

# ORE VALLEY HOUSING ASSOCIATION

SUMMER 2019  
ISSUE 73



HELLO  
SUMMER

## Go electric with Ore Valley.

We're introducing an electric car club soon, bringing easy to access environmentally friendly travel to Fife.

Read more :  
Page 5



## Ore Valley hits the road!

Join us for some fun in the sun as we take to the road in our first ever Summer Roadshow.

Read more :  
Page 6



## Introducing 'The Hub'.

Find out about the new, free to use, community space funded by the Ore Valley wind turbine community investment fund.

Read more :  
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# Latest News

## Welcome Caitlyn!

We'd like to welcome Caitlyn McCowan as the newest member of the Ore Valley team. Caitlyn joined us in June 2019 as a Customer Service Modern Apprentice. We wish her well in her new role.



## Tenant Satisfaction Survey

We conduct a comprehensive Tenant Satisfaction Survey every three years which gives you the opportunity to tell us your views on areas where we are doing well, along with areas where you think we could improve our service. This year's survey will be carried out by Research Resource, who also carried out our previous survey in 2016.

The Tenant Satisfaction Survey is an excellent way for tenants to inform us of areas where we need to improve our service and so we'd encourage all of our tenants to take part. We expect the survey to take place in the next few months and you will receive a letter soon which will give you more information on what to expect.

## Living Wage Accreditation

We are delighted to announce that Ore Valley Housing Association has been accredited as a Living Wage Employer. Our Living Wage commitment will see everyone working at Ore Valley receive a minimum hourly wage of £9.00, this rate is higher than the government minimum for over 25s, which currently stands at £8.21 per hour.

In Scotland, nearly a fifth of all jobs (18%) pay less than the real Living Wage - around 404,000 jobs. Despite this, Ore Valley has committed to pay the real Living Wage and deliver a fair day's pay for a hard day's work.



## Wind Turbine Update

Ore Valley Housing Association's award-winning community wind turbine has completed another successful year of energy generation, continuing to output green electricity to the grid and helping contribute to a record year of renewable energy generation in Scotland. From the sale of this power, the net revenue is shared between the Association and our community investment fund designed to support local projects. So far we have supported 35 projects across the Cardenden area with investment totalling in excess of £50,000

## Upcoming Events

Tea & Toast Drop-ins - Every Thursday, 9.30-11am at The Hub

Ore Valley Summer Roadshows:

- Lochore, Rosewell Community Office - 27th August 2019, 11am-1pm
- Lochgelly, Salvation Army Hall - 29th August 2019, 11am-1pm
- Cardenden, Bowhill Centre - 3rd September 2019, 11am-1pm



Scottish Housing Day - 18th September 2019

Challenge Poverty Week - 7th-13th October 2019

16 Days of Action Against Domestic Violence - 25th November-10th December 2019

## Stay Updated

Remember you can stay up to date with all the latest Ore Valley news on our website [www.orevalleyha.org.uk](http://www.orevalleyha.org.uk) and social media, so why not like us on Facebook or follow us on Twitter?

 [facebook.com/orevalleyha](https://facebook.com/orevalleyha)  
 [twitter.com/OreValleyGroup](https://twitter.com/OreValleyGroup)

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# New Website Coming Soon!

We are continuing to develop our new website & tenants' portal and we hope to have it ready to unveil in August. The system has been tested by both tenants and staff ahead of the launch in an effort to iron out any problems and ensure that it is fully functional, whilst our developers have been concluding the integration of the two sections into one seamless system.

