

# ORE VALLEY HOUSING ASSOCIATION

AUTUMN 2018  
ISSUE 70



All of the articles you read in this newsletter can be found online at:  
[www.orevalleyha.org.uk](http://www.orevalleyha.org.uk)

# Latest News

## Well Done Ryan & Alice:

### Ryan Doyle - Housing Officer Trainee

Ryan started working for Ore Valley Housing Association in April 2013 when he joined us as a modern apprentice. Ryan's potential was identified at an early stage and after gaining experience with our Corporate Support Team he moved into his current Housing Trainee role in November 2014.



After 4 years of study and work based learning Ryan successfully completed his Diploma in Housing course in May 2018.

At the moment Ryan is continuing to work with the support of the other members of the Housing Team to provide Housing Services for our tenants in the Lochgelly Area, with the intention being that he will move into a permanent full time Housing Officer role with us in the new year.

### Alice Quinn - Technical Officer

Alice joined Ore Valley Housing Association in November 2016 and during that time she has been studying for an HNC in Construction Management at Perth College. Alice successfully completed this course in June 2018.



## New Role:

### Lesley Fleming - Housing Officer (Part Time)

Lesley, who joined us as a full time Corporate Support Officer in September 2015, has now started a part time Housing Officer role with us on secondment for 1 year. Lesley will be delivering housing services for our mid-market rent tenants and mid-market applicants.



## Upcoming events:

September 13th - World Sepsis Day

September 19th - Scottish Housing Day

October 1-5th - Climate Week

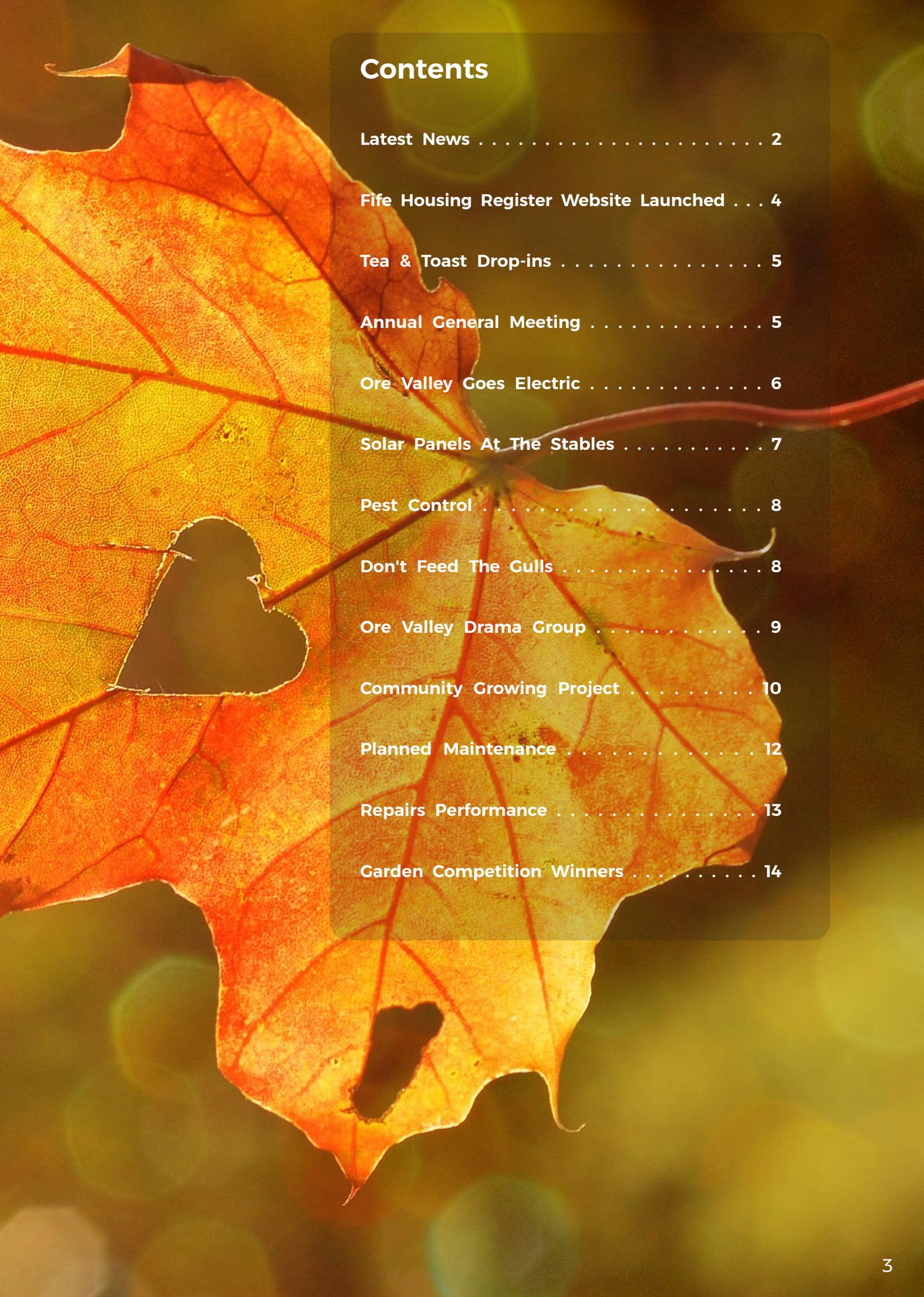
October 1-7th - Challenge Poverty Week

October 20th - Ore Valley Housing Association Tenants Conference

## 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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# Fife Housing Register Website Launched

