

THE LOCHIL VIEW

Factored Owners






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!

DOLLAR WINTER FESTIVAL
First weekend in December
Christmas lights, festive trees, Santa and a Christmas Market

CHRISTMAS MARKET
Solsgirth Home Farm
14th to 15th December
10am to 3pm
Stalls, food and drink, kids crafts



My Home

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.

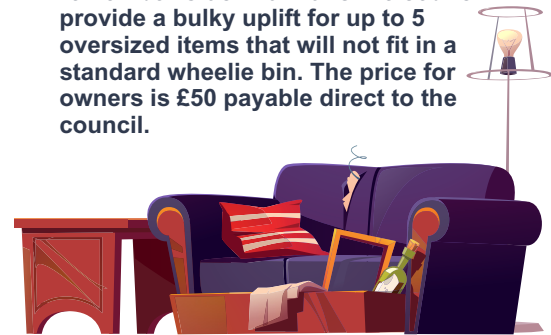
If you would like help getting started, or have any questions on this, one of our Digital Champions can assist.

Simply email housing@ochilviewha.co.uk or call us on 01259 722899.



Planning a clear out before Christmas?

If you are planning on having a Christmas clear out of your home remember Clackmannanshire council provide a bulky uplift for up to 5 oversized items that will not fit in a standard wheelie bin. The price for owners is £50 payable direct to the council.



Please note that Clackmannanshire Council do not uplift black bags.

If you live in Fife, Fife council provide a free uplift service, each item is allocated a certain amount of units and you can use up to a maximum of 18 units per collection.



Please see contact details below:

Clackmannanshire council: email: <https://www.clacks.gov.uk/bulkyuplift/> Telephone: 01259 450000

Fife council: <https://www.fife.gov.uk/kb/docs/articles/bins-and-recycling/bulky-uplift-service>

Estate Inspection



Margaret carry's out Estate Inspections to all developments on a regular basis, if there is something that you would like to bring to our attention or if you would like to meet Margaret on site, please contact her on the details below.

Margaret is always happy to meet out with the scheduled estate inspections to discuss any issues you may have or if you would just like to put a face to the name, we are always happy to grow our relationships with our owners and value any and all feedback.

Margaret.Scott@ochilviewha.co.uk or 01259 231992

STAY INFORMED

Follow us on Facebook to get more local news and info

☎ 01259 722899

✉ factoring@ochilviewha.co.uk

🌐 www.ochilviewha.co.uk

📘 [ochilviewha](https://www.facebook.com/ochilviewha)

🐦 twitter.com/ViewOchil



Grit Bins

Grit bins are placed in communal areas for the use of all owners if and when required, Grit bins will be replenished by the landscapers.

If you notice any issues or are not aware where the Grit bin is please do not hesitate to contact us at the details below.

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

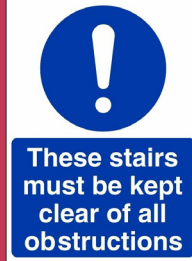
Your kerbside recycling service

Blue Bin Cartons, food and drinks cans, foil, plastic bottles, pots, tubs and trays	Grey Bin Paper, card and cardboard	Green Bin Non-recyclable waste
 Collected every 4 weeks	 Collected every 4 weeks	 Collected every 4 weeks
Food Waste Caddies Cooked & uncooked food waste Collected every week	Brown Bin Garden waste	 Collected every 3 weeks

 Please refer to your online calendar to check your collection day.

Keep Communal Closes Clear

The common stair is your only means of escape in the event of a fire.



Have you ever thought what you would do if a fire were to break out in your stair?

It may not necessarily be in your property. A fire started in a common stair could be fatal. Even a small bag of rubbish can create enough smoke to fill a whole stair.

Items left in a common stair are often deliberately set on fire.

KEEP IT CLEAR

- Get rubbish, old furniture etc out of the building
- Make sure storage areas are kept locked
- For advice on uplifting items contact your local council

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 concerns, comments or suggestions, please contact Margaret Scott, Assistant Property Services Officer.



Do you rent out your property?

If you rent out your property there is a few vital pieces of information that would help us carry out the communal factoring as efficiently as possible.

In case of emergencies we may need contact details for letting agents who manage the property or the tenants who reside in the property.


To update any details please email factoring@ochilviewha.co.uk to keep us up to date.

Have you opted out of Block Buildings Insurance?

Please note that if you have chosen to opt out of the Block Buildings Insurance provided through OVHA, we do require a copy of your up to date insurance documents.

If you wish to forward over the details please do so to our email address factoring@ochilviewha.co.uk.

**** if you have not formally opted out then please ignore this as your property will be covered****



Who do I contact regarding any communal factoring issues?

Margaret Scott is our Assistant Property Services Officer; she deals with all factoring related issues and queries. If you have any communal property issues you would like to discuss please do not hesitate to contact her on factoring@ochilviewha.co.uk or alternatively contact her direct on 01259 231992.