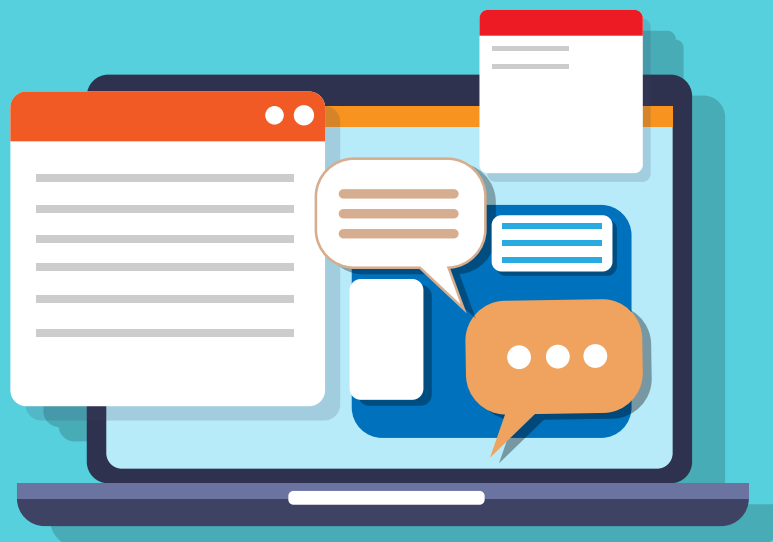
Once it is launched, the site will give tenants much more control and management of their tenancies including the ability to check rental balances, be able to diagnose and report repairs, tailored calendars highlighting upcoming Ore Valley events in your area and other useful self-service functions.

Stay tuned to [www.orevalleyha.org.uk](http://www.orevalleyha.org.uk) for details of our new site launch...



## Public Access Computers at Ore Valley

If you need to get online or don't have access to a computer, don't forget that we have three computers located in reception at the OVHA head office that are free to use. They are also linked with a printer should you need to print off any documents or forms etc. The computers are available during office hours - 9am-5pm, Monday to Friday.



# Electric Car Club

The Association was recently awarded funding through the Scottish Government's Plugged-In Households grant scheme which aims to support the wider adoption of electric car club vehicles across Scotland. In the coming months the Association, in collaboration with Enterprise Car Club, will be rolling out ten electric Nissan Leaf cars across five locations in central Fife, including Cardenden and Lochgelly.

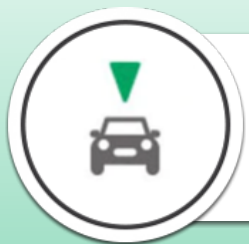
The car club will offer tenants and residents of Fife the opportunity to hire cars on an ad-hoc basis, eliminating the need for costly car ownership including burdens such as insurance, servicing, fuel, road tax etc. and delivering considerable carbon reduction compared to petrol or diesel powered journeys. Reservations can be made online, over the phone or via an app and all our tenants will receive a special introductory offer, details of which will be unveiled in the coming months.

The electric vehicle car club will build further on our previous sustainable transport projects including the addition of two electric vehicles to our company fleet and the installation of the first two public electric vehicle charging points located in Cardenden and Lochgelly.

Full details of the car club will be revealed before the service launches later this year.



## Features you'll love...



Download the Enterprise Car Club app and find vehicles closest to you with the automatic locator.



Create, modify or cancel reservations from your phone in just a few clicks. View your current rental or extend your reservation.



Use the Enterprise Car Club app to unlock the vehicle from your phone. Alternatively place your access card over the windscreen reader and wait for the green light to appear. Enter your PIN number into the PIN pad located inside the glovebox and collect the keys.

# Ore Valley Summer Roadshow

We have started the planning for our first ever Ore Valley Summer Roadshow, with events due to be held in Cardenden, Lochgelly and Lochore.

These roadshow events will be hosted by the Tenant Participation Advisory Service (TPAS) who will work with our staff and tenants to explore the issues that are important to you and your local area.

As well as helping us to improve your local community, we will be providing a buffet and prize draw at each event with all those who attend being entered into our SUMMER ROADSHOW PRIZE DRAW!!!

Each event will have activities to keep everyone entertained, so keep checking our Facebook page for clues about our Summer Roadshow Prize and the fun activities that will be available at each event.

We will be sending out invites to these roadshow events soon, but we would be delighted if you could keep this date free and join us for some fun in the sun!\*

*Lochore - 27th August 2019, 11am-1pm - Rosewell Community Office*

*Lochgelly - 29th August 2019, 11am-1pm - Salvation Army Hall*

*Cardenden - 3rd September 2019, 11am-1pm - Bowhill Centre*

\*Please note that we cannot guarantee the sun, but it should still be fun! ☺



# TV Licence Changes

You may have heard the news of the BBC's planned changes to free TV licences for those over 75. These changes are planned to come in to effect from 1st June 2020 and will see the entitlement to free TV licences for over 75's change to a means tested basis.

