

My Home

If you are registered on our tenant portal My Home you can report any incidents of anti-social behaviour to us from your dashboard.

Noise App

The Noise App is a quick and easy way to record noise which is causing an annoyance or nuisance. You can instantly record noise nuisance on your smartphone to create an accurate record of the problem and how it affects you. Once you have recorded your evidence then this can be sent in directly to Ochil View Housing Association to investigate. This is a free service for our tenants.

If you want to find out more about the Noise App and how to download this to your smartphone then please contact your Housing Services Officer.

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Ochil View Housing Association Limited is a registered society under the Co-operative and Community Benefit Societies Act 2014 and with the Scottish Housing Regulator No HAL 213
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Being a good neighbour




OCHIL VIEW
— Housing Association Ltd. —

Being a good neighbour

Your Tenancy Agreement details all your rights and responsibilities as a tenant. These are the main points to remember in being a good neighbour.

- You and your family and visitors must take good care to prevent damage to the house, to its decoration, any furniture we have provided, its fixtures and fittings, the common parts and your neighbours' property
- You must not use or allow the house to be used for illegal or immoral purposes
- You must take your turn along with all other tenants and owners in keeping the common area clean and tidy. If you share a common close you must also take your turn in regularly cleaning, washing and keeping it tidy. If you do not do the work, we may do it ourselves and charge you for it
- Some flats have water tanks that you must access through a neighbours property. Please give notice if you need access and allow access if you are asked.

Showing Respect For Others

You and those living with you and your visitors must not harass or act in an anti-social manner to any person in the neighbourhood. This includes other residents, their visitors, our employees, agents and contractors.

Anti Social behaviour means doing things that cause or could cause alarm, distress, nuisance or annoyance to any person or causing damage to property.

This means that you and other people who live with you, and your visitors must not:

- Be noisy or disruptive
- Use your house, or allow it to be used, for illegal or immoral purposes
- Vandalise or damage our property or any part of the common parts or neighbourhood
- Harass or assault any person in the house or neighbourhood for whatever reason
- Use or carry offensive weapons
- Use or sell unlawful drugs or sell alcohol.

If you are affected by behaviour like this, you should let us know. You should also tell the Police. We will investigate and take any action that we can to tackle the problem. We will always keep your name and address confidential and we won't say who has made the complaint. Of course, your neighbour may be able to guess who has complained. We may try to use mediation and other ways to improve the situation. We will take legal action if we believe it is necessary.

Simple rules to follow

Following these few simple do's and don'ts can make life more enjoyable for you and your neighbours:

Do's -

- Take your turn at cleaning the stairs and common areas
- Keep your garden neat and tidy
- Keep any pets under control at all times
- Close gates and doors behind you, particularly doors in flats with controlled entry systems
- Keep an eye on your children and ensure they are not a nuisance to neighbours
- Expect to hear some noise from other properties at times and be tolerant of this
- Make sure friends visiting or leaving your home late at night come and go quietly
- Put your rubbish into your wheelie bins and ensure they are put out regularly for collection.

Don'ts -

- Play music, TV etc at loud volume especially late at night
- Clutter or block communal stairways
- Leave rubbish on stairs or garden areas, as this can be fire and/or health hazard
- Allow anyone access to common closes if you don't know who they are
- Use household appliances e.g. washing machines, vacuum cleaners late at night.