

# ORE VALLEY HOUSING ASSOCIATION

WINTER 2019  
ISSUE 75



## Join Our Car Club

Ore Valley tenants can join our Car Club for free and you'll also get £50 of driving credit if you're one of the first 50 to register!

Read more :  
Page 6



## Our Board Needs You!

We have a number of vacant places on our Board and are looking for interested tenants to join and offer their insight to help improve our services.

Read more :  
Page 10



## Sign Up & Win

Register for a My Home account before 31st January 2020 and you could win one of 3 £50 Co-op Gift Cards!

Read more :  
Page 18



## Latest News

### Living Wage Week

Monday 11th to Sunday 17th November was Living Wage Week, where as an accredited Living Wage employer we celebrated the hundreds of thousands of low paid workers who have received a pay rise because of the Living Wage movement!



The Living Wage campaign is an independent movement of businesses, organisations and people who believe a hard day's work deserves a fair day's pay. Employers choose to pay the real Living Wage on a voluntary basis - it provides an ethical benchmark for responsible pay.

All our staff are paid the Living Wage or above including our Modern Apprentice Caitlyn McCowan who said "I feel like Ore Valley is investing in my future and I am gaining a qualification without sacrificing my wage".

### Community Clean-Up Day

On the 28th of November we held a community clean-up day at Rosewell Drive, Lochore.

Three skips were available opposite our Community Office at 42 Rosewell Drive for local residents to dispose of any rubbish. Hot drinks, safety gloves & litter pickers were available for anyone who wanted to join members of Ore Valley staff for our community litter pick to help keep the local area clean and tidy.



Following the success of this first community clean-up day, we plan to run more of these events in the future. If you know of an area that may benefit from this then please contact us on 01592 721 917 to let us know.

### Christmas Closure

Please note that we are closed over the festive period from Wednesday, December 25th 2019 and we will open as normal on Monday, 6th January 2020.

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.

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

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## SafeTea Campaign

Parents are being urged to take care with hot drinks in a UK-wide campaign to tackle the most common cause of burns to young children.

The SafeTea campaign is based on evidence collected by researchers from Cardiff University, the University of Bristol and the University of the West of England, and is using materials tested in collaboration with early years staff and parents of young children. Research shows that more than 50,000 children in the UK attend hospital with burns each year, with the majority happening to children under five. Hot drinks account for 60% of hospital attendances with burns in children under 3 years – or 30 young children every day.

Professor Alison Kemp, from Cardiff University's School of Medicine, who led on the research, said:

"There are thousands of incidents of hot drink scalds every year, where potentially devastating injuries could be prevented with a few simple steps. Burns from hot drinks can cause serious and extensive skin damage to a young child, with lifelong scarring and the need for sustained medical treatment into adulthood. That's why we are reminding parents to keep hot drinks well out of reach. Hot drinks can cause damage to a child's skin even after 30 minutes. If a child is burned, the recommended first aid is to cool the area under running water for 20 minutes".

The key messages of **SafeTea** are:

- keep hot drinks out of reach of children
- never pass a hot drink over a child
- never hold a drink and a baby at the same time.
- make a SafeTea zone: a safe place for hot drinks at home, out of reach of small children

If a child is burned, the correct first aid is **COOL, CALL, COVER**:

### COOL



Run lots of COOL running water over the burn

### CALL



call **999** or **111**  
or your doctor

CALL for medical help  
999 or NHS Direct 111

### COVER



COVER the burn with loose strips of clingfilm or clean non-fluffy material to stop it getting infected



#SafeTea [www.SafeTea.org.uk](http://www.SafeTea.org.uk)

## Gas Servicing

Gas Servicing is an essential part of our duty as a landlord. It is key to maintaining heating systems in good working order and helps to ensure that you are safe and warm in your home.

To help us to meet our legal obligations in relation to gas regulations, we ask all tenants to provide our gas contractors (Kingdom Gas) with access to their homes annually. Alongside Kingdom Gas, we proactively contact all tenants a minimum of three times to arrange a suitable appointment. We also encourage tenants to contact us if an appointment isn't suitable and with enough notice we do try to make the appointment process as flexible as possible.

