

# Winter Newsletter

December 2021



## Rent Review Consultation

We will be writing to our tenants early in the new year to consult about our proposed rent increase for 2022/23. This increase will be applied from 1st April 2022 and will need to take into account our budgets and the affordability needs of our tenants.

No one wants to see rent increases but unfortunately with the CPI inflation rate for November at 5.1% (up from 0.3% at the same time last year) we have to ensure that we have enough income to continue maintaining and improving our services. Last year we were able to limit our rent increase to 1.0% but with inflation being predicted to continue increasing well into the new year and the RPI inflation rate already at 7.1% we are now reviewing our budgets with a proposed increase of between 4.0% - 4.5%.

Affordability is very important to us and we will continue to measure our performance in this area using the affordability criteria that rents should be no more than 25-30% of your net income. Even with this criteria in use we still recognise that many of our tenants will be facing increased financial pressures in the coming year due to high energy or high food costs, combined with uncertain or insecure employment, and we therefore plan to continue investing in our core services to support our tenants who are facing financial hardship.

## Proposed Rent Increase

We are consulting on the following options:

### Option 1

4.0% 1.1% less than CPI figure for Nov 2021

### Option 2

4.25% 0.85% less than CPI figure for Nov 2021

### Option 3

4.5% 0.6% less than CPI figure for Nov 2021

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Tenant consultation is an important part of our rent review and must take place whenever we are proposing an increase to the rent you pay, and for this reason we would encourage you to complete and return the consultation form that will be sent to you early in the new year.

## Home Contents Insurance

If you don't already have home contents insurance we would encourage you to take out a basic policy so that you are covered against fire, theft, flood and water damage caused by leaks. More information about how to make an application is available from the Thistle Tenant Risk Home Contents Insurance Scheme, who can provide cover to tenants in social housing that is easy to apply for and has flexible payment options.

If you would like to discuss this option in more detail, please call us on 01592 721 917 or contact Thistle Insurance on 0345 450 7286 or visit <https://www.thistletenants-scotland.co.uk/>



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### **In case of a power cut**

In the event of a power cut Scottish Power Energy Networks offer extra support for customers who feel that they may need extra help.

You can join their Priority Register Service if you:

- Are over the age of 60
- Have special communication needs
- Depend on electricity for home or medical care
- Have a child under 5 years of age
- Have chronic illness

You can also register if you feel you need support for a short period of time, e.g. if you're recovering from an operation, or if you are having to self isolate from family or friends due to Covid-19 restrictions.

Being on the register does not necessarily mean your power will be restored more quickly, however SP Networks will proactively contact you if they know of a problem in your area. Once you have registered, they will also provide you with detailed advice on what to do in a power cut and what you can expect from them as a service. SP Networks also share a range of support services such as energy efficiency and income maximisation advice.

These services are available to all and can be viewed on their website at:  
[www.spenergynetworks.co.uk/pages/a\\_caring\\_network.aspx](http://www.spenergynetworks.co.uk/pages/a_caring_network.aspx)

If you would like to be added to the SP Network Priority Register, you can either call them on 0330 10 10 167, complete a form on their website or text PST to 61999.

### **Annual Gas Service**

We are required by law to have safety checks carried out on gas appliances and pipework once a year and provide you with a copy of the Landlords Safety Record. This is to ensure that your system is operating correctly and safely.

We currently carry out gas safety checks on a 10 month cycle. It is essential that you allow the Engineers access to do this work. Our contractor will visit to carry out the gas service, if this date is unacceptable you can contact them to re-arrange.

If you are not at home, they will leave you a card saying that they called. Please call the number provided to arrange a suitable time and date for their engineer to attend.

The engineer will try 3 times to carry out the service. If you have not given them access by the 3rd visit, we will arrange to have your gas meter capped if it is external and you will be recharged for this. We will take further action if you have an internal meter by gaining access into the property and you will be recharged.

Please note: You must allow access to your home for these safety checks, if you do not it is a breach of your Tenancy Agreement and we could force entry to your home to complete this work and you will be recharged for us having to do this.

### **Gas Appliances**

If you have any gas appliances of your own, e.g. a gas cooker, then you should have it repaired and serviced by an approved engineer. You must check that the engineer works for a company registered with Gas Safe Register operated by Capita, a body which approves qualified and trained gas installers. If you want to install any gas appliance you must first contact Ore Valley Housing Association for permission.

**If you have any questions about your annual gas service, you can call us on 01592 721917.**

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### Local Food Distribution Projects

#### Cardenden Area

The Community Fridge at the Bowhill Centre will be closed during the festive period and will return on Friday 7th January.

