when not in use.
- Use energy-efficient LED bulbs where possible.
- Only boil the water you need in your kettle.
- Avoid drying clothes directly on radiators as this can increase condensation and dampness in your home.
- Ventilate your property regularly by opening windows for short periods to reduce moisture and prevent mould.

Remember

Preparing your home for winter doesn't have to be difficult. A few simple precautions can help protect your property, reduce heating costs and keep you and your family safe and warm throughout the colder months.

Stay warm, stay safe, and don't forget to check in on neighbours who may appreciate a friendly helping hand this winter.

Help with Fuel Costs: Fuel Vouchers and Energy Support

Ochil View Housing Association can provide fuel vouchers to tenants who have a pre-payment meter and top up through PayPoint or at the Post Office.

HOW TO APPLY

Email customerservices@ochilviewha.co.uk or call 01259 722899. Our team will explain what information you need to provide. You must also send one of the following forms of evidence:

- A photograph of your pre-payment meter that clearly shows the current balance and serial number, together with proof of your address, such as a council tax bill.

OR

- A screenshot of your online energy account that clearly shows your name, address and current balance.
- You must also provide evidence that you receive benefits or have rent arrears, together with a copy of your tenancy agreement.

If you need help gathering the information, our team can help.



01259 722899

customerservices@ochilviewha.co.uk



Need Help With Fuel Costs or Energy Debt?

We can refer you for specialist support with fuel costs or energy debt, regardless of your energy supplier or whether you use a pre-payment, credit or smart meter. Help is available from:

- Clackmannanshire Council Home Energy Advice Team (HEAT)
- Cosy Kingdom for tenants in Fife

These services offer free, confidential advice on fuel costs, energy use, and fuel debt.

If you need support with fuel costs, energy use or fuel debt, please contact us. Our team will help you understand the support available.





Thinking of Getting a Pet? Please Ask Us First

Pets can bring significant health and social benefits. If you are thinking about getting a pet - or you already have one that we do not know about - please contact us to request permission.

Please apply before bringing a pet into your home.

We consider each request individually, taking account of the type and number of pets, the size and suitability of the property and access to outdoor or shared areas.

HOW TO REQUEST PERMISSION

Permission can be requested through your My Home Account. The Pet Permission Request Form can be found on your dashboard under Useful Forms. If you do not have access to your My Home Account, please contact us by email or telephone and we can complete the form on your behalf. We will ask you to provide details of the pet, including its type, breed where relevant, age and how many pets you wish to keep.

Once the form has been received by the Association, we will assess the application and determine whether permission can be granted. A decision will be provided to you within 30 days. We will not refuse permission unreasonably.

Please note permission will not be granted to keep livestock, farm animals or a dog which is prohibited by the Dangerous Dogs Act 1991.

Responsible Pet Ownership

- Keep your pet under control and care for its health and welfare.
- Make sure it does not cause noise, nuisance or distress to neighbours.
- Clean up after it and keep communal areas free from fouling.
- Prevent damage to your home, garden and shared areas.
- Keep pets safely controlled when staff or contractors visit.

Having a pet without permission may breach your tenancy conditions. If you are unsure whether permission is already in place, please get in touch with the Housing Services Team. We will explain the process and let you know what information we need.

Temporary Moves During Major Repairs: WHAT YOU NEED TO KNOW

At Ochil View Housing Association, we work hard to ensure our homes remain safe, comfortable and well maintained. Occasionally, we may need to carry out significant repairs or improvement works that cannot be completed safely or efficiently while a property is occupied.

In these circumstances, some tenants may be asked to move out of their home on a temporary basis. This process is known as a decant.

Why might a decant be necessary?

A temporary move may be required when major works need to be carried out in your home, such as extensive repairs, structural work or other improvements. Moving tenants out for a short period can allow contractors to complete the work more quickly and safely, reducing disruption in the long run.

Where would I stay?

Many tenants choose to stay with family or friends while work is taking place. If this is not possible, Ochil View will work with you to arrange suitable temporary accommodation.



Depending on availability and your household's needs, this could include:

- Another Ochil View property.
- Emergency accommodation arranged through the local authority.
- A hotel.
- Temporary furnished accommodation.

Any accommodation provided by Ochil View will be clean, safe and ready for occupation.

Financial Assistance

We recognise that being away from home can result in additional expenses.

Tenants who are temporarily decanted may be entitled to some allowances.

Some costs may remain the responsibility of the tenant, including rent payments, utility costs in temporary accommodation and any mail redirection services you choose to arrange.

Don't Forget About Contents Insurance

One of the most important things tenants can do to protect themselves is to have home contents insurance.

If your belongings are damaged, destroyed or stolen because of events such as a fire, flood, burst pipe or burglary, contents insurance can help cover the cost of replacing them, depending on the policy terms.

Why is it important?

- Your belongings are your responsibility. Ochil View Housing Association insures the building, but not your personal possessions.
- Unexpected things can happen. Fires, leaks, floods and theft can occur in any home.
- It can provide peace of mind. Insurance can help reduce the financial cost of replacing your belongings if something goes wrong.

We encourage all tenants to consider contents insurance. Paying a small monthly premium could help you avoid a much larger expense in the future.

Ochil View Housing Association works with **Thistle Tenant Risks** and **Great Lakes Insurance UK Limited** to offer a contents insurance scheme designed for tenants.

The policy may cover items such as furniture, carpets, curtains, clothing, bedding, electrical goods, jewellery, pictures and ornaments. Cover limits and exclusions apply.