The good news is that the majority of tenants meet these appointments and we've found that access is typically provided at the first or second visit with a lesser proportion requiring a third booking.

Where access is not provided repeatedly and the gas service anniversary date is approaching, we have procedures in place to start making arrangements for the gas supply to be capped. If the gas meter is inside the property we will make arrangements to force entry to the property. If we have to take this step, all costs related to this work is recharged to the tenant.

We have recently reviewed the steps taken when access to complete the annual gas service is not provided and have amended our procedures to include using tenant keys (a selection are kept in our office with the approval of these tenants) to gain access to complete the service instead of forcing entry or capping the supply.

Whilst we do not hold keys for all properties where we do, we will seek to use these. Tenants will be given a minimum of 48 hours notice of our intention to gain access and the gas engineer will be accompanied by a member of the Housing team.

Our aim is to avoid capping a tenant's gas supply or having to take steps to gain entry to a property. We would therefore request that all tenants work with us to make sure that your service is completed on time and without disruption.



For more information and advice, visit the SafeTea website:  
[www.SafeTea.org.uk](http://www.SafeTea.org.uk)



## Have you heard about our Car Club?

Ore Valley Housing Association has entered into partnership with Enterprise Car Club to make zero emission vehicles available to Ore Valley tenants. This includes an exciting offer for our tenants.

Funded by Transport Scotland and delivered through the Energy Saving Trust & the newly launched Plugged-in Households Programme, the new car club is part of a wider initiative to engage communities in more sustainable electric vehicles and shared mobility. Car clubs reduce the reliance on owned vehicles, leading to less congestion while the zero emission all-electric vehicles improve air-quality for all.

The initiative has launched an initial four fully electric Nissan LEAFs located at Cardenden and Lochgelly. Anyone over the age of 19 will be able to hire the cars from as little as £5.00 an hour including VAT and be driving in a matter of seconds by using the easy-to-use Enterprise Car Club app. With Lochgelly and Cardenden in more rural areas with less access to public transport, the electric vehicles will help residents be as environmentally friendly as possible on journeys that are only possible by car.

The vehicles will be available for use by Ore Valley tenants, as well as anyone who lives or works in the surrounding area. A further six vehicles will be introduced in Dunfermline, Kirkcaldy and Glenrothes as the charging infrastructure is developed. Membership to the Enterprise Car Club gives users access to a growing network of 300 vehicles across Enterprise Car Club locations in 12 Scottish towns, cities and communities, as well as the wider network of 1,400 electric, hybrid and fuel-efficient vehicles across 170 towns and communities in the UK.

You can rent the Enterprise Car Club cars by the hour or day. The cars are available 24/7, 365 days a year. Fuel, taxes, servicing and MOT are included so you only ever pay for the vehicle when you use it, not when you don't.

The vehicles are parked in dedicated bays at our head office in Cardenden and our business centre in Lochgelly, meaning there is always a parking space for you when you return the vehicle.

We have arranged for tenants of Ore Valley Housing Association to receive one year's free membership of the Enterprise Car Club, and the first 50 members to sign up will also receive £50 driving credit.

