

# THE LOCHIL VIEW

Alloa, Sauchie & Clackmannan

## UPCOMING

### Christmas Events IN YOUR AREA

#### PLAY ALLOA CHRISTMAS FAIR

19 Broad Street, Alloa  
Sunday 1st December  
12pm to 2pm

*Stalls, crafts,  
raffle, hot  
food and more!*



#### THE GATE CHRISTMAS MARKET

2 Ludgate, Alloa  
30th November  
10am to 2pm



*Stalls, gifts  
and Santa!*

## Budget UPDATE

This financial year, we are aiming to deliver a significant investment programme as shown below with brief updates on progress.

Total  
Investment  
Cost  
**£816,000**

### Kitchen Upgrades

**£533,000**

Contract currently underway in Colville Gardens, Pearson View, Paton Court, Kirkgate, Schawpark, Sprotwell Avenue and Posthill.

### Windows / Door Upgrades

**£37,000**

Awaiting tender returns. Areas include Bank Street (1 address), Burgh Mews (windows only) and Bedford Place.

### Door Entry Upgrades

**£6,000**

To be awarded shortly. Area includes Mill Road.

### Thermostatic mixer valve installations

**£240,000**

Currently underway in all areas.

If you are due for any of the above upgrades, you will be contacted directly by our staff when we are ready to begin works.

If you have any questions on our investment plans, you can ask for Billy McCord or Andrew Gibb.

## Tenancy Sustainment Support

Since April 2024 we have helped a total of 273 tenants with 360 different enquiries, ranging from benefit advice to help with energy costs.

Our tenants are better off by **£419,598.69** This includes Housing Benefit of **£61,198.58** and Universal Credit of **£162,535.89**

In your area this included helping 104 tenants leading to overall additional income of **£183,077.12** including **£30,543.02** Housing Benefit and **£7,795.16** Universal Credit.

This is an average gain of **£1,760.35** for each tenant in your area that has been helped since April 2024.

If you would like information on Benefits etc, then please contact Margaret Hall, our Tenancy Sustainment Officer.



## 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**.

## STAY INFORMED

Follow us on Facebook to get more local news and info

📞 01259 722899

✉ customerservices@ochilviewha.co.uk

🌐 www.ochilviewha.co.uk

📘 ochilviewha

🐦 twitter.com/ViewOchil



## Dumped items and bulk uplifts

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.

## 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.**



## Firework safety

With Bonfire night upon us 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.

- Don't leave bonfires unattended.
- Always supervise children around 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.

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



## Kippen Place

We have been experiencing ongoing issues with fly tipping and litter in Kippen Place.

Whilst we appreciate that residents may place rubbish out for uplift, we ask that they contact us to let us know that a bulk uplift has been arranged. Similarly, we would ask that residents report any incidents of fly tipping to us, as this should have been captured on CCTV and the responsible resident will be recharged for any clear up costs.

**Please make sure your bins are not contaminated and are presented for uplift on the correct dates. Bin calendars can be found on Clackmannanshire' Council's website.**

**Your assistance with this helps us to improve your area.**



## Clacks Young Parents Project



**Clackmannanshire Young Parents Project is for parents or parents-to-be aged 16 to 24, who may be thinking about their future and looking to move on with their life.**

They offer friendly and practical support to help young parents plan towards the future they want, at a pace the individual is comfortable with and when the time is right for them.

### Examples of how we can help include:

- One to one guidance and support
- Support with benefits, finances and managing money
- Help with housing and managing a tenancy
- Assistance with further learning and training
- Help with childcare

### Simply contact:

Kilncraigs, Greenside Street, Alloa, FK10 1EB  
Tel: 01259 450000  
Email: [youngparents@clacks.gov.uk](mailto:youngparents@clacks.gov.uk)

Clackmannanshire

## Family Support Drop-ins



Pop in to a drop-in session at one of our hubs and speak to one of our friendly team who can chat with you in confidence about local family support options, enabling you to make the best choice for you and your family.

