

# THE LOCHIL VIEW

West Fife

## UPCOMING Christmas Events IN YOUR AREA

### BLAIRHALL

#### CHRISTMAS MARKET

Friday 6th December  
Blairhall Community  
Centre  
3.30pm to 6.30pm



## WHAT'S ON

**VALLEYFIELD COMMUNITY CLUB** – details of groups and activities are available on their Facebook page – **Valleyfield Community Club and Garden**

**SCOTLAND ROCKS BAND ON SATURDAY 16/11/2024.**

**FAMILY/KIDS CHRISTMAS PARTY ON FRIDAY 20/12/2024**

**FOR FURTHER UPDATES AND ACTIVITIES PLEASE SEE THEIR FACEBOOK PAGE.**

## 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  
**£652,000**

### Windows / Door Upgrades

**£206,000**

Awaiting tender returns. Areas include Old Mill Lane, Oakley.

### Bathroom Upgrades

**£181,000**

Awaiting tender returns. Areas include Old Mill Lane, Oakley.

### Door Entry Upgrades

**£25,000**

To be awarded shortly. Areas include Old Mill Lane, Oakley.

### Thermostatic mixer valve installations

**£240,000**

Currently underway in 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 38 tenants leading to overall additional income to our tenants of **£57,081.79** including **£17,447.09** Discretionary Housing Payments and **£29,396.51** Universal Credit.

This is an average gain of **£1,502.15** 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

## Parking ticket SCAM

**Fife Council is warning of a possible scam attempt involving text messages about unpaid parking tickets.**

Andy Paterson, Lead Consultant for Car Parking Strategy & Operations said: "Fife Council and other local authorities do not send text messages about outstanding Penalty Charge Notices. I would urge the public to ignore any such messages and avoid clicking links contained in the message.

"If you have received a Penalty Charge Notice, details of how to pay or appeal the Penalty can be found on the back of the PCN. PCNs can also be paid or appealed by visiting the Parking Fines section on Fife Council's website."

Parking tickets issued by Fife Council cannot be paid through texts. If you have received such a message, do not click on the link or provide payment details.

**Suspected fraud can be reported to Police Scotland by calling 101, and advice is available from Advice Direct Scotland on 0808 164 6000 or online at [www.consumeradvice.scot](http://www.consumeradvice.scot)**



## Landscaping Update

Ildverde 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.**



## Cosy Kingdom

**Have you heard of Cosy Kingdom?**

They offer free and impartial energy and debt advice service available to all tenants and homeowners across Fife. They can do this by telephone or through a home visit to help you stay warm, save energy and reduce your carbon emissions.

**Visit their website at: <https://www.cosykingdom.org.uk/> for more information.**



## Bin collection changes

Starting on Monday 14 October 2024 most households will see a change to their bin collection calendars as we improve collections.

Please check your online bin calendar carefully.

**Further information is available at <https://www.fife.gov.uk/kb/bins-and-recycling>**



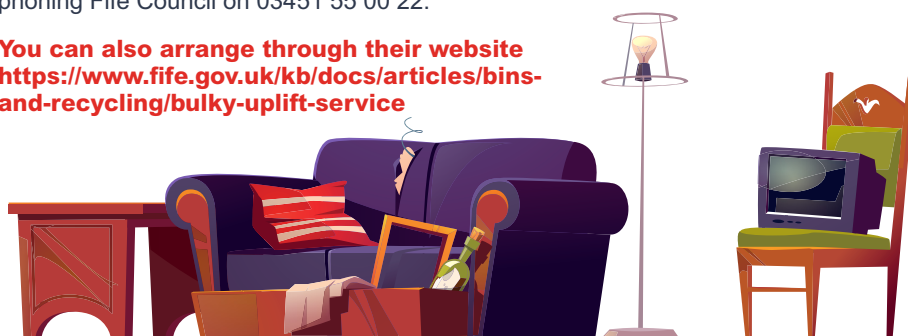
## Bulk uplifts

**FIFE COUNCIL OFFERS A FREE COLLECTION OF BULK RUBBISH.**

This service is for oversized items that will not fit in a standard wheelie bin and it is limited to collection of up to 18 units per collection.

Each item is allocated a certain amount of units. You can arrange a bulk uplift by phoning Fife Council on 03451 55 00 22.

**You can also arrange through their website <https://www.fife.gov.uk/kb/docs/articles/bins-and-recycling/bulky-uplift-service>**





## 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



### 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 Fife:**

- Wardlaw Way, Oakley
- Connelly Court, Oakley
- Old Mill Lane, Oakley

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.**



## WALK & WOK MENS GROUP

Calling all men who want to stay active, learn new cooking skills and make new friends.