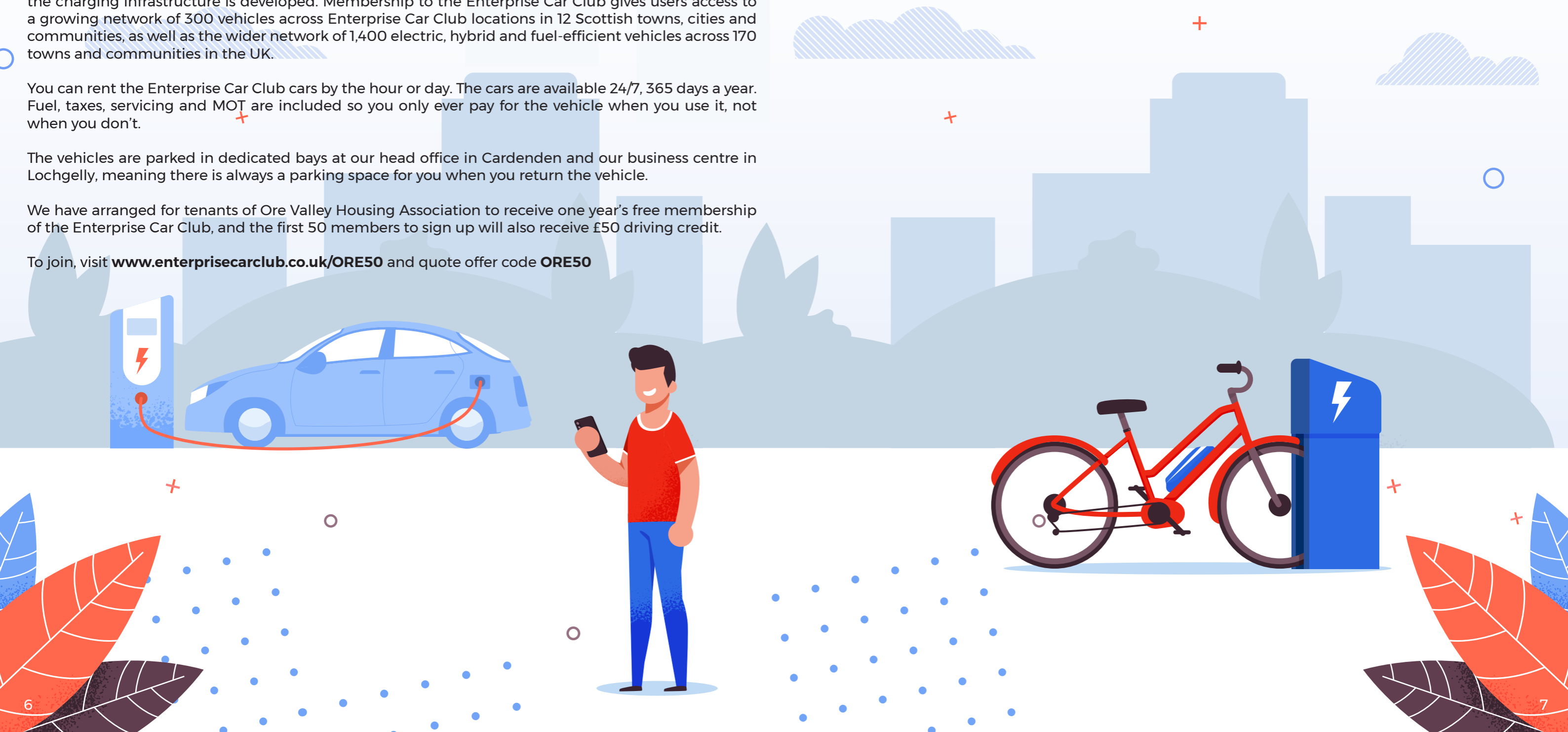
To join, visit [www.enterprisecarclub.co.uk/ORE50](http://www.enterprisecarclub.co.uk/ORE50) and quote offer code **ORE50**

## E-Bikes spin in to Cardenden and Lochgelly

Ore Valley has secured grant funding to support the development of an electric bike project in Lochgelly and Cardenden. The funding from the Scottish Government will see us install a total of four electric bikes, trailers for children and protective equipment and clothing across our head office and business centre which will be available for free for tenant and public use.

The idea behind the project is to encourage local tenants and residents to adopt more sustainable forms of transport and also promote the availability and suitability of electric bikes for day-to-day use. Electric bikes (known as e-bikes) provide assistance to the cyclist by way of an onboard motor helping to cover longer distances and climb up tough hills whilst you pedal.

The bike project is the next phase of our ongoing sustainable transport initiatives including our electric car charging points in Cardenden and Lochgelly, our electric car club in partnership with Enterprise Car Club and our recent adoption of electric vehicles for our corporate vehicles.



