

## Getting to know you survey

So that we can improve the services we deliver, one of the things we need to do in the coming months is collect better information about you and your household.

This includes collecting better equalities and customer data about your circumstances and your priorities so that we can tailor our services to your needs.

We are currently designing a survey form with the help of an independent research organisation which will help us to develop our understanding of who lives in our houses and how we can better support our tenants and identify any barriers that may be preventing them from accessing our services.

## Updating your contact details

We would like to bring to your attention the critical importance of keeping your contact details up to date.

Updating your contact details with us is a straightforward process. You can:

- Visit Our Office: Drop by our office during business hours and speak with one of our staff members who will assist you in updating your information.
- Phone or Email: Alternatively, you can contact us by phone or email [housing@orevalleyha.org.uk](mailto:housing@orevalleyha.org.uk) to provide your updated contact information

## The information we need to collect includes:

- How would you like to contact and communicate with us.
- How would you like to get involved in our decision-making processes.
- What are your tenancy priorities.
- Tenancy affordability, i.e. rent and gas/electric costs.
- Equalities data, i.e. household composition, age, sex, disability, ethnicity, pregnancy and maternity, sexual orientation, gender identity and/or re-assignment.

We are planning to conduct the survey online, over the phone and in person and we would be grateful for your participation.

Further information about this survey and how we will process the confidential data you share with us will be provided prior to the survey launch date which is planned for July 2024.



## Spring Fling Tenant Event

**Date - 25th April 2024 - 4pm-6pm**

**Venue - Ravenscraig Walled Garden, Dysart Road, Kirkcaldy**

We are planning to take our tenant event on tour this Spring. This fun event will be delivered in partnership with **Cosy Kingdom** and **Climate Action Fife**, and we will also be joined by the **Big IDEA Project** who work with our tenants to provide income maximisation and energy saving advice. Transport will be available along with food and refreshments. Numbers will be limited due to the size of the venue so if you would like to join us for this event, please call Vicky Murdoch on 01592 721917 as soon as possible.



## Rent Review Survey

We received 26 responses from tenants (18 online), equating to 3.6% of the maximum potential response.

From the options given, 62% were in favour of a 5% increase with 15% selecting the 6% option. The remaining 23% were in favour of another option and providing the following comments:

**Suggested option - 2.5%.** 'I understand you need to increase the rent, but does it have to be every year? If you do increase by 5.0% I may struggle to pay it.'

**Suggested option - 0.0%.** 'The increase made last year was quite the jump and to increase the rent by such increments yearly is disconcerting.'

**Suggested option - 0.0%.** 'I support neither of the above rent increases. Help tenants out by keeping the rent the same next year. The cost-of-living crisis is hitting everyone hard. Some tenants may only be scraping by with no support as they are above the threshold. The rent for a rented property is way higher than what a mortgage would be these days with nothing to show for it.'

**Suggested option - 0.0%.** 'Consider a possible rent freeze.'

## What do we plan to do with your rent money

In our next newsletter we will be providing tenants with an easy-to-follow breakdown of our planned budget spend for 2024/25, together with an update on our quarterly performance in key service areas.

## Rent Review 2024-25

Following careful consideration our Board approved a rent increase of 6.0% for our social rented houses from 1st April 2024, adding £5.66 a week to the average rent cost.

This increase is 2.1% above the CPI inflation rate for November 2023 and will be our first above inflation increase since April 2021. This follows a rent increase last year which was 5.35% lower than the reported inflation rate for Nov 2022.

Any decision to increase rents in the current financial climate is a difficult one to make but is essential to allow us to deliver our plans for home improvements while reducing fuel poverty and continuing to deliver vital tenancy support services and new homes for those in most housing need.

The increases we have introduced are lower or similar to those being proposed by the other social landlords in Fife and throughout Scotland, reflecting the budget pressures and increasing financial demands being placed on social landlords at a time when Fife Council are on the brink of announcing a housing emergency in our local area.

We have assessed the affordability of our increase and determine that in most cases our rent will be between 25-30% of your net income but we do recognise that any increased financial pressure is likely to be borne by low income working age households who are not already receiving financial support with their housing costs.