To Find out more
Call: 0345 450 7286
Visit: www.thistletenants-scotland.co.uk

Having contents insurance can provide peace of mind and help cover the cost of replacing damaged items.

If you do not currently have contents insurance, we encourage you to consider arranging suitable cover and to review your policy regularly to make sure it meets your needs.

THISTLE TENANT RISKS

CANNABIS SMELLS AND SUSPECTED DRUG DEALING: WHAT TENANTS SHOULD DO

If you can smell cannabis coming from a neighbouring home, or you are worried that drugs may be used or supplied nearby, it can be upsetting and may affect how comfortable you feel in your home. This article explains what you can do, how to report concerns safely, what support is available and when the Association may be able to act.

WHAT OUR ANTI-SOCIAL BEHAVIOUR POLICY SAYS

If you are concerned about suspected drug dealing or cannabis use, report it to Police Scotland first. The Association can provide advice and direct you to the right agency. However, we will only consider tenancy action where a tenant has been charged with or convicted of criminal behaviour linked to their tenancy.

IF CANNABIS SMELLS ARE AFFECTING YOUR HOME

A smell on its own may be difficult to investigate, but we still want to know if it is accompanied by other nuisance or antisocial behaviour.

- Record any related behaviour you directly witness, such as repeated disturbance in communal areas. Stick to facts and avoid assumptions.
- Keep a note of dates, times and how it affects you.
- Contact the Association if there is an ongoing impact on your tenancy or other antisocial behaviour. We can give advice and explain what information may help.
- Do not confront your neighbour, enter their home or put yourself at risk.

IF YOU SUSPECT DRUG DEALING

Suspected drug dealing is a police matter. Report non-emergency concerns to Police Scotland by either calling **101**, using Police Scotland's online reporting service or speaking to your local community policing team. If someone is in immediate danger, you need help now, or a serious incident is happening or about to happen, call **999**.



If you wish to remain anonymous, tell Police Scotland when reporting by phone or select the anonymous option when reporting online. You can also contact Crimestoppers anonymously on **0800 555 111**. Do not approach anyone you suspect or try to gather evidence yourself.

INFORMATION THAT MAY HELP

- The address or exact location.
- Dates and times when incidents occur.
- What you personally saw, heard or smelled.
- Descriptions of people or vehicles, including registration numbers, only if these can be noted safely.
- Any police incident or crime reference number you are given.

SUPPORT AVAILABLE

If you are affected by suspected drug dealing in your neighbourhood, Victim Support Scotland can provide free and confidential help, whether or not you have reported the matter to the police. Their trained staff can offer emotional support, help you plan how to stay safe, assist you when speaking to the Association or other agencies, and explain your reporting options, including anonymous reporting through Crimestoppers. Contact Victim Support Scotland on 0800 160 1985 or visit their website. The Association can also listen to your concerns, provide advice and consider tenancy action where there is appropriate evidence. Criminal activity should always be reported to Police Scotland first.



the noise app

A Helpful Tool for Reporting Noise Issues

Using The Noise App: Quick Guide for Residents

The Noise App makes it easy to report and evidence any excessive noise issues directly from your smartphone. Here's how to get started and make the most of it.

Download & Register

Download The Noise App from the App Store (iPhone) or Play Store (Android - search "The Noise App RHE"). After installing, open the app, select Get Started, and create an account using your email address. Choose your organisation (investigator) from the dropdown menu and confirm your account via email. Once verified, log in, accept the terms, and enter your home address. Alternatively the Housing Team may have sent you an invite to join which should be found in your email inbox.

Submitting a Noise Report

To record a disturbance, open the app and tap the record button in your Noise Diary. Hold the icon to capture up to 30 seconds of noise - this doesn't have to be the full incident, just a clear snapshot. You can add multiple recordings if needed.

You'll then be asked to:

- Enter how long the noise lasted
- Select the type of noise
- Choose where it was heard in your property
- Rate its intensity and add comments explaining how it affects you
- Provide the address the noise is coming from



Once complete, review your details and press Send Report.

Tracking Your Case

Your reports appear in your Noise Diary, where you can monitor progress and add further recordings. A spinning icon shows your report is still uploading, while a tick confirms it's been received.

You can also:

- View case updates via notifications (bell icon)
- Message your investigating officer
- Add more recordings to existing cases

Important Notes

In some cases, you may need approval from your service provider before your report is investigated. If this applies, you'll be notified by email.

Stay Consistent

Continue logging incidents for as long as the issue persists - regular updates help build a clearer picture and support your case.

Community Benefits Update

As part of our Community Benefits Initiative, idverde has committed £1,000 towards a local community project. This year, the funding will support improvements at Pearson View, where two community benches will be professionally repainted to enhance the outdoor space for residents.

We are delighted to be working in partnership with idverde to deliver this project and look forward to sharing photographs and a progress update in our next newsletter.

We continue to monitor Community Benefits funding to ensure these valuable contributions are reinvested directly into our communities, helping to improve neighbourhoods and support residents.

If you have any ideas for future community projects, we would love to hear from you. Please contact Jade Murray on 01259 722899 or email tenantengagement@ochilviewha.co.uk.