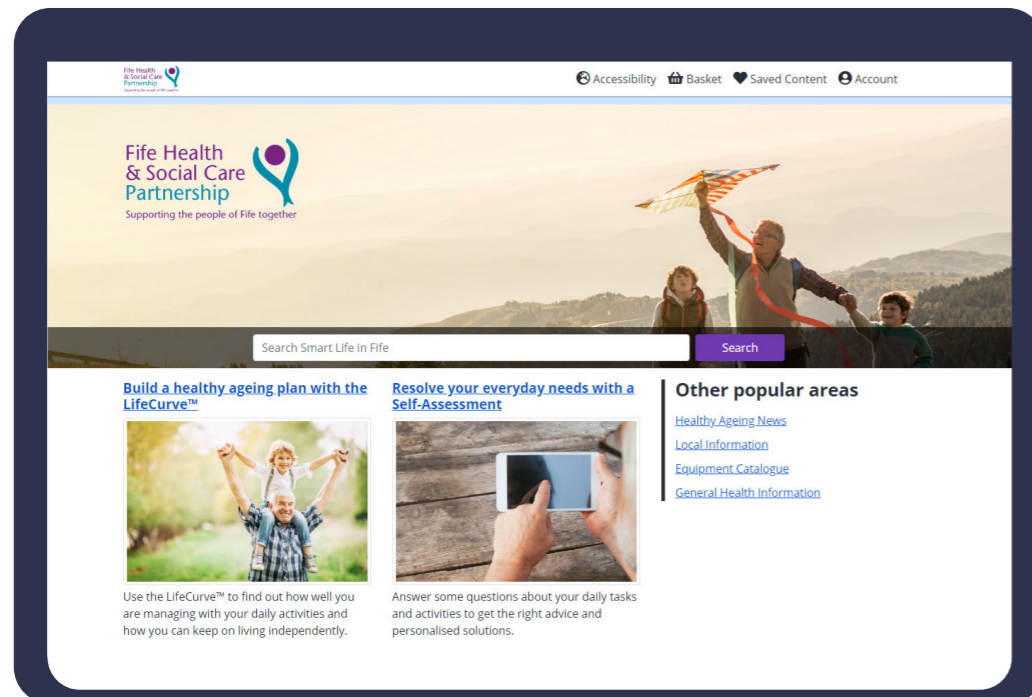
# Smart Life in Fife

Fife's self-assessment tool to help people live independently for longer

Fife has an online self assessment tool called 'Smart Life in Fife'. The website can enable people to access advice, services, recommendations, and equipment available on loan from Fife Community Equipment Store. These vital services can make everyday activities easier and enable people to live more independently at home for longer.

The online system will allow a person to select an area of the home which they, or family members are having difficulties with. Step by step each person is guided through an easy assessment process to identify what solutions may be best for them. Our system can offer quick and easy access to a range of solutions, and advise if a further professional assessment is required.

To start a self-assessment go to [www.smartlifeinfife.org](http://www.smartlifeinfife.org) sign up and create an account



[www.smartlifeinfife.org](http://www.smartlifeinfife.org)

## Housing Update Hugh Place, Lochgelly

Ore Valley are delighted to announce that we have entered into a development agreement with Kingdom Housing Association to bring forward a new social housing development of 27 units with a mix of 13 x 2 bedroom bungalows and 14 x 2 bedroom flats.

Hugh Place is located close to the town centre with good access to local shops and other amenities and we anticipate that there will be a high demand for these properties.

Ground works are due to start on site in November 2019 and the completion of this building project will be taken forward on our behalf by the experienced development team at Kingdom HA, who have worked with us on many new build housing projects over a number of years through our membership of the Fife Housing Association Alliance. The builder will be Richard Street Ltd who are part of the Lochgelly based Purvis Group of companies, they are the current owner of the site and transfer of the land for development was conditional on agreement of this building contract.

Site completion and transfer to OVHA is expected sometime after September 2020 and we will be working on pre-allocating these properties throughout the summer. If you want to be considered for one of these properties, offers will be based on housing need and you will need to have a live housing application on the Fife Housing Register - [www.fifehousingregister.org.uk](http://www.fifehousingregister.org.uk)

If you have any further questions about this development, or what you need to do to make sure that you have a live housing application, please call us on **01592 721917** or email [housing@orevalleyha.org.uk](mailto:housing@orevalleyha.org.uk)



Pictured:  
left - the existing site



right - the proposed site layout  
below - a computer generated image of completed properties



Proposed Site Layout

## Our Board needs you!

Following the Annual General Meeting which took place in September there are a number of vacant places on the Board of Ore Valley Housing Association. Board meetings take place once a month in the evenings, additional committees and ad-hoc groups meet less frequently.