★ WALK ★ CHAT ★ COOK ★

**STARTS WEDNESDAY 13TH NOVEMBER 2024 11AM - 1.30PM**

**HIGH VALLEYFIELD COMMUNITY CENTRE.**

**FREE 5 Weekly Sessions**

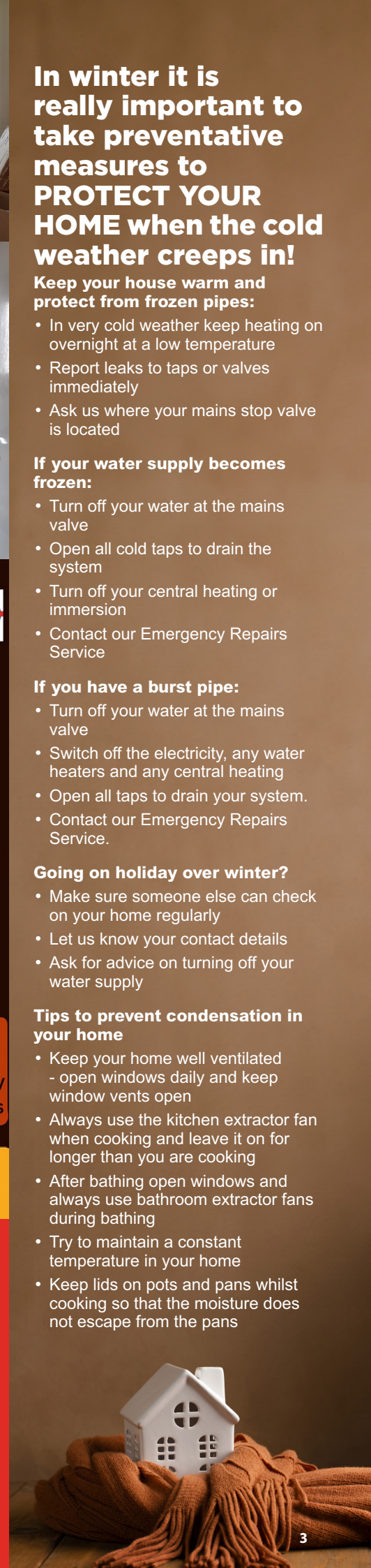
To book a place or find out more information call 01383 602372 or email [adult.learning@fife.gov.uk](mailto:adult.learning@fife.gov.uk).

## Oakley Community Centre

**Did you know the centre has a Community Pantry running every Wednesday from 12pm to 1.45pm?**

They provide a bag of cupboard and fridge essentials along with fruit and vegetable bags. Not only does the pantry help with the rising cost of living but also helps reduce food waste, the pantry is open to everyone and there is no need to book.

**They ask for a small donation of £3.00 or pay what you can.**



**Adele Rae**  
Assistant 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



**David Bishop**  
Assistant Housing Services Officer (Arrears/Admin)



**Tara Hamilton**  
Assistant Property Services Officer (Reactive/Voids)



**Margaret Scott**  
Assistant Property Services Officer (Compliance/planned)



**Joanne Reid**  
Housing Services Officer

## STAFF OUT AND ABOUT

Joanne covers all our Fife areas.



## 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.**

## 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.

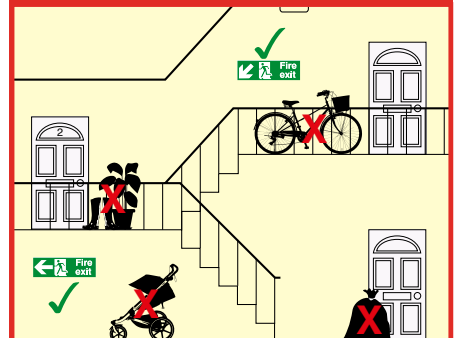
These include things such as:-

- 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!**

## 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!**

## 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](mailto:customerservices@ochilviewha.co.uk)

## High Valleyfield YOUTH CLUBS

VALLEYFIELD COMMUNITY CENTRE

p4-5 every Monday 5.00pm - 6.30pm

S1-S2 every Monday 7.00pm - 8.30pm

p6-7 every Tuesday 5.00pm - 6.30pm

S3+ every Tuesday 7.00pm - 8.30pm

find us on facebook  
West Fife Villages youthwork



HAPPY TO TRANSLATE