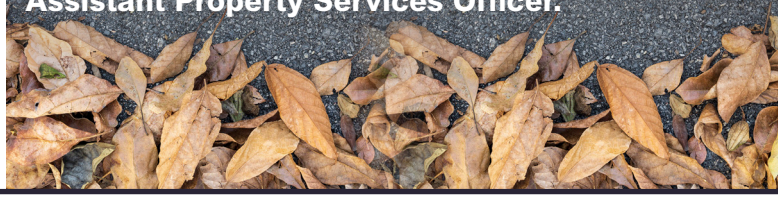
Landscaping Update

Idverde 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.

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





HOUSING (SCOTLAND) ACT 2025

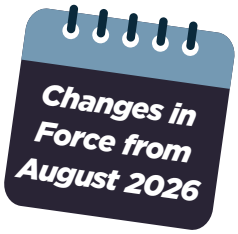
New Legislation Brings Major Changes for Scottish Secure Tenants

We recently wrote to all tenants about important changes affecting Scottish secure tenancies. These changes have been introduced through the Housing (Scotland) Act 2025, the Domestic Abuse (Protection) (Scotland) Act 2021 and the Investigation and Commencement of Repair (Scotland) Regulations 2026.

The changes to tenancy notices, domestic abuse protections and succession rights came into force on 1 August 2026. Separate regulations relating to damp and mould will take effect on 6 October 2026.

Digital Delivery of Tenancy Notices

Tenants who have chosen paper-free communications can now receive certain tenancy notices electronically, including documents such as rent increase notifications. This provides a quicker and more convenient way for landlords and tenants to communicate.



Stronger Protection for Victims of Domestic Abuse

New powers enable social landlords to apply to the court to remove perpetrators of domestic abuse from sole or joint tenancies. Where appropriate, tenancy rights can be transferred to the victim-survivor, allowing them to remain safely in their home.

The changes aim to reduce homelessness caused by domestic abuse, support families to remain within their communities, and place responsibility on those responsible for abusive behaviour rather than the victims.

Easier Access to Succession Rights

The rules governing tenancy succession following a tenant's death have changed. The qualifying residence period required before a family member, carer or other eligible person can succeed to a tenancy has reduced from 12 months to six months.

The change is expected to make succession easier for qualifying individuals while maintaining legal safeguards.

Rights for Pet Owners

Under the Housing (Scotland) Act 2025, tenants now have a clearer right to request permission to keep a pet. Landlords must consider each application individually and cannot unreasonably withhold consent.

The Association now has 30 days to respond to requests. If no decision is provided within that timeframe, permission will automatically be granted.

Faster Action on Damp and Mould

From 6 October 2026, new regulations known as Awaab's Law will introduce strict timescales for addressing reports of damp and mould.



Under the new rules, landlords must:
Investigate reports within 10 working days.
Provide investigation findings within 3 working days.

Begin any required repairs within 5 working days after the investigation concludes where substantial damp or mould is identified.

Keep tenants informed where exceptional circumstances affect these timescales.

The regulations are designed to improve housing conditions and protect the health and wellbeing of tenants and their families.

If your tenancy began before the 1st August 2026 you will have been sent a notification letter, please keep this with your tenancy agreement for future reference. If you have any questions about these changes, contact our Housing Services Team on 01259 722899 or email housing@ochilviewha.co.uk.

DAMP, MOULD & CONDENSATION

Damp, mould and condensation can be a serious issue in your home, therefore if reported, our staff will undertake a diagnosis taking account of whether this is the first report which is crucial to determining any further action that may be required.

The implementation of Awaab's Law on 6th October 2026 introduces set timescales in which landlords must investigate & repair damp & mould issues within. These timescales are as follows:

- Ensure a competent person investigates a report of damp or mould within 10 working days of the association being notified.
- Produce a written summary of investigation findings and provide this to the tenant or representative within 3 working days of the investigation's completion.
- If the investigation determines substantial damp or mould, the landlord must ensure repair work is commenced within 5 working days after the investigation is completed.
- Upon the work commencing, works must be completed within a maximum of 20 working days.
- Ensure the property will continue to be substantially free from damp and mould, as far as reasonably practicable.

If we are unable to comply with the timescales outlined above due to circumstances beyond our control, we will notify you to confirm;

- The specific timescale we are unable to comply with and the reason(s) as to why we cannot meet that timescale.
- Provide a revised timescale that we can comply with.

During the investigation, we will inspect your home and assess the entire building, discuss temperature and humidity levels and check all ventilation. We will also look for structural defects and ask you questions about how you and your family live in your home. In some cases, we may engage an independent inspection by a qualified contractor or surveyor for further advice. If any repairs are identified, we will always tell you what we are doing and why, and we will contact you after several weeks to ensure any repairs are working effectively to cure the problem.

Here are some self-help tips that can help deal 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.



My Home Owners Reminder



Owners can now register and use our online portal called My Home.

Through the portal, you will be able to access information securely and it will allow you to: -

- View payment transactions
- Print an online statement
- Make a payment
- View repairs history
- View outstanding repairs
- Place a repair request
- Update your details and contact information
- Request a meeting with a member of staff
- Report a complaint
- View/download any documents such as Factoring Agreements or Development Schedules

The service is free to use and allows you to access services whenever you want, whatever the time.

If you would like help getting started, or have any questions on this, one of our Digital Champions can assist. Simply email factoring@ochilviewha.co.uk or call us on 01259 722899.

My Home HELP

My Home is our online tenant portal available through our website by clicking on the green 'My Home' link. It allows our tenants to update contact details, log repairs, make rent payments, amend occupant details, complete online forms and more. Many of your important tenancy documents also are available on My Home and can be accessed at any time. The 'Useful forms' section is available on My Home and includes Pet Permission and Alterations & Adaptations amongst others.