To reduce this risk, we are increasing our tenancy support budget by £6K to assist tenants who are paying full rent and are financially vulnerable or facing severe hardship due to other increased costs.

If you have any difficulties paying your rent, please contact our office on 01592 721917.

## 2024 - 2025 Monthly Rent Charge 6%

2024/25	Flat	Bungalow	House
<b>1 Bed</b>	£370.29	£383.76	n/a
<b>2 Bed</b>	£417.43	£430.88	£444.35
<b>3 Bed</b>	£451.09	£464.56	£478.02
<b>4 Bed</b>	£491.49	n/a	£518.42

\* An additional charge of £5.00 per month is applied where a property has Solar PV panels installed that provide a financial return that directly benefits the tenant.



## Weekly Rent Increase (6%) - by Property Type & Size

Type	1 Bed	2 Bed	3 Bed	4 Bed
<b>Flat</b>	£4.84	£5.45	£5.89	£6.42
<b>Bungalow</b>	£5.01	£5.62	£6.07	n/a
<b>House</b>	n/a	£5.80	£6.24	£6.78



## Future Rent Review Consultation

Our Board members have asked that we carry out our next rent review consultation earlier in this calendar year so that we can involve more tenants in the process, with the aim being to ensure that value for money, and what this means for your rent is better reflected in our future rent increase decisions.

If you are interested in taking part in one of our planned Value for Money focus groups, please contact Vicky Murdoch on 01592 721917.

## Say hello to your Housing Officer

It's been a little while since we showed the faces of our hardworking Housing Team in the newsletter, so we thought it was about time to shine the light on them this Spring. Most of the team have been with us a long time but there have been some changes in the areas that they look after.

Heading up the team is Colin McInnes. It's not likely that you will see Colin out and about, he spends most of time behind the scenes working with the other housing partners, the housing regulator and ensuring the team provide the best services possible to our tenants.



Tommy Braid is our Senior Housing Officer; he spends most of his time supporting Colin and the Housing Officers in their role as well as managing the rest of the team. You'll still see him pounding the pavements though, Tommy always has time to chat with tenants and make sure they're happy in their homes. He also looks after some of our properties that are a little further afield such as those in Levenmouth area and North East Fife.



Looking after things in the office is our Housing Services Advisor, Megan Sneddon. Megan is here to help with all your general housing queries and if she can't help, she'll definitely get you to the right person who can help.



Danielle Porteous is our Tenancy Support Officer. If you have any financial worries, are a little unsure if you should be claiming certain benefits or feel you are struggling to maintain your tenancy, Danielle is always happy to assist.




Vicky Murdoch is our Tenant and Community Engagement Officer; she leads our tenant engagement events and provides support to the wide range of activities we undertake to support our communities so don't be surprised if you see her attending events not run by Ore Valley.





**Our Housing Officers look after the following areas:**

<b>Kittaya - Housing Officer</b>	<b>Ryan - Housing Officer</b>	<b>Elaine - Housing Officer</b>	<b>Amanda - Trainee Housing Officer</b>
 <p>Church Place, Craigie Gardens, Craigmead Terrace, Derran Drive, Kirkshotts Terrace (flats), Orebank Road (flats), Westfield Brae and Westfield Terrace.</p> <p>Burntisland, Cowdenbeath, Dunfermline, Halbeath, Kelty, Lumphinnans, Oakley and Rosyth.</p> <p>Mid-Market - OVE Cloanden Place, Quality Street, Rosewell Drive (41-66D), Loanhead Avenue 58 &amp; 60, Seafar Drive, Town House, Lochgelly</p>	 <p>Balderran Drive, Bowhouse Terrace, Cook Sq. flats 9-14, Daisyfield Terrace, Erskine Street, Main Street (Lochgelly), Murrayknowe, Silverton Drive, Whitehall Ave, Whitehall Cres, and Whitehall Drive.</p>	 <p>Bluebell Gardens, Carden Mill Brae, Craigside Road, Derran Drive (flats), Kirkshotts Terrace, Main Street (C/den), Orebank Road, Old Miners Institute (Bowhill), Rosewell Drive, Rosewell Crescent, Wallsgreen Gardens and Woodside Terrace,</p> <p>Glenrothes and Kirkcaldy area.</p>	 <p>Cook Sq. flats 1-8, Francis Street, Geatons Road, Grays Road, Berry Street, North Street, South Street, The Stables and Weavers Row.</p> <p>Chapel Street, McGregor Avenue, Dundas Street, Hamilton Street, Plantation Street, Benarty Avenue and Garry Street.</p>

