



Tenant Engagement Annual Report

Ochil View Housing Association

2024 - 2025

Introduction

Ochil View Housing Association is committed to fostering a strong and inclusive community where tenants feel supported and heard. This report for 2024 - 2025 sets out how tenants have engaged with us over the last 12 months and highlights achievements, partnership working and tenant contributions.

April 2024



April was an active month for engagement! Our Ochil View Tenants Scrutiny Group assessed the values of Ochil View.

Our Easter competition winners were Riley from Tullibody (left) and Beth, who received our Bloom Box filled with seeds and gardening tools (right)



We launched our Tenant Engagement Annual Report for 2023 - 2024 and conducted surveys with both applicants and tenants about our Allocation Policy.



May 2024



May marked the debut of the Housing Perks app, enabling tenants to access discounts from a range of popular high street retailers. If you haven't already registered or require assistance, please contact our office and a member of the team will be happy to help.



Our Scrutiny Group also gathered to deliberate on changes to the anti social behaviour policy and procedure.

June 2024



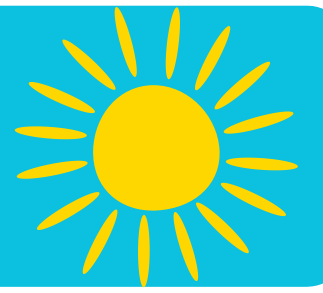
Bedford Place served as a tenant engagement initiative, where the Housing Team dedicated a morning to connect with residents. They worked together to create hanging baskets and spent time clearing and planting seedlings in a flower bed located in the back garden.



In June we asked tenants to submit project ideas to the value of £500 which was donated by Idverde our Landscape Maintenance Contractor to our Community Benefit Fund. We obtained over 30 applications with some great ideas and along with Idverde we picked two developments to benefit from this fund. The first was Steve Wallace's proposal for the Seed to a Plate project at Blairhall successfully securing £350. This funding was used to purchase essential items like topsoil, compost and gardening tools. From next year, tenants will be growing a broad range of vegetable. The second was to provide a bench at Old Mill Lane, Oakley which was an idea put forward from or one of our tenants in memory of her husband George.



July 2024



In July, Ochil View collaborated with tenants, Clacks Council, Kingdom and Paragon for the Clackmannanshire Summer Carnival! This free event was a tremendous success, providing tenants with a delightful experience filled with food, drinks, face painting, book swaps, competitions and much more!



Our summer newsletter was distributed, marking the launch of our annual garden competition.

August 2024



Mr Johnston from Sauchie was announced as the winner of our annual garden competition and received a £50 Amazon voucher. Congratulations!





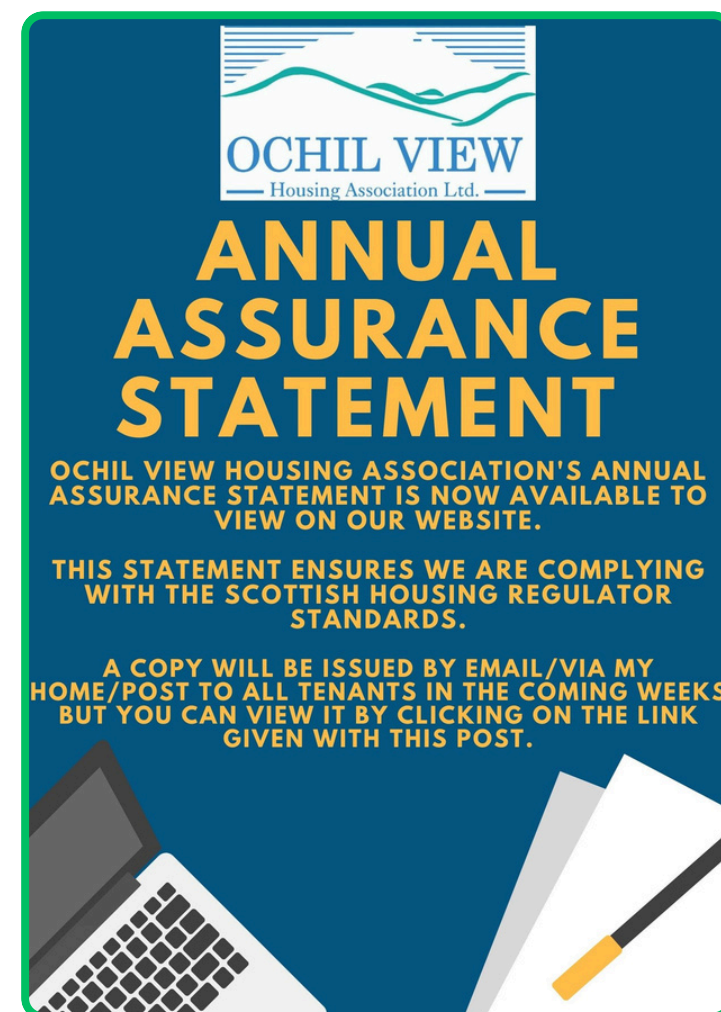
The Scottish Housing Day took place at The Gate (left), centred around the theme “Homes For Life”. The event provided valuable advice for our older tenants regarding adaptations, housing options and income maximisation. A total of 55 households participated in this informative gathering.

We also distributed our Tenant Engagement Strategy to our Register of Interested Tenants to seek their feedback. The final outcome report was published in November which highlighted we received a 28% return on the survey with positive feedback on the layout and content. We also received valuable feedback that tenants would be more interested in digital engagement.





Ochil View's Annual Performance Report and Annual Assurance Statement was distributed to tenants, and we consulted on the review of our Reactive Maintenance Policy.



The Tenant Scrutiny Group's outcome report regarding the Antisocial Behaviour Policy was released, featuring three recommendations, all of which have been integrated into the policy review.