If you need any assistance, need to get set up or have a question about My Home then our Digital Champions are available to assist with any help, either at your home or in the office.



Please help prevent blocked drains

Over the past 12 months, the Association has raised around 45 repair orders with our drainage contractor, Drainclear 247 and in some cases, we have been advised that blockages were caused by items being flushed down toilets that should have been disposed of in the bin.

Please do not flush **wipes**, **sanitary products** or **other bathroom items** down the toilet as these can block drains internally and also cause blockages to external drains that may serve you and/or neighbouring properties.

In line with guidance from Scottish Water, please follow the **3Ps rule** and only flush **Pee**, **Poo and Toilet Paper**.

Please see the list of Do Not Flush items below.

- Any type of wipe, including baby wipes, facial wipes, personal hygiene wipes and cleaning wipes - even if labelled as 'flushable"
- Sanitary products, including sanitary towels, tampons, applicators, panty liners, backing strips and wrappers
- Cotton wool, cotton buds, disposable nappies and nappy liners
- Condoms, incontinence pads, colostomy bags, used bandages and contact lenses
- Medicines – please return any unused medicines to your local pharmacy for safe disposal

Thank you for helping our drain lines run clear

Mill Road

In relation to the Mill Road building construction and external cladding we are continuing to work with a Fire Safety Consultant and are formulating our programme of remedial works in line with the Scottish Government's Cladding Remediation Programme.



When finalised the survey outcomes are presented to the Scottish Government for approval of remedial works.

Meantime, we have undertaken the following actions ;

- Improved housekeeping in all common areas and undertake regular weekly checks to ensure all common areas are kept clear. We are grateful to all Mill Road tenants who have actively assisted in maintaining this.
- Provided a waking watch fire monitor in both buildings.
- Fire evacuation plans and personal evacuation plans are held in fire proof boxes in the common stair.
- Internal flat surveys were undertaken to assess the fire stopping of the flat compartments.
- Installing new lock mechanisms to each flat entrance door.

All affected tenants will be kept informed of changes or any updates as we progress this area.

Should you have any questions, please contact Ailsa Sadowski.

Legionella safety in your property

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,
- Flushing all the toilets on your return
- It is also recommended that you clean and de-scale your shower head too!

Mira Showers



If you have a Mira shower, it is important that you only use Mira approved parts if you are changing the shower head or hose.

We are seeing an increase in the number of repair calls to poor water flow where the problem is due to the incorrect shower head and / or hose that has been fitted. Not every shower head is suitable and this can take up valuable time and resource repairing these problems and may also be chargeable.

If you have any questions, you can call our team for advice.

VERMIN & waste disposal



There has been an increased number of reports of rats and other vermin being seen throughout the area.

Pest Control has provided the following advice to help deter rats from gardens and properties:

- Rats can breed quickly and, in ideal conditions, their numbers can increase rapidly. Please ensure all food waste is disposed of properly, ideally by using the local authority food waste collection service.
- Dumped rubbish bags can attract vermin searching for scraps or food waste. Please place general waste in the green wheelie bin and ensure the lid is fully closed.
- Keep gardens tidy and grass cut back. Rats and mice may seek shelter in overgrown grass, shrubs, or cluttered garden areas.
- Only feed birds and wildlife using hanging feeders. Avoid placing food on the ground, as this can attract vermin.



Clackmannanshire Council provide waste services to residents – providing 4 different wheelie bins:

Blue Bin - For recyclables - Plastic containers, Metal cans & containers, Drinks cartons (all rinsed). More space can be made by crushing down your containers and cans. Uplifted every 4 weeks.

Brown Bin - For garden waste – grass cuttings, flower and plant cuttings, twigs and small branches, weeds etc. Uplifted every 3 weeks.

Grey Bin - For paper and cardboard products (ensure all your cardboard and paper is flattened to maximise space. There should be no tissues, kitchen towels, soiled or wet paper placed in the grey bin. Uplifted every 4 weeks.

Green Bin - For items that cannot be recycled or reused – Wallpaper, Pet waste, contaminated or soiled packaging, used hankies, nappies, cotton wool etc. Uplifted every 4 weeks.

Food caddy - For all food waste items, no pet waste or liquids. Uplifted weekly.

Ochil View HA continue to offer our tenants a reduced cost uplift service which is provided by Clackmannanshire Council. This is limited to 2 uplifts per year at a cost of £20.00 per uplift. Uplifts can be arranged by contacting Clackmannanshire Council on 01259 450000, this service is suitable for oversized items that will not fit into a standard wheelie bin but is limited to 5 items per uplift.

Ochil View HA also provide **FREE** brown bin permits for our tenants. If you require a brown bin permit then please contact us.

Have Your Say!

We want our newsletter to be useful, relevant and enjoyable for all our tenants, and we'd love to hear your ideas.

If there's a topic you'd like us to cover, please let us know. Your feedback helps us create a newsletter that matters to you and your community.

Share your suggestions by contacting us at tenantengagement@ochilviewha.co.uk or speak to a member of our team. We look forward to hearing from you!

Staff & Contractor Safety

Working Together to Keep Everyone Safe During Home Visits

The safety and wellbeing of our tenants, staff and contractors is extremely important to us. Whether we're carrying out a repair, home inspection or routine visit, we want to ensure the experience is safe, respectful and positive for everyone involved.