Tenants of the Association have a fantastic insight to share as recipients of the services we provide in our communities and membership of the Board will provide a great opportunity for you to share these insights. The Board is a friendly group from a variety of different backgrounds who would welcome you with open arms.

We have identified a number of tenants through the recent tenant satisfaction survey, who have indicated that they may be interested in joining the Board, if you are one of those tenants we will contact you. If however you were not consulted or did not indicate an interest during the survey or if you have a strong and pressing interest in getting involved we would love to hear from you now.

Board membership is on a voluntary basis and there is no payment involved other than for reasonable out of pocket expenses. If you would like to be considered or would like to find out more, in the first instance please contact either Joanne Cargill or Megan Sneddon on **01592 721917** to arrange an appointment.



## Ore Valley Business Centre

The Ore Valley Business Centre was built in 2011 and is located on Main Street in Lochgelly. It offers a range of office spaces and services for startup and established organisations looking for a suitable home from which to grow their businesses.

The past quarter has seen occupancy within the building expand to near capacity with twenty of the twenty-one units now occupied. The centre recently welcomed several new tenants including Kerry's Krazy Kostumes, Restoration Fife and Fife Labour Party.

In addition to offices, the centre has several meeting rooms which have been used to deliver a wide variety of training and community events including sessions on dementia awareness, computer skills development, volunteering and charity bake sales in support of MacMillan.

For more information or if you have any queries about Ore Valley Business Centre please contact Nick Clark on 01592 786 700.



## Repairs responsibility for your home

Some tenants are surprised by just how much they are responsible for when taking on a tenancy in social housing and exactly which repairs are covered by the Association. We agree that it can be confusing and so we are putting an updated guide on our website.

We will be having a discussion with the Estate Management Group on this topic, if you would like to get involved with or find out more about the Estate Management Group which is made up of tenants of Ore Valley Housing Association please do contact us.

It is important to know that OVHA is responsible for the structural condition of the property you are renting, as well as much of the interior, but it is down to you, the tenant, to keep an eye on the "small" things.

When you signed your tenancy agreement you were agreeing to keep the property you are renting in good repair throughout your occupancy of your home.

Therefore, in most cases if damage to the property or its contents has occurred as a result of your neglect or damage caused by your actions, then it is your responsibility to pay for any repair or replacement. The same rules apply if the damage is caused by a family member, friend, visitor or pet, so do be aware that as the tenant you will be liable for meeting any costs.

Similarly, if your home has been subject to vandalism or criminal damage, and you have failed to report it to or co-operate with the police, then you may well be held responsible for the costs of putting it right.

To find out both OVHA and Tenant repair responsibilities please visit our website: [www.orevalleyha.org.uk](http://www.orevalleyha.org.uk) or call us on **01592 721917** to speak with one of our team.

## Summer Roadshow Prize

As part of the Summer Roadshow events we held in August and September this year, we held prize draws for everyone who attended.

At each of our roadshow events, there was a prize draw for those attending, along with this all those who attended any of our roadshows were entered in to an overall grand prize draw with the chance to win a brand new washing machine.

Following the roadshow events we selected a winner at random from all entrants.

Mrs Young was the lucky winner of the grand prize and is delighted with her new washing machine.



Pictured right: Housing Manager, Colin McInnes with Summer Roadshow prize winner Mrs Young and her newly installed washing machine.



## Cardenden Community Fridge

The Cardenden Community Fridge launched on Friday 20th September and is situated within the lounge at the Bowhill Centre.

The fridge was set up initially to reduce food wastage and also to support anyone within our local community with their transition through the benefit system and low income. The fridge can also be used instead of accessing a Foodbank when you may find yourself in a situation that you only need enough for a days food prior to receiving your wage or benefits etc.

The fridge works on an honesty policy where you only take what is needed depending on your household circumstances which includes how many family members stay within your property. At times the group may have to limit the amount of food given out due to frequent changes in supplies. You are allowed up to 5 items that can be bulked up with extras such as vegetable and staple products like tea bags and sugar.

The Community Fridge is open every Friday from 2-4pm then again between 6-8pm subject to change and volunteer availability.

Since it was launched in September the Community Fridge has gathered just under 70 members so it can be quite busy at times.