**You can contact our Housing Team on 01592 721 917  
or email [housing@orevalleyha.org.uk](mailto:housing@orevalleyha.org.uk)**



# New System Update - Tenant Portal

## ACCOUNT

Account Name: Mr Adam Murdy  
Address: 36 HomeMaster Street Hullbridge PA14 KEN  
Account Reference: 20012  
Account Type: Shared Owner  
Start Date: 24/09/2020  
Current Balance: 109.05 in arrears

[View your other accounts](#)

[Request changes](#)

## CONTACT DETAILS

Phone Numbers:  
Home:  
Work:  
Mobile: 07568 439154  
Email Address: info@designersoftware.co.uk  
Preferred Contact Method: Letter / Document

As detailed in our Summer 2023 newsletter Ore Valley Housing Association has integrated a new housing management system called 'Homemaster' which includes a tenant portal feature.

Since this system was introduced our previous tenant portal 'My Home' has been offline.

It was our intention to have our new portal up and running by early 2024. However, the new portal is due to undergo a large, visual change which will make it much more user friendly as well as being visually similar to the 'My Home' portal we used to offer. Due to this we have decided to delay allowing access to the portal until the new system is ready.

The new portal will be compatible with computers, phones and tablets, adapting it's display size to match the screen it is being displayed on and offer you the perfect way to self-manage your tenancy. Look out for details on how you can sign up following the testing stage, which will hopefully be around the middle 2024.

If you would like to register early interest in testing the new portal, please call our office on 01592 721917 or email at: [ovha@orevalleyha.org.uk](mailto:ovha@orevalleyha.org.uk).

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[Update contact details](#)

[Contact us](#)

## RECENT TRANSACTIONS

You are £-109.05 in arrears

Your most recent transactions:

02/11/2023	Allpay - Cash	-£480.00
01/11/2023	Rent Charge 01/11/2023 to 30/11/2023	+£494.61
25/10/2023	Housing Benefit	-£30.00

[Make a payment](#)

[View your account charges](#)

[View a mini-statement](#)

## HOUSEHOLD MEMBERS

Residents currently listed at your address:

Mr Adam Murdy  
Miss Olivia Murdy

[Inform us of a change](#)

## REPAIRS

Your Most Recent Works Order

Reference: WKO0107056  
Status: IssuedToContractor  
Notified Date: 13/01/2022  
Summary: BATHROOM - remove water damaged  
Target Resolution Date: 10/02/2022 10:45

[Report a Repair](#)

[Repair History](#)

## PROPERTY INSPECTIONS

My past inspections

**BOILER**  
07/01/2021

**BOILER**  
04/11/2021

**BOILER**  
04/11/2022

**BOILER**  
04/11/2023

Upcoming inspections

**BOILER**

## DOCUMENTS

Our Shared Documents

My Personal Documents

[Succession Tenant Letter](#)  
28/07/2021

[Succession Tenant Letter](#)  
28/07/2021

[TEN - AR1](#)  
28/07/2021

## Our Garden Contractors

OVHA are looking forward to continuing their work with GSP for 2024, Gary and Stuart maintained our communal areas in Ballingry and Lochgelly in 2023 and will now add other communal areas in Cardenden for the forthcoming season.



Craig Gibson landscapes will be continuing to works with us for 2024-2025, and has worked with us for several years. Craig will be looking after the communal areas at Carden Mill Brae, Cardenden, Bluebell Gardens, Dundonald, Rosewell Drive and Lochore areas. Craig's fencing skills, slabbing and tree maintenance will also be utilised in the coming years.