Checking Identification
For your safety and peace of mind, all Ochil View staff and approved contractors will carry official photo identification. Before allowing anyone into your home, please take a moment to check their ID.

If you are ever unsure about the identity of a visitor claiming to represent Ochil View, please contact us on 01259 722899 and a member of our team will be happy to verify their details before you allow them access to your property.

Keeping Pets Safe During Visits
We understand that pets are valued members of the family. However, during home visits we kindly ask that all pets are secured in a separate room where possible.

This helps to protect our staff, contractors and your pets from accidental injury, prevents pets from becoming distressed, and allows work to be carried out safely and efficiently.

Creating a Safe Environment
To help our staff and contractors work safely in your home, we would also appreciate your assistance by:

- Keeping access routes clear of clutter and trip hazards.
- Ensuring children are supervised during visits.
- Informing us in advance of any specific safety concerns within the property.
- Treating staff and contractors with courtesy and respect.

By working together, we can ensure home visits are completed safely, efficiently and with minimal disruption to you and your household.

Thank you for helping us keep everyone safe.








Clackmannanshire Community Housing Day 2026

In July, we were delighted to take part in the annual Clackmannanshire Community Housing Day alongside Paragon Housing Association, Kingdom Housing Association, Clackmannanshire Council, and Clackmannanshire Tenants and Residents Federation.

Sponsored by Aico, this year's event offered a fun-filled day for residents of all ages. Attendees enjoyed live music, face painting, a magician, delicious food, ice cream, and a variety of family-friendly activities. Children especially loved the opportunity to 'Adopt a Teddy', while residents also had the chance to meet and connect with local organisations and community groups.

The event was a huge success, bringing people together from across the community and creating a fantastic atmosphere throughout the day. It was wonderful to see so many residents enjoying the activities, building new connections, and celebrating everything that makes our community special.

A huge thank you to everyone who attended and helped make the day such a success. We would also like to extend our sincere thanks to Aico for their generous sponsorship and support in making this event possible.

aico® PARAGON HOUSING ASSOCIATION LIMITED KINGDOM Group Clackmannanshire Council Clackmannanshire Tenants & Residents Federation

A huge congratulations to Megan and Jamie Howie from Tullibody, who are this year's Garden Competition winners!

Garden Competition WINNERS 2026

Over the past few months, Megan and Jamie have dedicated countless hours to transforming their garden into a beautiful outdoor space. Demonstrating both creativity and sustainability, many of the garden's unique features were handcrafted using reclaimed materials, including scrap wood sourced from Facebook Marketplace and the Forthbank Recycling Centre.



One of the garden's most striking additions is a charming water feature, created by repurposing an old soup pot that once belonged to Megan's grandfather. This special feature not only adds character to the garden but also brings sentimental value, making it a truly unique focal point.



Speaking about their win, Megan said:

"I'm absolutely delighted. Ask me again in February when I'm trying to keep it all alive!"



The judges were impressed by the thought, effort, and imagination that went into creating such a welcoming and attractive garden space.

As a reward for their hard work, Megan and Jamie received a £50 voucher, which we hope they enjoy spending.

Congratulations once again from everyone at Ochil View Housing Association on this fantastic achievement and well-deserved win!



Christmas Window Decorating Competition 2026

Get festive and show off your Christmas creativity!

This December, we're inviting tenants to take part in our Christmas Window Decorating Competition 2026. Whether you love twinkling lights, handmade decorations, festive characters or a traditional Christmas display, we want to see your most imaginative and eye-catching window designs!

Decorate a window in your home with a festive theme and send us a photograph of your completed display. Entries will be judged on creativity, originality and festive spirit.

The winning display will be announced on Friday 18th December 2026, with the winner receiving a special Christmas prize.

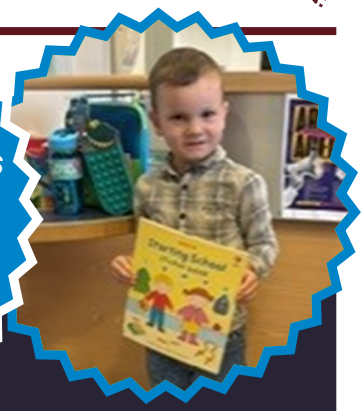
This is a great opportunity to spread some festive cheer throughout our communities and get involved in some seasonal fun with family, friends and neighbours.

To enter, please email your photo to **tenantengagement@ochilviewha.co.uk** or if you need a little help with taking a picture, please give us a call and one of our Elves will be happy to help!

We can't wait to see your festive creations and celebrate the Christmas spirit together!

Good luck and happy decorating!

A huge congratulations to Dominykas, who was the the winner of our Starting School Bundle!



Dominykas shared that he was most excited about filling his new school bag with all of his school essentials, including pencils, paper, his lunch box and water bottle, as he prepared for his big first day.

We hope you had a fantastic start to Primary One, Dominykas, and wish you lots of fun, learning and new friendships as you begin this exciting new chapter.



TPAS National Good Practice Awards Success

We are delighted to announce that on 17th June, Ochil View Housing Association was named a winner at the TPAS National Good Practice Awards, taking home the award for Good Practice in Widening Participation.

This fantastic achievement recognises the success of our Come Dine With Us events, which were held last November to help tackle social isolation and bring tenants together during the darker winter months. The events provided an opportunity for residents to enjoy a hot meal, take part in quizzes and bingo, and connect with both familiar and new faces in a welcoming and relaxed environment.