Anyone can become a member and membership is free. Should you wish to know more about the project please pop along to the Bowhill Centre or contact Vicky Murdoch 01592 721 917.



## Community Growing Project

As the Community Growing Project nears the end of its 2nd year, project leader Vicky Murdoch reflects on its success so far.

“Seeing the enthusiasm from the volunteers and the produce that they have produced has been humbling. This year our growing team have increased in size and we now have just under 20 growers taking part in community growing.

The team have been working on growing vegetables in pots/planters in their own garden, along with helping maintain the 6 raised beds that we have within the community.

This year we have attempted and succeeded to grow, strawberry plants, broad beans, potatoes, coriander, carrots, lettuce, courgettes, radishes and tomatoes. The majority of the vegetables were donated through The Hub and the Church Drop-in with the rest shared out through members of our Tea & Toast events.

We are finishing this year with the employment of 2 horticulture mentors who will be planning events, training sessions and one to one contact with residents within our local community and working to encourage more people to grow their own veg.”

Should you wish to become involved with this project or would like more information then please contact Vicky Murdoch on 01592 721 917.



## The Hub

The Hub has been open since May this year and was set up as a community space that anyone within our local community could access. Over the past few months the hub has been used for various community activities including group meeting, parent catch-ups, book bug sessions, tea and toast, memory books sessions, community coaching and dementia training to name a few.

The footfall has increased since The Hub first opened from approx 12 people a week to just under 50 depending on whats been booked in.

The space is cosy with accessible toilet space and a small working kitchen and is available free of charge.

Should you wish to find out more or are interested in booking the space please get in contact with Vicky Murdoch on 01592 721 917.



## Auchterderran Church Drop-in

Celebrating its 2nd year anniversary on January 9th 2020, the Church Drop-in based within Auchterderran/Kinglassie Church Hall has been a resounding success with an attendance of over 60 people every week.

The drop-in is free to attend and anyone can come along and be served with hearty homemade soup, sandwiches, some really delicious home baking and as much tea and coffee as you require. It's also a great opportunity to meet up with friends or come along and join in the conversation with new ones.

The drop-in runs every Tuesday from 11am - 1 pm, and during the festive period it will be open as normal on Christmas Eve and New Year's Eve.

While the drop-in is free to attend, any donations that are received are put back into making this weekly event a success.

## Planned Maintenance

We have been busy working on a number of projects, some of which are drawing to a conclusion whilst others are commencing.

Front door canopies - we have almost completed this project which was established to replace the old canopies above the front door of 12 homes. The old canopies were deteriorating through wear and tear, the new ones not only offer improved performance, they have also improved the appearance.

Kitchens - we have only just completed this years kitchen replacement programme which saw 73 homes have new fitted kitchens. We are now commencing the planning work for next years programme and will be in touch with tenants whose homes are to be included.

Showers - we have almost completed the programme of shower installations in 15 homes. This will see all of our housing having at the very least a shower over the bath.

Electrical testing and upgrade work - we are just commencing the programme for this year, which will include electrical testing and upgrade where required within 134 homes. In addition we will be checking your fire detection system to ensure that it complies with new regulations which come into force in 2021. If any work is required to your fire detection system we have arranged for the contractor to carry out the work if they can, there and then.

The external painter work programme for 2019/20 includes 80 homes, the work will commence in the new year.

## What is a doorstep scam?

Doorstep scams take place when someone comes to your door and tries to scam you out of your money or tries to gain access to your home. Doorstep scammers aren't always pushy and persuasive, they may seem polite or friendly. So if you're not expecting someone it's important to be vigilant when you answer the door, especially if you live on your own. It can be very easy to fall victim to a scam, but you can be scam savvy if you know what to look out for.

There are many different types of doorstep scams, some of the most common ones include:

- **Rogue traders:** A cold-caller may offer you a service you don't really need. They may claim to have noticed something about your property that needs work or improvement, such as the roof, and offer to fix it for cash at an inflated price.
- **Bogus officials:** People claim to be from your utility company as a way of gaining access to your home. Always check the ID of any official, and if they're genuine they won't mind waiting while you check.
- **Fake charity collections:** A fraudster may pretend they're from a charity and ask you to donate money, clothes or household goods. Legitimate charities will all have a charity number that can be checked on the Scottish Charity Regulator website.
- **Made-up consumer surveys:** Some scammers ask you to complete a survey so they can get hold of your personal details, or use it as a cover for persuading you to buy something you don't want or need.
- **Hard luck stories:** Someone may come to your door and ask you to help them out with cash, ask to use your telephone or claim they're feeling unwell. The story is made up and intended to con you out of your money or gain access to your home.