**Gary and Stuart Pozzi from GSP Garden Maintenance**



**Craig Gibson**

## Gardening Assistance Scheme

Ore Valley offer an assisted Gardening Service where the tenant pays for 50% of the costs and the Housing Association pays the other 50%

This year we have revisited our service agreement and taking into account budget costs and can confirm this service will be available for those who need it most.

However the cost for this service has increased and is now £180 with a 50/50 split between the tenant and Ore Valley Housing.



**If you are interested in joining the scheme please get in contact with Vicky Murdoch on 01592 721 917**

## Replacing your Heating Thermostat Batteries

As we move from the chill of winter to the promising warmth of spring, it's crucial to ensure that our homes remain comfortable and cozy. One integral component of this comfort is the proper functioning of your heating system. We understand that having a reliable heating system is essential to your well-being, particularly during colder months.

With this in mind, we would like to draw your attention to a critical maintenance task: replacing the batteries in your heating thermostat. Your heating thermostat relies on batteries to function efficiently, and when these batteries run low or deplete entirely, it can lead to disruptions in your heating system.

### Why is this important?

Your heating thermostat is the control center for your heating system, regulating the temperature of your home to keep it at a comfortable level. When the batteries in your thermostat are low or dead, it can result in issues such as:

**Loss of Heating:** You may experience a situation where your hot water works fine, but your heating does not kick in. This discrepancy can often be attributed to depleted thermostat batteries.

**Inconsistent Temperature Control:** Low batteries can cause your thermostat to malfunction, leading to erratic temperature control or the inability to maintain a consistent temperature.

**System Failure:** In some cases, prolonged neglect of battery replacement can lead to complete system failure, necessitating costly repairs or replacements.

### Tenant Responsibility

We want to emphasise that maintaining the batteries in your heating thermostat is your responsibility as a tenant. Regularly checking and replacing these batteries is a simple yet crucial task to ensure the smooth operation of your heating system. You will be recharged for the call out if the fault is due to the batteries needing replaced.





## Bowhill Miners Institute

Construction works are progressing well on the former Old Miner's Institute site in Bowhill and we're expecting the 10 new homes to be complete mid to late spring this year. This project will provide a mix of 1 and 2 bed, high quality flats for social rent. If you have any questions regarding this or our future development plans please get in touch with us. We are planning to have a post handover site visit and further information about this event will be posted on our facebook page.



## Bikes for Tenants

This spring we encourage you to try our one of our electric bikes, yours for up to 3 weeks completely free. Whether looking to enjoy nature on a crisp sunny day, commuting to work and using the battery boost to get there clear headed and energised or going to meet friends or family. Guidance and all the safety equipment you might need is included. Speak to us if you would like to know more about cycling safety, route planning or local cycling groups by calling: 01592 721 917/ email: [ebikes@orevalleyha.org.uk](mailto:ebikes@orevalleyha.org.uk) if. Check out what other exciting community activities are happening in Fife from our Climate Action Fife partners [www.climateactionfife.org.uk](http://www.climateactionfife.org.uk)



## Gas Safety Compliance

To ensure we provide the highest standards of gas safety for our tenants, we are working with **CORGI Technical Services** to carry out independent quality control inspections on our gas servicing work. Only a sample of homes will be inspected as part of this safety compliance exercise however if your home is selected you will be notified at least a week in advance by CORGI. The inspections will be carried out by **Malcolm Finlay** who is an experienced and fully qualified CORGI inspector. The inspections will take approximately 45 minutes to complete. Please get in touch if you have any questions about our quality control process. Thanks in advance for helping us keep you safe.



## Net Zero Standard

At Ore Valley, we have worked hard over the years to improve the energy efficiency of our properties undertaking works such as installing wall insulation, loft insulation, new windows, upgrading heating systems, new roofs and the like. We are required to do this under various Scottish Government housing standards which mandate that our homes achieve a certain level of performance. Over the years these have been known as the Scottish Housing Quality Standard and the Energy Efficiency Standard for Social Housing with each iteration raising the bar on the required level of performance.

Ore Valley HA has been involved in the creation of the most recent standard which will be known as the 'Social Housing Net Zero Standard' (SHNZS).