Jade Murray, Tenant Engagement & Communication Officer, said:

"Our Come Dine With Us events aimed to tackle social isolation during the dark winter nights, giving tenants the opportunity to connect over a hot meal, quiz, and bingo. The feedback we received after each event was amazing, and it was so nice to see tenants come together and meet both old and new faces."

Receiving this national award is a wonderful recognition of the positive impact these events had on our tenants and communities. It highlights the importance of creating opportunities for residents to come together, build relationships, and feel connected within their communities.

A huge thank you goes to all the staff who generously volunteered their time to support the events, and to every tenant who attended and helped make them such a success. This award belongs to everyone who played a part in making Come Dine With Us such a memorable and rewarding initiative.



Important Safety Reminder: Electric Scooters and Electric Bikes

Ochil View Housing Association is reminding all tenants to take extra care when using, storing and charging electric scooters and electric bikes due to the potential fire risks associated with lithium-ion batteries.



Electric Scooters and E-Bikes

Tenants are reminded that electric scooters and electric bikes must not be stored in communal closes, stairwells, corridors or escape routes.

These areas must remain clear at all times to allow residents to exit the building quickly and safely in an emergency. Electric scooters and electric bikes can also present a potential fire risk if batteries become damaged or faulty.

Please also remember that under current legislation, it is illegal to use privately owned electric scooters on public roads, pavements and cycle paths. Police have the power to stop riders and may confiscate electric scooters being used unlawfully.

Safe Charging Guidance

To reduce the risk of fire, please follow these important safety tips:

- Never charge an electric scooter or electric bike battery unattended overnight.
- Do not leave batteries charging when you are away from home.
- Never charge a battery that has been dropped or damaged.
- Keep batteries away from combustible materials and heat sources while charging.
- Always use the manufacturer's approved charger.
- Avoid overcharging batteries and disconnect them once fully charged.



Certified Batteries

Only use batteries that display recognised safety certification marks such as:

CE UKCA UKNI

If a battery does not display one of these markings, it may not have been manufactured to UK or EU safety standards and could pose an increased fire risk.

If a Battery Starts Smoking or Catches Fire

If a battery begins to:

- Smoke
- Catch fire
- Emit unusual smells
- Make popping or cracking noises

Leave the property immediately and call 999.

Do not attempt to extinguish the fire yourself and do not pour water onto the battery, as this could cause the battery to explode.

Battery Disposal

Old or damaged batteries should never be placed in household waste bins.

Residents can safely dispose of batteries at:

- Forthbank Recycling Centre (for Clackmannanshire Council residents)
- Dunfermline Recycling Centre (for Fife Council residents)
- Local supermarkets (for small household batteries)

If you have any questions regarding electric scooters or electric bikes please contact Ochil View Housing Association for further advice.

Donation to Strathcarron Hospice

At our Clackmannanshire Community Housing Day in July, Walk Don't Run kept the crowd entertained all day with a fantastic selection of country classics.

Strathcarron HOSPICE
Making every moment count

Rather than charging a fee for their performance, they kindly asked for donations to support Strathcarron Hospice.

A huge thank you to Walk Don't Run for their amazing performance and for helping us support such a worthwhile cause from all at Ochil View HA, Kingdom, Paragon HA, Clackmannanshire Council & Clackmannanshire Tenants & Residents Federation.

Dress Down Donation



Every month, Ochil View Housing Association staff donate to take part in a dress down day on the last Friday of the month, with local charities nominated to receive the funds raised.

We're delighted to announce a **£500 donation** to Epilepsy Scotland , who work with people living with epilepsy to ensure their voices are heard and supported.

A big thank you to our staff for their continued generosity and for helping make donations like this possible.

epilepsy scotland

If you or someone you know would like support from Epilepsy Scotland, you can contact them on 0141 427 4911 or email admin@epilepsyscotland.org.uk.





Scottish Housing Day 2026: 'Healthy Homes, Healthy Futures'

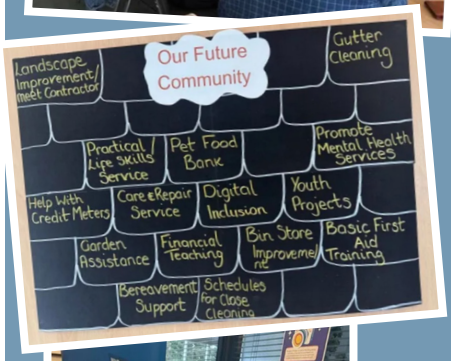
In September, we celebrated Scottish Housing Day by welcoming tenants to our office for an interactive and informative session focused on Healthy Homes, Healthy Futures.



The event encouraged tenants to think about safety and wellbeing in the home through a fun home hazard challenge, where participants worked together to identify potential risks around a property. The winning teams were rewarded with a £10 Costa voucher for their efforts.

Tenants also made personal pledges to help keep their homes safe, healthy and comfortable, while sharing valuable ideas and suggestions about how Ochil View can continue to improve our communities in the years ahead.







A huge thank you to everyone who joined us on the day. Events like these provide a fantastic opportunity for tenants and staff to come together, learn from one another, and work in partnership to create healthier, safer and happier homes for all.

SCOTTISH HOUSING DAY
HEALTHY HOMES
HEALTHY FUTURES

TENANT ENGAGEMENT ROUND UP

Since our last newsletter, there has been a great deal of exciting tenant engagement activity taking place across Ochil View. Here are some of the highlights from recent months:

OCHIL VOICE

Get Involved!