Last month we received a call from one of our tenants in Lochgelly, asking whether we could confirm the identify of a young man who had just called at their home asking for permission to carry our a survey on behalf of Ore Valley Housing Association.

Due to a communication error (us not talking to each other) the staff who were in the office did not know about this planned survey work. This prompted us to start contacting our more vulnerable tenants to raise awareness of a possible doorstep scammer who may be operating in their local area, and we also instructed our Housing Officers to check for anyone who matched the description given.

Fortunately we soon realised our error and we were able let the Police know that this was a false alarm. However, after our red faces had diminished we were able to reflect that our tenant had done the correct thing calling us, and our response to what we thought was a possible 'bogus caller' was also the right thing to do.

What we got wrong was not letting everyone in the office know that we had instructed a company to carry out some survey work on our behalf. Lessons have now been learned so that we don't make the same mistake, however the message for tenants when dealing with a possible door step scammer remains the same.

If someone does come to the door, it's important to remember the following:

- Only let someone in if you're expecting them or they're a trusted friend, family member or professional. Don't feel embarrassed about turning someone away.
- Don't feel pressured. Don't agree to sign a contract or hand over money at the door. Think about it and talk to someone you trust.
- Check their credentials. You should always check someone's credentials - a genuine person won't mind. You can phone the company they represent or check online, but never use contact details they give you.
- Don't share your PIN. Never disclose your PIN number or let anyone persuade you to hand over your bank card or withdraw cash.
- Call the police. Call the police non-emergency number 101 if you're not in immediate danger but want to report an incident. But call 999 if you feel threatened or in danger.



## Cardenden Christmas Lights Switch On

This year we are celebrating 10 years of Cardenden's Christmas Lights.

The Switch On event was held on Friday 29th November at the Cardenden Community Garden where there was carol singing and mulled wine.

We have 30 lights in total this year, including the winning design from this year's Kids Light Up Cardenden by Reno McNeill. Reno's brilliant Christmas light showing Santa going down the chimney (pictured on the right) is also our first animated design!

This year also sees our very first planted Christmas tree which will now be there all year round growing tall for each christmas light switch on.





## Memorial Bench and Tree of Life

In November, Cardenden saw the arrival of a new bench and tree installation in a joint project with Cardenden Environment Group and Fife Council. The bespoke bench and tree were crafted by Iron Design by Rory.

Officially unveiled at a ceremony on Remembrance Day the bench is a mark of respect and remembrance to all of those who have been affected by the atrocities of conflict.

The second part of the installation is a Tree of Life and Inspiration Book. The tree represents the 'Big tree' which stood for over 100 years on the site of the Community Garden and is a symbol of growth for our community and the people who live here. The inspiration book features a poem by William Hershaw who recited the poem on the day of the ceremony and names chosen by younger members of our community as people who they see as an inspiration to them, some of which are also on stars which hang from the branches of the tree.



## National Tree Week

National Tree Week ran from 23rd November to 1st December and is the UK's largest annual tree celebration, marking the start of the winter tree planting season.

Trees do so much for us every day. They give us oxygen, store carbon, improve air quality, conserve water, preserve soil, support wildlife and are key solution to climate change. They also give us greener spaces and improve our own wellbeing.

But trees need our help. We need to champion them, by planting many more trees and caring for the one we already have. Sometimes due to their location we need to do work to remove or cut back trees that we inherited. This is often a costly and unplanned expense that needs to be paid for from the rent money that your pay us.

To offset the environmental damage caused by removing some trees we now want to deliver a tree planting programme over the next 2-3 years, and to kick this off we are planning to plant Rowan, Willow and Cherry Blossom trees at the following suggested areas:

Craigie Gardens, front gardens at Rosewell Drive, Bluebell Gardens close to pumping station and the small grassed area behind Whitehall Avenue.