**The Family Support Collaborative is made up of over 50 groups in Clacks offering a wide range of help including but not limited to;**

- Parent/carer groups
- Childcare and holiday support
- Groups for babies and toddlers
- Financial, skills, health service advice
- Whole family support

### Drop-in hubs

- Alloa Family Centre. Mondays 9.15am - 11.15am
- The Blue Hoose, Tullibody, 101a Newmills. Fridays 9.30am - 11.30am



Clackmannanshire Council



## FIRE SAFETY

Remember that communal closes and hallways become an escape route in the event of a fire, these should therefore be kept clear. This is for your safety and the safety of others.

Items can be a fire risk and act as a fuel (paper, packaging etc) whilst non-combustible items (bicycles, metal furniture) may cause an obstruction should you need to leave in an emergency especially if there is limited visibility due to smoke.

**No items should be stored in the communal closes.**

During the festive season it is important to remember that sockets must not be overloaded with additional Christmas tree light sets, portable heaters and other electric festive decorations.

**Overloaded sockets can become a fire risk.**

**Never leave any candles unattended and always keep out of the reach of children and animals.**



## In winter it is really important to take preventative measures to PROTECT YOUR HOME when the cold weather creeps in!

**Keep your house warm and protect from frozen pipes:**

- In very cold weather keep heating on overnight at a low temperature
- Report leaks to taps or valves immediately
- Ask us where your mains stop valve is located

**If your water supply becomes frozen:**

- Turn off your water at the mains valve
- Open all cold taps to drain the system
- Turn off your central heating or immersion
- Contact our Emergency Repairs Service

**If you have a burst pipe:**

- Turn off your water at the mains valve
- Switch off the electricity, any water heaters and any central heating
- Open all taps to drain your system.
- Contact our Emergency Repairs Service.

**Going on holiday over winter?**

- Make sure someone else can check on your home regularly
- Let us know your contact details
- Ask for advice on turning off your water supply

**Tips to prevent condensation in your home**

- Keep your home well ventilated - open windows daily and keep window vents open
- Always use the kitchen extractor fan when cooking and leave it on for longer than you are cooking
- After bathing open windows and always use bathroom extractor fans during bathing
- Try to maintain a constant temperature in your home
- Keep lids on pots and pans whilst cooking so that the moisture does not escape from the pans

## Kerbside bin uplifts

Clackmannanshire Council has made changes to your recycling and waste services so they can reduce carbon emissions and increase the efficiency of recycling in Clackmannanshire. Paper, card and cardboard should now be placed into the grey bin.

Contaminated bins will not be uplifted so it is important to ensure that the correct waste goes into each bin.

**From October 2023 the grey, blue and green bins will be collected every 4 weeks. There will be no change to your brown bin or food caddy collections.**

**For more information:**

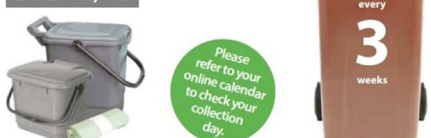
**X @Clackswaste**  
**www.clacks.gov.uk**  
**01259 450000**

## Your kerbside recycling service

<b>Blue Bin</b> Cartons, food and drinks cans, foil, plastic bottles, pots, tubs and trays	<b>Grey Bin</b> Paper, card and cardboard	<b>Green Bin</b> Non-recyclable waste
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<b>Food Waste Caddies</b> Cooked & uncooked food waste Collected every week	<b>Brown Bin</b> Garden waste Collected every 3 weeks
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## WHAT'S ON



**THE BOWMAR CENTRE** in Alloa runs activities throughout the week for the community from Pensioners Group, Community Café, Family Activities and more.

The Bowmar Centre also has other organisations that use the centre for activities.

**For further details please pop into the Bowmar Centre or email [communitylearning@clacks.gov.uk](mailto:communitylearning@clacks.gov.uk)**

**THE GATE**, Ludgate, Alloa runs a number of events throughout the week including Clacks Memory Café, Breakfast Bingo & The Gate Book Club. **For further information please see their Facebook page or visit <https://the-gate-charity.org/>**

**SAUCHIE COMMUNITY GROUP** host a number of groups and activities – Community Group Choir, Carpet Bowls, Chair Yoga, Mature Movers, Chatty Latty, Soup N Sandwich Lunches are just a few of the groups and activities that are available.

