

THE LOCHIL VIEW

Hillfoots



UPCOMING Christmas Events IN YOUR AREA

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*

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
£253,250

Windows / Door
Upgrades

£8,500

Awaiting tender returns. Areas include Cleuch Drive, Alva.



Door Entry
Upgrades

£4,750

To be awarded shortly. Areas include Weavers Way, Tillicoultry.



Thermostatic mixer valve
installations

£240,000

Currently underway. Includes 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 15 tenants leading to overall additional income of **£47,097.50** including **£5,675.00** Discretionary Housing Payments and **£19,266.34** Universal Credit Housing Costs payments and additional UC elements and other Benefits.

This is an average gain of **£3,139.83** 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

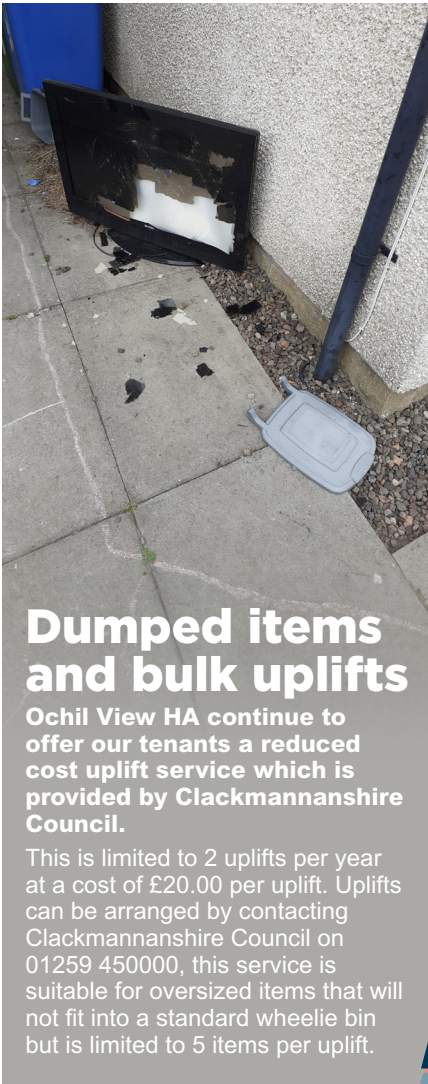
📞 01259 722899

✉ 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.



Grit Bins

IDverde will shortly be commencing winter service and all salt bins we are responsible for will be replenished with premium grade white salt.

We supply Grit bins at the below developments in Hillfoots:

- Stirling Street, Alva
- Mitchell Court, Dollar
- The Charrier, Menstrie
- Weavers Way, Tillicoultry

If you find salt bin to be empty let us know and we will arrange for it to be refilled.

Questions or comments: Contact Margaret Scott, Assistant Property Services Officer.

Lunch Club in Dollar

Did you know there's a lunch club for over 65s every Thursday at The Hive in Dollar?

Join them for a tasty 3 course lunch in a welcoming safe space. A chance to meet and socialise with friends old and new.

It is £10 per person and booking is essential.

Family members and carers also welcome and local transport may be available.

Phone 07830 220375 for more information.



The Wee County



Have you heard about the Wee County Men's Shed at Devon Park Mills in Tillicoultry?

It is a place in Clackmannanshire where men can meet, share their skills and experience, learn new skills and help others.

They are a friendly group of men who have come together to create our own shed in the Wee County. They welcome new members to help us develop the shed and other projects

aimed at promoting men's health and wellbeing in our local community.

Even if you fancy a cuppa and a blether. All are welcome!

If you would like more information, please contact the steering group members:

Scott Cameron: sjcameron100@gmail.com or 07561052596

Bert Gray: bert77gray@yahoo.co.uk or 07737904263





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.



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:

@Clackswaste

www.clacks.gov.uk

01259 450000

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



Food Waste Caddies
Cooked & uncooked food waste
Collected every week



Brown Bin
Garden waste



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

WHAT'S ON



THE DUMYAT CENTRE

in Menstrie holds a number of groups and activities throughout the week like Lunch Club, Toddler Group, Bookbugs, Zone 60's exercise class and Zumba.

For further information please visit online at <https://menstrieorg.wordpress.com/> or their Facebook page. The centre can also be contacted on 01259 679009



THE HIVE in Dollar runs a Sporty Seniors class.

COCHRANE HALL in Alva runs a weekly Lower Limbs class.

AREA WIDE INFORMATION CAN BE FOUND ON

<https://clackslife.co.uk/>



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



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Linda Ure
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

Tillicoultry Linda Ure: Weavers Way, Comrie Court, St Serfs Road, Scotland Place, Weavers Way, Comrie Court, St Serfs Road, Scotland Place

Dollar Linda Ure: Mitchell Court

Menstrie Donald: The Charrier

Alva Donald: Stirling Street, Henry Street, Cleuch Drive

Colsaughton Donald: Blackfaulds Steet, School Terrace

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.

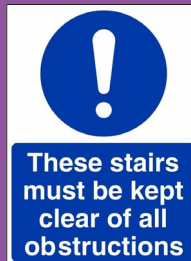
You also have a responsibility to take good care of your home and not cause damage to any part of it.

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

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.



- 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!



Want to Learn a New Language?

Dollar Academy employs language assistant teachers in **French, German, Spanish, Italian and Mandarin.**

They are offering to teach their languages to interested adult residents in the area.

Those attending must be above school age, are absolute beginners and lessons will be in the Westwater Building. **AND BEST OF ALL – THEY ARE ABSOLUTELY FREE!**

Starting from Monday 4th November through to June next year, classes will be run on the following days:

Tuesdays - Spanish, Mandarin and Italian Classes start at 4pm.

Wednesdays - French Classes at 4pm.

Thursdays - German classes run from 4.30pm to 5.30pm.

Please email: rice-s@dollaracademy.org.uk, giving your name, contact details and which language you would like to learn.

Come and Play Event

Dollar Academy are inviting parents and their wee ones along to a free play event at the school on Friday 6th December. Parents can enjoy a cup of tea and an informal chat while their child enjoys a range of activities in their classrooms and garden area, led by the early years' teachers and assistants.

All sessions run from 2-3pm.



HAPPY TO TRANSLATE