As part of this initiative we are also planning to work with the Cardeneden Community Growing and Horticultural Project where, with the support of their Horticultural Mentors, members of the community can work with us to complete a comprehensive survey of the trees that we are responsible for maintaining.

If you would like more information about this, if you're interested in volunteering to help us with this survey or you are interested in having trees planted near to your home or even in your own garden, please contact the Housing Team on **01592 721 917** or email **housing@orevalleyha.org.uk**





Discover

# 'My Home'

Putting you in control of your tenancy

Register today at:

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

- check your rent account
- manage payments
- report repairs
- access tenancy letters
- view & update your details
- send us feedback
- and more!



All tenants registered before 31/01/20 will be entered in to the prize draw to win 1 of 3 £50 Co-op Gift Cards!



## Have you registered for My Home yet?

In our previous newsletter that announced that all tenants who had a registered My Home account by 31st October would be entered in to a prize draw to **win 1 of 3 £50 Co-op Gift Cards**.

We've had a great response to My Home so far with over 10% of our tenants registered. We put the names of everyone with a My Home account in to a hat, picked out three winners at random and the winners are:

**Kelly Ness, Kerry Storrar and Maurice & Brenda King**

Congratulations to our three winners and don't worry if you missed out on registering in time for the prize draw, we've decided to run another draw for all tenants that **register before 31st January 2020!**

Registration is easy, just visit [www.orevalleyha.org.uk](http://www.orevalleyha.org.uk) and click the 'My Home' button then fill in your details. You'll then receive a welcome email with a link to confirm your account and set your password.

Don't have internet access? Don't let that stop you, why not visit our Cardenden office and use our community computers?

Not sure about the process on how to register? No problem, we can talk you through this, or better still let us do it for you by giving us a call on 01592 721 917.

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

### What do I need to sign up to My Home?

- Your tenant number \*
- Your surname
- Your year of birth
- Your postcode
- Your email address

\*If you don't know your tenant number you can call us on 01592 721 917

## Get ready for winter

Scotland's winters often bring snow and ice, which can cause frozen or burst pipes, blocked drains, localised flooding during thaws, treacherous conditions out and about, and risks of hypothermia, but there's plenty you can do to prepare for and deal with cold weather.

### Before snowfall/ice

- In cold weather, make sure you keep as warm as possible, particularly wearing layers, and keeping at least one room in the house heated.
- Review your household emergency kit and make sure you have everything you need
- Don't park your car or bikes, or place garden furniture, underneath locations where snow and ice may accumulate on roofs
- Ensure you have a supply of salt or grit
- Check on vulnerable neighbours or relatives and help them to prepare.
- Find your stop valve so you are prepared in case you need to turn off your water supply in the event of a frozen or burst pipe.

### During snowfall/icy conditions

- Check the weather forecast, and keep up to date with the latest weather warnings, travel advice and road conditions
- Take extra care when cycling, walking or driving
- If you lose power, call 105 - its free of charge and will put you through to your local network operator who can give you help and advice.
- If you are out walking, such as returning home from a night out, make sure someone knows your route and when you should be expected at your destination. This is especially important if you are walking home alone.
- If your pipes freeze, find the stop valve and turn it off immediately. Open all cold taps to drain the system, but never turn on the hot taps because if you have a hot water cylinder, this may collapse if the pipes leading to it are frozen.
- If your pipes burst, find the stop valve which controls the water supply entering your home. If you suspect you have a burst pipe, turn off the water supply immediately and call us on 01592 721 917

### After snowfall/ice

- If you are fit, well and able; clear and grit paths and pavements (clearing fresh snow is easiest, and avoid using hot water, which could quickly turn to ice)
- Make sure that any vulnerable neighbours or relatives are safe and help them make arrangements for any repairs
- Before attempting to thaw out your pipes, check for leaking joints or bursts. If there are none, and if it is safe to do so, then gently heat any frozen sections with a heated cloth wrapped around the pipe. Never apply a direct flame or attempt to thaw pipes by switching on your immersion heater or central heating boiler.





# 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 from December 25th 2019 up to January 3rd 2020 and will reopen as normal on January 4th 2020

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)