**For more information please email [sauchiecommunitygroup@outlook.com](mailto:sauchiecommunitygroup@outlook.com) or call Laura on 07532796156.**

**AREA WIDE INFORMATION CAN BE FOUND ON <https://clackslife.co.uk/>**



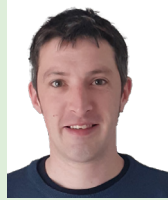
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**Linda Ure**  
Housing Services Officer



**Adele Rae**  
Assistant Housing Services Officer



**Joanne Reid**  
Housing Services Officer



**Donald Beaton**  
Housing Services Officer



**Grahame Phillips**  
Property Services Officer (Reactive/Voids)



**Billy McCord**  
Property Officer (Compliance/Planned)



**Andy Walls**  
Property Officer (Reactive/Voids)

**Chris McShane**  
Tenant Engagement & Communications Officer



**Katie McPhait**  
Assistant Housing Services Officer



**Kirsten Kirkwood**  
Assistant Housing Services Officer



**David Bishop**  
Assistant Housing Services Officer (Arrears/Admin)



**Tara Hamilton**  
Assistant Property Services Officer (Reactive/Voids)



**Margaret Scott**  
Assistant Property Services Officer (Compliance/planned)

## STAFF OUT AND ABOUT

**Alloa - Linda Ure:** Bridge Terrace, Ash Grove, Bank Street/Burgh Mews, Mar Street, Earl of Mar Court, Colville Gardens, Mercat Wynd, Broad Street/Stripehead, Kirkgate, Carpenters Wynd

**Donald:** Elm Grove/Forth Cres, Bowhouse Gardens, Hill Park/Street, Paton Court, Burleigh Way, St Mungo's Wynd

**Joanne:** Mill Road, Ashley Terrace, Garvally Crescent, Bedford Place

**Sauchie - Joanne:** Pearson View, Baillie Court, Millers Lade Avenue, Posthill, Schawpark Avenue, Gartmorn Road, Sprotwell Terrace, Beechwood, Rosebank, Fairfield, Kippen Place **Fishcross - Donald:** Alloa Road **Clackmannan - Joanne:** Millbank Crescent

## 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

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.**

## 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!**

## Alloa Dementia Resource Centre

The centre aims to support people with dementia, their families, relatives and friends at any stage of the illness. The following support is on offer:

- Information and advice
- Community activities for people with dementia and carers
- Day care
- Peer support groups
- Various volunteering opportunities

It is open Monday to Friday, 9am to 4pm and you can find it at: 2-4 Mill Street in Alloa.

**Call 01324 559 480 or email: [falkirkservices@alzscot.org](mailto:falkirkservices@alzscot.org) for more information.**



## Fire Safety in Communal Closes

It is really important that your communal close is kept cleared of any items for fire safety reasons as it may obstruct the fire escape route.



**These stairs must be kept clear of all obstructions**

- Do not prop open fire doors in communal areas
- Do not clutter the stairs, corridors and landings with personal items or things that can set fire easily
- Do not store prams, bicycles or mobility scooters in communal areas
- Do not store flammable materials in cupboards that have electrical circuits
- Do not smoke in communal areas

Please tell us you see anything in the communal areas that does not belong there and put any rubbish in bins provided.

**Please remember that Ochil View also subsidises the cost for bulk uplifts in both Fife and Clackmannanshire. Call us if you require further information!**

## Bowhouse Gardens, Alloa

We have had an issue with wheelie bins sat out and restricting pavement use at Bowhouse Gardens, this had started to become an obstacle to pedestrians and those with prams & wheelchairs. We requested the additional wheelie bins to be removed by Clackmannanshire Council.

**We also arranged for a clear up and clean up of some of the bin stores at Bowhouse Gardens which has allowed tenants to use the existing bin stores which had previously been out of action, helping to keep the area tidy.**



## Free Vodafone SIM Cards

We are delighted to announce that we have once again successfully applied for free SIM Cards from Vodafone for our digitally excluded Ochil View tenants. They have supplied us with 100 SIM cards, each containing 40GB data each month and unlimited UK calls and texts for a period of six months when activated on use. You will need to change your number during this 6-month period. If you think this could help you, please get in touch with us and we will get you set up. Simply speak to any member of staff, pop into our office, call us on 01259 722 899 or email: [customerservices@ochilviewha.co.uk](mailto:customerservices@ochilviewha.co.uk)



HAPPY TO TRANSLATE