Our tenant scrutiny and consultation group, Ochil Voice, has recently completed its review of our Customer Service Standards Policy. We are pleased to report that all five recommendations put forward by the group were approved by our Board and have helped shape improvements to the way we deliver services. This included the introduction and publication of our new Customer Charter, which clearly sets out the standards of service tenants can expect from us.

Ochil Voice is also keen to welcome new members. Whether you would like to have your say on housing services, help review policies, or simply learn more about how the Association operates, we would love to hear from you.

CLACKMANNANSHIRE COMMUNITY HOUSING DAY

Earlier this year, we hosted our Clackmannanshire Community Housing Day, bringing tenants together from across the county to meet staff, access information and advice, and take part in a range of fun activities. The event provided a fantastic opportunity to connect with tenants, gather feedback, and celebrate the strong sense of community within Ochil View.

SCOTTISH HOUSING DAY & CHALLENGE POVERTY WEEK

We were proud to support both Scottish Housing Day and Challenge Poverty Week through a variety of awareness-raising activities and tenant engagement opportunities. These events highlighted the importance of safe, affordable housing and showcased the support available to tenants through our tenancy sustainment, welfare advice, and community initiatives.

COMING UP...

What's Coming Up?

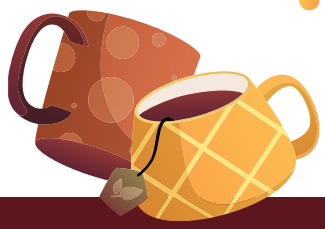
We have lots to look forward to over the coming months, including:

- Our Christmas Competition featured in this newsletter
- Our **Together This Winter** project, designed to bring tenants together, reduce social isolation, and support wellbeing through a programme of seasonal activities throughout the winter months.
- CIH Scotland Housing Awards 2026

Keep an eye on our website, social media channels, and future newsletters for updates and booking information. We look forward to seeing you at our upcoming events!



What's Next??



Fondly Remembering Aileen Crichton



Aileen Crichton, former Board Member of Ochil View, very sadly passed away on 26th June this year.

Aileen first expressed an interest in joining the Board in early 2007. At an initial meeting with former Chairperson Teresa McNally, she shared the life experience and insight she had gained as a tenant and was subsequently co-opted to the Board in October 2007 and formally elected in August 2008.

Alongside her role as a Board Member, Aileen served on most of the Association's subcommittees over the years. She also chaired the Involved Residents Group, where her strong people skills were evident. She managed the lively group firmly and respectfully, keeping discussions positive and focused on the agenda.

Aileen enjoyed attending conferences, particularly the annual Care & Repair Conference, usually held in Dunblane. She valued meeting people from other social housing organisations and exchanging ideas and practical tips with fellow delegates.

Beyond her commitment to Ochil View, Aileen enjoyed singing, crafts, sewing, knitting, and making cards and jewellery. Above all, she took great pleasure in helping others in any way she could.

Aileen's greatest love and source of pride was her family, who visited her and Sheila regularly.

Aileen is deeply missed by everyone at Ochil View, as well as by her family and friends.

STAFF NEWS



Amanda Hay

Director of Property Services

"I've recently joined the Property Services team.

There is lots happening in the property team, delivering kitchen, window and door upgrades, working to put the new Reactive and Void Maintenance contract in place, budgeting and programming works for future years and embedding our housing stock data into our new Housing and Asset database.

I enjoy seeing how our work can make improvements in your homes.

I'm really enjoying being part of Ochil View, everyone on the Property Team and the wider staff and Board have been very welcoming."

Goodbye Molly



I have been with Ochil View Housing Association for the past three years, and during that time the Association has been a wonderful place to work. I have been very fortunate to work alongside such supportive and amazing colleagues.

While working at OVHA, I was given the opportunity to complete the CIH Level 2 Certificate in Housing Practice. With the help and support of Linda, Director of Housing Services, Jade, Tenant Engagement & Communications Officer, and Leona Hens, Property Services Assistant, I was able to pass the course first time. This achievement will support my career development in the future, and I am very grateful for the encouragement and guidance I received.

I would like to say a huge thank you to everyone at OVHA for making my time here such a positive and rewarding experience. I have made many happy memories and will always appreciate the support and kindness shown to me throughout my time with the Association.

While I hope that one day I may have the opportunity to return to OVHA, for now it is time for me to focus on spending more time with my family.

Thank you once again, and I wish everyone at OVHA all the very best for the future.

Brook Saville



"I'm Brook Saville and I am the new Assistant Finance Officer. Prior to this position I worked for a Fife based housebuilder for 10 years giving me plenty of experience in the housing sector. However, I look forward to learning more about this side of the sector.

In my spare time I enjoy reading, listening to music and meeting up with friends and family."

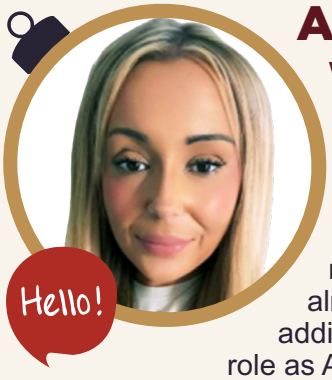
Finlay Ross



Hi Everyone, thank you for the warm welcome I have had since starting my temporary position within the Assets Team, I am very pleased to be with you all, even if only for a short period. I have been working in Social Housing for over 30 years now from on the tools as an electrician through various roles to Senior Management positions with Local Authority and Housing Associations.

