

THE LOCHIL VIEW

Tullibody & Cambus

UPCOMING Christmas Events IN YOUR AREA

CHRISTMAS LIGHT UP

Tron Court, Tullibody
Saturday 30th
November at 4.30pm



CHRISTMAS FAYRE

Tullibody Civic Centre
Saturday 7th December 12pm to 3pm

*Stalls, fancy dress,
refreshments
and more!*



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
£251,500



Windows / Door Upgrades

£11,500

Awaiting tender returns. Areas include Broomieknowe (one property) and Westview Crescent (one property).

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 116 tenants leading to overall additional income of **£182,222.31** including **£18,035.16** Housing Benefit and **£66,077.98** Universal Credit Housing Costs payments and additional UC elements and other Benefits.

This is an average gain of **£1570.88** 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

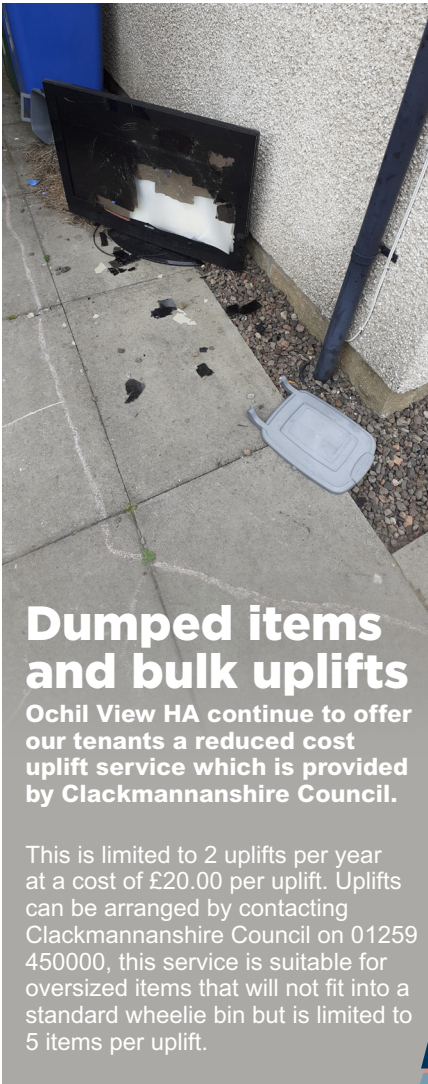
📞 **01259 722899**

✉ customerservices@ochilviewha.co.uk

🌐 www.ochilviewha.co.uk

📍 [ochilviewha](https://www.facebook.com/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 Tullibody:

- Paterson Place
- Old School Court
- Talisker
- Main Street, Cambus
- Baingle Crescent

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

Tullibody Community Garden

Have you heard about the Tullibody Community Garden?

Tullibody Healthy Living have built a productive fruit and vegetable garden with a community building, a social area, a polytunnel and raised beds to allow people of all physical abilities to grow food. It is situated between Carseview and Patterson Place, Tullibody (FK10 2SR). Volunteers are involved in all of the Garden activities, including gardening, running events, cooking and 'grow your own' workshops and planning what they do next. There are fifteen regular volunteers and more than 30 'casual' volunteers.

Volunteer and Trustee for the Garden, Winnie Anderson, has shared what's coming up over the next few weeks.



**Tullibody
Community Garden**

"Although we are beginning to get organised for closing in the winter, we still have our wreath making workshops in early December. This event is free, we just ask folks to make a wee donation to the garden. More details will go up on our Facebook page at Tullibody Community Garden. People are welcome to visit on a Tuesday and Wednesday from around 10.30am and 1pm till we close. Over the winter, we will also be applying for grants to extend our open times to enable us to engage more with our local community and encourage and support people to enjoy and learn about the garden and get involved."



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.



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

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

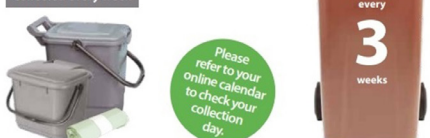
01259 450000

Your kerbside recycling service

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



TULLIBODY

COMMUNITY CENTRE has a number of weekly activities available for the Community – from Tullibody Toddlers, Army Cadets, Burlesque Chair Dancing, Pilates and Tullibody Pensioners Group to name a few.



The Community Centre also offers outreach services and sessions from Social Security Scotland, Citizens Advice Bureau, The Gate and Falkirk & Clackmannanshire Carers.

For further information please contact 01259211791 with further information available online at <https://tullibodycdt.org.uk/>

AREA WIDE INFORMATION CAN BE FOUND ON <https://clackslife.co.uk/>



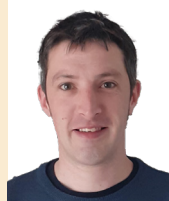
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Linda Ure
Housing Services Officer



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 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

Tullibody Linda Ure: Alloa Road, Blackmuir Place, Banchory Place, Muirside Road, Broomieknowe, Craigleith View, The Braes, Wallace View, Newlands Place

Joanne: Paterson Place, Talisker, Baingle Crescent, Newmills, Old School Court, Chestnut Lane, Acorn Drive

Donald: Delphwood Crescent, Firs Road, Northwood Road, Westview Crescent

Donald: Crofts Road, Dovecot Road, Knowefaulds Road, Ladywell Drive, Ladywell Place, Redlands Road, St Serf's Road, Stirling Road

Cambus Donald: Main Street

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

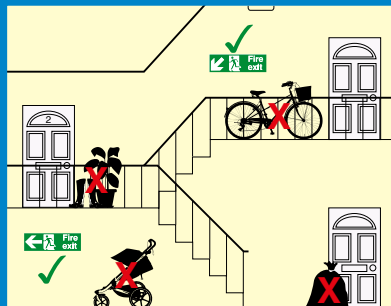
We have done our best to build a comprehensive list of repairs into our tenant's handbook and you can find what timescales we use in there!

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.

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!

Repairs you are responsible for as a tenant



We will carry out nearly all repairs within your property, however there are a few things we are not responsible for.

These include things such as:-

- Changing light bulbs
- Changing toilet seats if they are broken
- Divisional fencing (fences between you and a neighbour)

More information can be found in your tenant's handbook!

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

Contractors should be showing ID

Please remember that any of the Association's contractors that attend your home should be able to show you photographic ID.

If you are unsure, please contact us on 01259 722899 and we can verify if they have been instructed on behalf of the Association.



HAPPY TO TRANSLATE