## How does this affect you?

The changes mean that anyone over 75 will need to be claiming a benefit called Pension Credit. People who aren't claiming Pension Credit won't be eligible for a free TV licence.

## I currently have a free over 75 TV Licence and receive Pension Credit. What do I need to do?

There's nothing you need to do now. If you already have a free over 75 licence and receive Pension Credit, you will continue to be eligible for a free licence.

TV Licensing will write to you in good time before your licence expires, to let you know how you can apply for your new free licence. You don't need to take any action, or contact them, in the meantime.

Please keep your latest Pension Credit letter safe, as TV Licensing may ask you to send a copy later when it's time to claim your free TV Licence. You don't need to send them anything at this stage.

## I currently have a free over 75 TV Licence but I don't receive Pension Credit. What do I need to do?

If you do not receive Pension Credit and are unlikely to qualify for it, there's nothing you need to do now. You will stay licensed until 31 May 2020. TV Licensing will write to you in good time before then, to explain how you can pay for your next licence. You don't need to take any action, or contact them, in the meantime.

If you think you may be eligible to receive Pension Credit, and therefore qualify for a free over 75 licence after 1 June 2020, you can find out more at: [www.gov.uk/pension-credit/eligibility](http://www.gov.uk/pension-credit/eligibility) or by calling 0800 99 1234.

It costs £154.50 for a colour and £52 for a black and white TV Licence. There are also plans for a new "pay as you go" payment scheme to be launched in June 2020 to let people spread the cost of the licence in fortnightly or monthly payments.

For full information on TV licensing visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)



## Introducing 'The Hub'

Ore Valley has recently taken over one of the empty retail properties across from our main office on Station Road in Cardenden with funding from Ore Valley Housing Association's wind turbine community investment fund. This property was previously used by another organisation known as The Purple Spud, but since their closure it remained unused. Since taking it over, we have renovated it into a fantastic space fit for a variety of purposes and projects.

So far we have been using it for a variety of our own long standing community support focused projects, which until now we have been hosting in our head office meeting room. These projects include our popular Tea & Toast Drop-ins, dementia awareness events and staff training.

We are collaborating with a number of community stakeholders to continue to expand and improve on our use of the space and hope to see it host new projects soon. The greater size of the facility will allow for more varied uses. We also hope that over time other community groups and organisations or community minded individuals will want to use the space for their own purposes and we welcome any potential users getting in touch about the facility.

Our hope is that these groups would use the space for clubs and group meetings turning the space into a true community hub to better foster a sense of belonging and cohesion among the residents of Cardenden.

What the space already contains:

- Three tables, each can be separated and hold 4-6 people or they can be combined as a single large table for meetings or discussions.
- A large HD flat screen TV with access to Netflix and other smart TV apps.
- A license for watching films and playing music
- A fully equipped kitchen
- A small garden area at the back with growing space already established
- A display area at the front of the building with great visibility from outside
- Upstairs offers large amounts of storage for other equipment

If you are interested in making use of the space or finding out more about The Hub please contact us on: **01592 721 917**.

We hope to hear from you soon!



# Housing Standards

As a registered social landlord regulated by the Scottish Housing Regulator, Ore Valley is mandated to provide housing that meets a number of quality standards. One of the standards relates to the energy efficiency of our homes.

All of our properties met the previous Social Housing Quality Standard (SHQS) which was the target to be met by April 2015. This has been complemented by the Energy Efficiency Standard for Social Housing (ESSH) which requires all of our homes to be at certain levels of efficiency by December 2020.

We are making good progress towards achieving this additional standard with 87% of our properties achieving or exceeding the required score. The remaining 13% will require a number of improvement measures to meet the target, however a large number of these only require new low energy lighting to pass.

Over the next 18 months we will be organising and carrying out a number of programmes of work to improve the performance of our homes. We will then start planning how best to achieve the even more stringent targets (ESSH2) that need to be met by 2032.



# Lo'gelly Lunches

A number of stakeholder organisations in Lochgelly, including OVHA, have come together to establish the Lo'gelly Lunches project in an effort to bring the community together.

The project runs every Friday in the Salvation Army hall on Auchterderran Road from 11am to 1pm and offers soup, sandwiches and cake to anyone who wants to pop in and have a chat. A number of services will be available each week if you need help and support or advice on any issues. There is no cost and everyone is welcome!