Our winter newsletter was distributed, and it also kicked off our Christmas Eve Box competition.

November 2024



Artwork produced by S3 students at Alloa Academy (right) was displayed throughout the office, and awards were presented to the top three entries that received the highest scores. Great job to everyone involved!



Staff members took part in a careers event at Lornshill Academy (left) to offer guidance to students interested in housing careers. The event saw a strong turnout, staff provided valuable insights into various roles available within the housing sector.

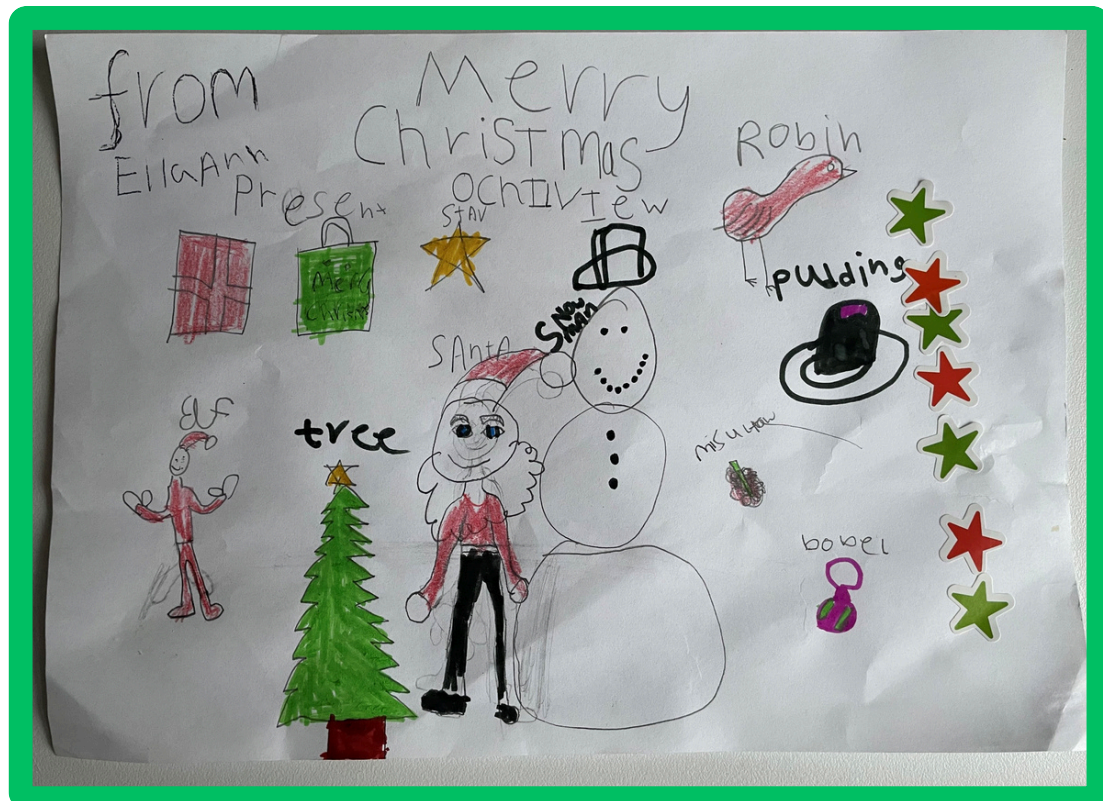
We conducted a recruitment drive for the Tenant Scrutiny Group by reaching out to our Register of Interested Tenants, and we are pleased to announce that we now have an additional four tenants eager to join the group. If this is something you are interested in, please do not hesitate to get in touch.



December 2024



Winners of the Christmas Eve Box competition were Ella-Ann Boyle, 9 years old , and Arlo White, just 7 months old! Both received a box filled with Christmas treats.



January 2025



Ochil View held our annual Meet, Heat & Eat events hosted at the St. Mungos Church Hall, Tullibody Civic Centre, and Valleyfield Community Club, all at no cost to Ochil View tenants.



These gatherings provided valuable energy and financial advice, along with a warm drink, soup & a roll, plus some free goodies! Additionally, six lucky tenants (two from each venue) were awarded supermarket vouchers!

February 2025

Hello!

We are thrilled to have welcomed our new Tenant Engagement & Communication Officer, Jade, in February. Jade will collaborate closely with tenants to gather their feedback on policies, procedures, and upcoming projects. If you are interested in more information or want to get involved, please reach out to Jade.



You can contact Jade by emailing tenantengagement@ochilviewha.co.uk or calling 01259 722 899.

March 2025

Our spring newsletter was published in March, featuring our exciting Easter competition!

The Ochil View Tenant Scrutiny Group also convened, where the group engaged in a discussion on our Asset Management Strategy.

We also initiated our tenant and owner consultation survey to gather feedback on the content and frequency of our newsletters.

HELLO
SPRING

Conclusion

**THANK
YOU**

This report provides an overview of how our tenants and staff have collaborated to enable Ochil View Housing Association to offer the highest quality service over the past year.

We are committed to ensuring that tenants not only have a powerful voice in the services we deliver but also play a role in influencing and shaping these services for the future.

A heartfelt thank you to everyone who contributed!

Have your say!



We are eager to involve as many tenants as possible in our decision-making process. Here are some important ways for you to share your thoughts:

**Tenant
Scrutiny
Group**

**Register of
Interested
Tenants**

**Tenant
Surveys**

**Talking to
Staff**

**Estate
Visits**

Get involved!

Tenants can be involved as much or as little as they like! To find out more about having your say, please contact Jade Murray (Tenant Engagement & Communication Officer):



01259 722 899



tenantengagement@ochilviewha.co.uk



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