

THE LOCHIL VIEW

Alloa, Sauchie & Clackmannan

Budget UPDATE

We have now received budget approval for us to undertake the following investment in your area during 2024-25:

Kitchen Upgrades - £529,000

Window / Door Upgrades - £37,000

Door Entry Upgrades - £6,000

Please note, all tenants due to receive investment in their home, will be contacted in advance of the projects starting.

If you have any questions on this, please contact Vicki Brown in our planned maintenance department.

Total Investment Cost
£572,000

Estate Inspection UPDATE



With Margaret Scott settling into her new role as Assistant Property Services Officer we have made a few changes to

our estate management process, the changes are in direct relation to feedback that we received through our Tenant Scrutiny Group.

Moving forward Margaret 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 be closely monitor the close cleaning and landscaping maintenance contract to ensure the best service is provided for tenants.

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**.

Mill Road Issues

We have been made aware that some residents/visitors are smoking in the close area of Mill Road. As the close area is shared by others and is an enclosed area smoking is not permitted due to fire safety risk. We would like to remind residents that if you are smokers, please do this out with the close area and advise your visitors of this too.

We have been experiencing ongoing issues with items being left in the common close areas & bin stores. This is a fire hazard and puts the safety of tenants at risk.

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.

Your assistance with this helps us to improve your area.

We have been advised that youths are entering the closes, loitering and making mess. We ask that you don't allow anyone you don't know into the secure close & if there is anyone within the close causing a disturbance to contact Police Scotland on 101.

We are working closely with the Community Police Officers regarding this matter.

If your door entry system is not secure, please contact repairs on 01259 722899.



Tenancy Sustainment Support

Since April 2024 we have helped a total of 165 tenants with 192 different enquiries, ranging from benefit advice to help with energy costs.

Our tenants are better off by **£274,069.91** This includes Housing Benefit of **£45,949.58** and Universal Credit of **£75,057.70**.

IN YOUR AREA this included helping 55 tenants with 75 issues leading to overall additional income of **£105,306.90** including **£24,824.06** Housing Benefit and **£9322.44** Universal Credit.

This is an average gain of **£1,914.67** 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.

STAY INFORMED

Follow us on Facebook to get more local news and info

📞 01259 722899

✉ customerservices@ochilviewha.co.uk

🌐 www.ochilviewha.co.uk

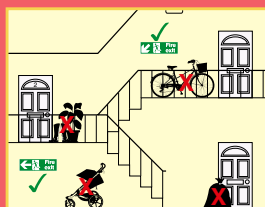
📱 ochilviewha

🐦 twitter.com/ViewOchil

Keeping Safe at Home

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.

- 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!

LEGIONELLA SAFETY

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 descale your shower head too!

Are you Paper- Free??

Reminder if you are paper-free, all correspondence will be via the email address you have provided us with.

These emails will come from Housing@ochilview.co.uk

Please check your junk and spam folders and add sender to your safe list.

City Technical Now Paper Free

Tenants who have signed up for My Home or who are paper free will receive an email detailing their gas service appointment rather than a letter in the post.

Please keep a look out for your appointment in your inbox! Gas services are required to be carried out annually. Please ensure we have your correct email address updated on our system.



Elm Grove - Defects Update

We are well underway with completing all outstanding defect repairs at our homes in Elm Grove and Forth Crescent following lengthy contractual delays. This has taken considerable time to resolve and we apologise, however we are glad that the works near completion.

All affected tenants have been notified directly however should you wish to discuss anything, please contact us on 01259 722899

Bowhouse Gardens

We had been experiencing issues with fly dumping at Bowhouse Gardens which has been an ongoing issue for some time. We have therefore taken the decision to install CCTV in the area.

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.

Your assistance with this helps us to improve your area.



STAFF OUT AND ABOUT

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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 Services 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)

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



HAPPY TO TRANSLATE