## Garden Competition

Ore Valley Housing Association's annual garden competition is underway once again and will no doubt see a colourful and extensive range of entries from our very talented tenants! A very mixed start to the summer's weather will have undoubtedly proved a challenge, but judging will be concluded in July with the winners announced later in the year at our Summer Roadshow events. Best of luck to everyone involved.

## Garden Maintenance

Many of our houses have their own gardens and while we don't expect everyone to have gardens worthy of winning our yearly Garden Competition, we do expect tenants to maintain these gardens to an acceptable standard in line with the terms of our Tenancy Agreement. This means cutting any grass regularly and pruning any trees, shrubs, hedges and bushes as required. If you share a garden with others, you must take your turn with them to keep it from becoming overgrown, untidy or causing a nuisance (unless we have agreed to take care of it).

Housing staff are responsible for monitoring the condition of their gardens by visiting each development at regular intervals and encouraging tenants to maintain the gardens properly. Where tenants fail to maintain their gardens to an acceptable standard they will be contacted by a member of the housing team and reminded of their obligation in the Tenancy Agreement to look after their garden and maintain it to an acceptable standard. It is also important that gardens are free from dog mess and bins are put out for collection and are returned to the garden promptly.

If a tenant is not maintaining their garden, a reasonable timescale will be given to bring their garden up to an acceptable level, with directions given as to what work is required to be carried out where appropriate. Where tenants fail to do so, we may engage our contractor to carry out work to private gardens to bring them up to an acceptable standard. This will be a rechargeable cost which the tenant will be required to pay.

Where tenants have health problems or disabilities and are unable to look after their garden, we will try to help them access our grass cutting scheme. If you would like to know more about the grass cutting scheme or request an application form email us at [ovha@orevalleyha.org.uk](mailto:ovha@orevalleyha.org.uk) or call us on **01592 721 917**.



# Community Growing Project

OVHA's community growing project aims to develop various activities relating to local horticulture including vegetable growing, tenant and resident skills development and helping address poverty and reduce the need for food banks. Our community planters installed across Cardenden remain popular and our local growing group continues to expand its membership and activities.

This summer we will be looking to develop our project further as we have established further growing space at the rear of our Hub facility on Station Road and will be recruiting two horticulture 'mentors' who will support tenants, residents, community groups, schools etc. with their growing aspirations and help widen the project's reach.

If you are interested in participating in the project, feel free to contact our project lead **Vicky Murdoch** on **01592 721 917** or via email **vmurdoch@orevalleyha.org.uk**



## Planned Maintenance

**Kitchens** - There are 73 kitchens in this year's kitchen contract, with the majority of properties being in Cardenden. The surveys for this are due to commence at the end of July with work to commence in September. This contract will again be carried out by Everwarm using Moores kitchens.

**Showers** - This years contract includes around 30 properties and on completion should mean all our properties now have showers. Any tenants who do not have a shower, and have not received a letter advising they are in this years contract, should contact our office and will be added into the contract. This contract will be carried out by Rogersons.

**Electrical testing** - This year's electrical testing will commence in July and Rogersons will be contacting tenants to arrange appointments. We are also working through the list of properties from the previous period's appointments where the contractor could not gain access. We will be arranging forced entry to these properties in the coming months if we are not provided access, as this is work we are required to do and a potential health & safety concern.

**Canopies** - We are replacing all canopies in the Whitehall area - this includes Whitehall Drive, Avenue and Crescent. Work is due to commence onsite in September with a pilot being carried out in August. This contract has been awarded to Rogersons.





# The Useful Page

## **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)

Step Change - 0800 138 1111 (debt advice charity providing impartial 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)

## **ORE VALLEY ONLINE**

Facebook [/orevalleyha](https://www.facebook.com/orevalleyha)

Twitter [@orevalleygroup](https://twitter.com/orevalleygroup)

[www.orevalleyha.org.uk](http://www.orevalleyha.org.uk)

## **CONTACT DETAILS**

114-116 Station Road

Cardenden, Fife

KY5 0BW

Tel: 01592 721 917

## **OFFICE CLOSURES**

Our office will be closed on October 4th and October 7th 2019.

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

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)