

THE LOCHIL VIEW

Hillfoots

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**.

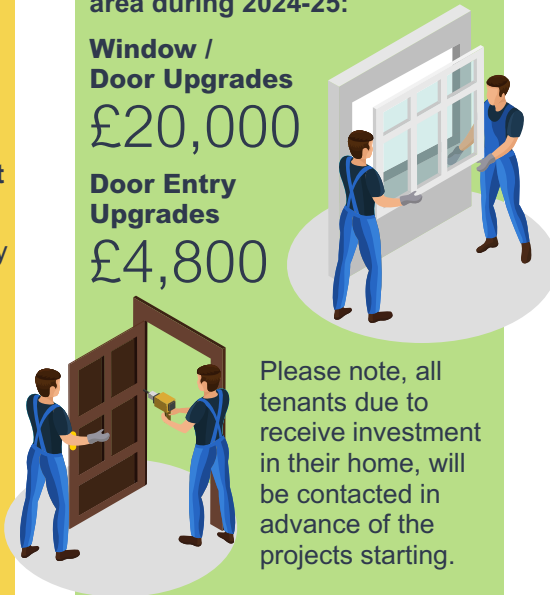


Budget UPDATE

Following on from budget approval, we will undertake the following investment in your area during 2024-25:

Window / Door Upgrades
£20,000

Door Entry Upgrades
£4,800



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
£24,800

COMMUNITY BOOK SHARE

Coalsnaughton Village Hall

Friday 5th July 2024 to Friday 26th July 2024



Free tea and coffee with biscuits and plenty chat whilst choosing and sharing books.

10am-1pm

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 7 tenants with 8 benefit issues leading to overall additional income of **£23,023.26** including **£4,367.85** Discretionary Housing Payments and **£8,424.48** Universal Credit Housing Costs payments and additional UC elements and other Benefits.

This is an average gain of **£3,289.03** 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

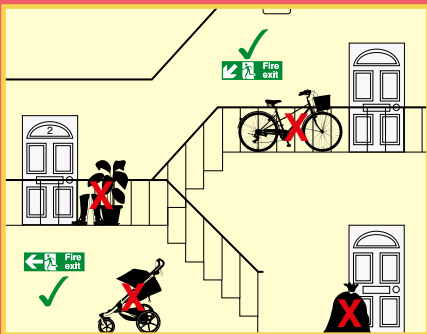
Keeping Safe at Home

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 lifts in both Fife and Clackmannanshire. Call us if you require further information!

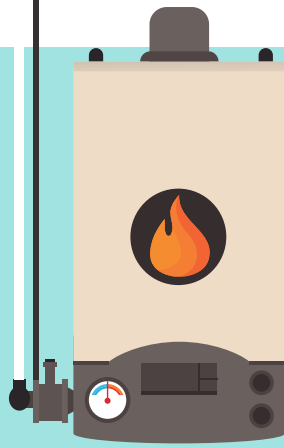
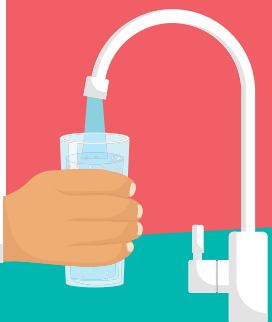


LEGIONELLA SAFETY

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!



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.

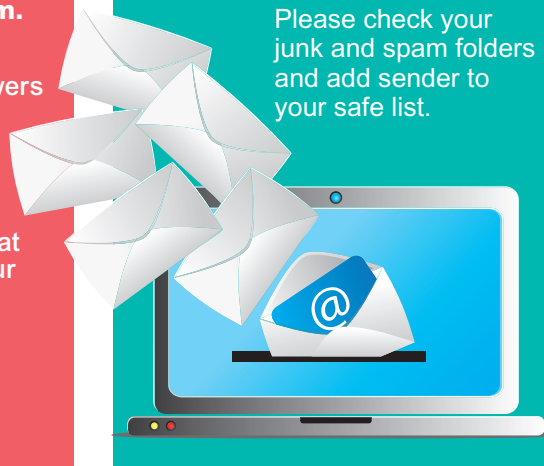


Are you Paper-Free??

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.



STAFF OUT AND ABOUT

No Image Available



Linda Ure,
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)

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



HAPPY TO TRANSLATE