#### Lochgelly Area

Lo'gelly lunches are open 10am-1pm on both Thursday 23rd and Thursday 30th December. Then back to normal on Friday 7th January.

#### Benarty Area

If you are needing some extra support over the festive break along with the local Benarty Foodbank, Benarty's Pantry will be open on Thursday 23rd and 30th of December between 1-3pm.

Both the Pantry and Foodbank are located within Brag Enterprise, Crosshill Business Centre, Main Street, Crosshill.

Opening hours for local Foodbanks over the Festive period will be as follows:  
<https://dunfermline.foodbank.org.uk/locations/>

### Foodbank opening hours over the Festive period:

#### Friday 24th December:

Dunfermline/Benarty/Rosyth - OPEN 4-6 pm

#### Wed 29th December:

Dunfermline/Benarty/Rosyth - OPEN 4-6 pm

#### Thursday 30th December

Cowdenbeath/Inverkeithing - OPEN 4-6 pm

#### Friday 31st December:

Dunfermline/Benarty/Rosyth - OPEN 4-6 pm

#### Wednesday 5th January:

Dunfermline/Benarty/Rosyth - OPEN 4-6 pm

#### Thursday 6th January:

Cowdenbeath/Inverkeithing - OPEN 4-6 pm

#### Friday 7th January:

Dunfermline/Benarty/Rosyth - OPEN 4-6 pm

### Some useful numbers

FIFE COUNCIL Switchboard - 03451 55 00 00  
Environmental Health - 03451 55 00 22 (rubbish collection, dog fouling etc.)  
Antisocial Behaviour - 03451 55 00 33 or call the police on 101  
Fife Council's Welfare Fund Team - 0300 555 0265 or email: [welfare.fund@fife.gov.uk](mailto:welfare.fund@fife.gov.uk)  
ADVICE AND HELP National Grid - 0800 111 999 (if you smell gas)  
Scottish Water - 08000 778 778 (if you spot a water leak outside or for any issues with your water supply)

NHS - 111 (for out-of-hours services including mental health services)  
Homeless Emergency Number (free) on 0800 028 6231  
Samaritans - Call 116 123, email: [jo@samaritans.org](mailto:jo@samaritans.org) or visit [www.samaritans.org](http://www.samaritans.org)  
Breathing Space - 0800 838587  
Mental health & wellbeing helpline.  
Drinkline Scotland - 0800 7 314 314  
Substance Misuse - 0800 587 5879 or [www.knowthescore.info](http://www.knowthescore.info)  
Adult Protection Phone Line - 01383 602200  
Silverline (24hr helpline for older people) - 0800 4 70 80 90  
Citizens Advice & Rights Fife - 0345 1400 095 (provides general advice)  
Money Advice Scotland - 0141 572 0237  
Fife Trading Standards - 01592 583141  
Traveline Scotland - 0871 200 2233 or [www.travelinescotland.com](http://www.travelinescotland.com)



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## Winter Newsletter

### Christmas Closure

We will be closed over the holiday period from Saturday, December 25th 2021 and will reopen on Thursday 6th January 2022.

If you need to report an emergency repair during this period, phone our office number on 01592 721 917 at any time, day or night, and follow the instructions given

### Emergency Contact Numbers for New Build Properties Weavers Row/Gray's Road- Lochgelly

Electrical - 0789649112

Plumbing - 0141 6416412

Joinery - 07810860637

Any other issues 07368452926

### Carden Mill Brae - Cardenden

Defect Period Contact Details

During Office Hours: 0131 240 1330 Press 4

Emergency Contact Details: (Out of Hours)

Plumbers - Orebank Plumbing & Heating - Tel:  
07796547682

Electrician - Andrew Reid Lochay Homes Ltd - Tel:  
07534229511




### Get Ready For Winter

More often than not Scotland's winters are cold and damp, but more recently we have seen storms and high winds which have caused power cuts in some areas.

To report a power cut or damage to electricity power lines or substations, call the national freephone number on 105 or use the existing emergency number 0800 001 5400 for Central and Southern Scotland.

### How to reach us

#### ORE VALLEY ONLINE

-  Facebook /orevalleyha
-  Twitter @orevalleygroup
-  [www.orevalleyha.org.uk](http://www.orevalleyha.org.uk)

#### CONTACT DETAILS FOR OVHA

114-116 Station Road Cardenden, Fife KY5 0BW Tel: 01592 721 917 If you would like to see anything included in our newsletters that isn't already you can phone us on 01592 721 917 or email: [comms@orevalleyha.org.uk](mailto:comms@orevalleyha.org.uk)