In my private life my partner Fiona and myself enjoy our dogs and helping with Greyhound Rescue and I enjoy motorcycling.

A warm welcome to Kaylie



Kaylie McGrath joined us in July to provide cover during Katie's 12-month maternity leave and has already become a valued addition to the team. In her role as Assistant Housing Services Officer, she will support colleagues with the day-to-day delivery of the housing service. Since joining, Kaylie has settled in well and has approached the role with enthusiasm, a willingness to learn and a positive attitude. Kaylie will be working closely alongside Donald, one of our Housing Services Officers covering a dedicated area. We are delighted to welcome Kaylie and look forward to supporting her throughout her time with us.



Firework & Bonfire Safety



Bonfire Night - also called Guy Fawkes Night is November 5th and it is important to remember the safety of yourself and others.

The safest way to enjoy Bonfires and fireworks is to attend an organised public event. If you are planning to have a bonfire or set off private fireworks please remember

- Don't leave bonfires unattended.
- Build your bonfire well away from houses, garages, sheds, fences, trees, hedges, and vehicles.
- Always supervise children around bonfires & fireworks.
- Please consider your neighbours and animals when using fireworks.
- Animals can find fireworks particularly distressing, if you have any pets, please ensure you keep them indoors.
- Never set off fireworks after 11pm - this is against the law.
- Never drink alcohol when handling fireworks.

You can report fireworks misuse or deliberate fire raising to Police Scotland by calling 101, In an emergency ALWAYS dial 999.

How to contact us

Did You Know? There Are Lots of Ways to Get in Touch With Us

At Ochil View Housing Association, we want to make contacting us as easy and convenient as possible. Whether you prefer speaking to someone directly, visiting in person, or using digital options, we've got you covered.

Here are all the ways you can get in touch:

EMAIL - If you have a question or need assistance, you can email our Customer Services team at: **customerservices@ochilviewha.co.uk**

PHONE - Prefer to speak to someone? Give us a call on: **01259 722899**

HOME VISITS - We understand that sometimes it's easier for us to come to you. Home visits can be arranged where needed - just get in touch to discuss this option.

VISIT OUR OFFICE - You're always welcome to drop in and speak to us in person at: **Ochil House, Marshill, Alloa, FK10 1AB**

MY HOME - Online Tenant Portal - Manage your tenancy, report issues, and access services anytime through our My Home online tenant portal.

ONLINE CHAT - For quick queries, you can chat with us through our website: **www.ochilviewha.co.uk**

SOCIAL MEDIA - You can also contact us via our social media pages by following us on **Facebook** and **Instagram**: **@ochilviewha**

Accessible Communication for Everyone

We want to make sure all our tenants can access information in a way that works for them. We can provide communication in different formats, including:

- Large print
- Translated documents
- Other accessible formats on request

If you require information in an alternative format, please contact us at **customerservices@ochilviewha.co.uk**, and we'll be happy to help.

No matter how you choose to contact us, we're here to support you every step of the way.

HAPPY TO TRANSLATE

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.

Who do I contact?

To help you get the right support as quickly as possible, please use the contact details below for your enquiry.

Neighbour Complaints, Tenancy Support & General Housing Advice

Donald Beaton - Housing Services Officer
Kaylie McGrath - Assistant Housing Services Officer
Joanne Reid - Housing Services Officer
Holly Brember - Assistant Housing Services Officer
Adele Rae - Housing Services Officer
Kirsten Kirkwood-Riggans - Assistant Housing Services Officer
housing@ochilviewha.co.uk
01259 722899

Housing Applications & These Homes Enquiries

For housing application queries or information about These Homes, please contact:
Donna Phillips - Housing Services Assistant
housing@ochilviewha.co.uk
01259 722899

Reporting a Repair

To report a repair or discuss an existing repair request, please contact:
Connor Hazelet - Property Services Assistant
Gillian Wilson - Property Services Assistant
Tara Hamilton - Assistant Property Services Officer
repairs@ochilviewha.co.uk
01259 722899

Factoring & Adaptation Enquiries

For factoring services or property adaptations, please contact:
Vicki Brown - Property Services Officer
Margaret Scott - Assistant Property Services Officer
factoring@ochilviewha.co.uk
01259 722899

Rent Enquiries & Welfare Rights Advice

For information about your rent account, benefits or welfare rights support, please contact:
David Bishop - Assistant Housing Services Officer
Margaret Hall - Tenancy Sustainability Officer
housing@ochilviewha.co.uk
01259 722899

Tenant Engagement Enquiries

If you would like to get involved in tenant participation activities, events, consultations or scrutiny opportunities, please contact.
Jade Murray - Tenant Engagement & Communication Officer
tenantengagement@ochilviewha.co.uk
01259 722899

Property Enquiries & Inspections

For property inspections or general property-related enquiries, please contact:
Grahame Phillips - Property Services Officer
Ashleigh Brown - Property Services Officer
repairs@ochilviewha.co.uk
01259 722899

Compliance Enquiries

For gas safety checks, electrical safety inspections and other property compliance matters, please contact:
Andy MacKinnon - Property Services Officer
Leona Hens - Property Services Assistant
compliance@ochilviewha.co.uk
01259 722899

General Enquiries - If you are unsure who to contact, our Customer Services Team will be happy to help and direct your enquiry to the appropriate member of staff.

customerservices@ochilviewha.co.uk 01259 722899