The net zero standard once again requires our homes to meet a certain high level of energy efficiency (related to the fabric of our homes) and also mandates that we have net zero emission heating systems in all of our homes by 2045. This will mean the replacement of fossil fuel systems such as gas boilers in all of our properties in the coming years with some form of suitable clean alternative. These technologies include air or ground source heat pumps, high heat retention storage heaters, district heating, electric heating or infrared heating.

The move to zero emission heating will be good for the environment but also disruptive and challenging for both the Association and our tenants (not to mention costly) but for the sake of the planet it needs to be done. At Ore Valley we have been exploring various solutions and will be providing further details on our approach on how we will deliver cleaner, greener heating in all our homes in due course





## Adult Learning Within Reach

After a successful collaboration with WEA and St Ninians Primary School last year we are looking to offer free educational opportunities throughout this year.

**Science for a Successful Scotland** - The aim of the course is to promote STEM in Scotland through the introduction of science topics in an interesting, inspiring, and engaging way in community settings, colleges, and schools. They are looking to raise awareness of Scotland's 'growth sectors' and are identified by the Scottish Government's Economic Strategy, showing that there are a variety of pathways into STEM related careers.



The resource was designed for use with people who are likely to face barriers to learning or want to return to learning. It was also developed with Family Learning in mind to help parents help their children with their own learning in sciences and increasing science capital.

The second course option is **Supporting Children's Numeracy** – Numbers are everywhere! If you struggle with numbers or know someone who does, you are not alone. Did you know that 8 out of 10 adults feel negative about numbers?

Studies prove that maths skills can be learned at any age, with the right support. This course provides an opportunity to help your child with their homework, teach us how paying bills can make for a better understanding of budgeting, improve your health, and help you in your career choices. Understanding numbers can do all this for us and more.



If this is something that you would be interested in, or if you would like more information about the courses due to start in Mid-May, please contact **Vicky Murdoch** on 01592 721 917 or email [vmurdoch@orevalleyha.org.uk](mailto:vmurdoch@orevalleyha.org.uk) before the end of April 2024.

# Annual Gas Service



## Public Holidays and Office Closures

Following consultation with our staff team we have agreed to change our public holiday office closure arrangements. This means that our office in Cardenden will now be open from 9am to 5pm for an additional 7 days during the period from May 2024 to October 2024.

## Important Contacts

### Ore Valley Housing association

- Facebook: /orevalleyha
- Twitter: @orevalleygroup
- Website: [www.orevalleyha.org.uk](http://www.orevalleyha.org.uk)
- Email: [ovha@orevalleyha.org.uk](mailto:ovha@orevalleyha.org.uk)
- Address: 114-116 Station Road, Cardenden, Fife KY5 0BW
- Tel: 01592 721 917
- Hours: Mon-Fri, 09:00 to 17:00

### Fife Council:

- Switchboard: 03451 55 0000
- Environmental Health (Rubbish collection, dog fouling etc): 03451 55 0022
- Antisocial Behaviour: 03451 55 0033
- Fife Council 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
- Scottish Water: 08000 778 778
- NHS 24: 111
- Homeless Emergency Number (Free): 0800 028 6231
- Citizens Advice & Rights Fife: 0345 1400 095

### Why is this important?

The annual gas service is not merely a routine check; it is a vital measure to ensure that your gas appliances are operating safely and efficiently. Gas appliances that are not properly maintained can pose serious risks, including carbon monoxide leaks, gas leaks, and potential explosions.

### Tenant Responsibility:

While the responsibility for conducting the annual gas service falls on the landlord or housing association, tenants have a crucial role to play in facilitating access to their property for these inspections. Failure to allow access for the gas safety inspection not only poses a risk to your own safety and neighbours safety, but also puts you in breach of your tenancy agreement.

### Repercussions of Non-Compliance:

It's essential to understand that failure to comply with gas safety regulations not only jeopardises your safety but also has financial implications. Any costs incurred as a result of forced entry or gas capping will be recharged to the tenant.

### Action Required:

We urge all tenants to take immediate action upon receiving their first reminder letter for the annual gas service. Please promptly schedule your gas safety inspection to ensure that your gas appliances are safe and compliant.