A new website to help people searching for social housing in Fife has been launched by Fife Housing Register partners. The site will make it easier for people to find out about the housing options available to them in Fife as well as give some advice to those in different housing situations such as:

- preparing for a new home
- what you can do if you have too many or too few bedrooms
- dealing with rent arrears
- leaving armed forces
- if you were not born in the the UK

The website also allows you to:

- complete a housing options assessment to see what housing options suit your needs
- to apply to the Fife Housing Register for housing
- access other information on-line that could be relevant

CLlr Judy Hamilton, Convenor of Housing and Communities Committee said: "This is an important step forward in providing a better service for people looking for Council or Housing Association housing in Fife - and making it more accessible is going to give people the opportunity to try and find a home that is right for them. All of our teams have been working on this system for a few weeks and I'm delighted that we're able to launch this new way of working, which helps tenants to know all of their Housing options across all the Fife Housing Register partners".

Andrew Saunders, CEO of Ore Valley Housing Association and Chair of the FHR Executive is enthusiastic about the new service and commented: "The completion of this website, designed to make it much easier for people to find out more about their housing options in Fife, is a fantastic example of what can be achieved when partners work together to achieve a common goal. We hope that the new website will become the place to go for information and support for everyone with an interest in housing in Fife."

The website can be accessed at [www.fifehousingregister.org.uk](http://www.fifehousingregister.org.uk)



Come along to our weekly

# Tea & Toast Drop-in events

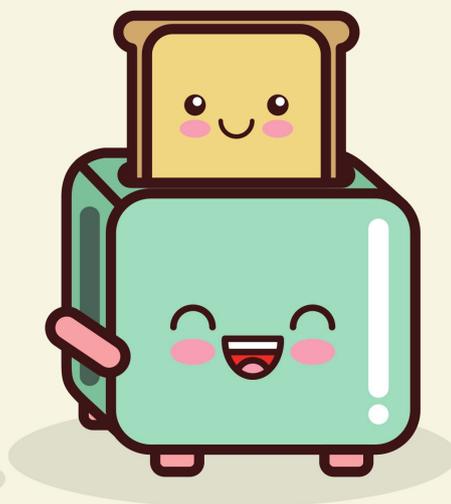
Our Tea & Toast Drop-in events have proved so popular that we've decided to host them every week!

Pop in for a cuppa and find out what's happening at Ore Valley, discuss any issues or just have a coffee and a chat.

The door will be open, the kettle on... just come on in!

**Every Thursday 9.30am-11am**

Ore Valley Housing Association,  
114-116 Station Road,  
Cardenden,  
KY5 0BW



## Annual General Meeting

The annual general meeting is coming up again, when all members are invited to gather to learn about the Association's performance during the year from Susan McDonald the Association's Chair. The members also receive the annual audited accounts and approve the appointment of auditors for the next financial year, as well as electing the Board for the year ahead. Andrew Saunders the Association's Chief Executive, will also give an insight into some of the future plans for the Association.

The date for this years meeting is Tuesday 18th September commencing at 6pm. This year we are going to hold the annual general meeting in the newly refurbished reception of our office in Cardenden, members of the Association will receive an invitation in advance of the meeting.

If you are interested in getting more involved and becoming a member, the cost is £1, please feel free to contact us for a membership application form or an informal chat. Who knows, you may be a potential Board member of the future.



CALENDAR						
SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22

# Ore Valley Goes Electric!

The Ore Valley Group has contributed to the current global push towards more sustainable 'greener' transport with the recent installation of four electric vehicle charging points in Cardenden and Lochgelly. Two of the points are located in the Association's head office car park in Cardenden and the other two, which are fast chargers, are at the Ore Valley Business Centre in Lochgelly.

The installation of these devices, the first electric vehicle charging points in both towns, helps further expand the national electric vehicle charging network across Fife and fills a significant gap between Cowdenbeath and Glenrothes where no public charging facilities were previously available. The charging points are free for public use for the first 12 months to encourage uptake and are part of the ChargePlace Scotland network which coordinates availability through mobile apps and the internet. Further information can be found online at [www.chargeplacescotland.org](http://www.chargeplacescotland.org).

In addition, the Association has acquired two electric fleet vehicles in an effort to reduce our transport emissions from staff travel. Our new white Renault Zoe car and Renault Kangoo van, complete with Ore Valley Group logos, will become regular sights across Fife.

The charging points and electric vehicles were funded with support from the Scottish Government's schemes, led by the Energy Saving Trust, which aim to assist with the adoption of electric vehicles and the necessary infrastructure across the country.



Left: Then new Renault Kangoo electric van and electric vehicle charging points at the Ore Valley Housing Association head office in Cardenden.



Below: (left to right) Business Development Manager Nick Clark, Board Chair Susan McDonald and CEO Andrew Saunders with the new Renault Zoe electric car and charging points at the Ore Valley Business Centre.

# Solar Panels at The Stables

The Ore Valley Group has been at the forefront in developing community energy projects. Our aim in promoting and developing renewable energy projects is to; reduce fuel poverty, derive an income from energy generation, promote economic activity and create opportunities for employment and training.

As part of our ongoing commitment to renewable energy, we installed a solar photovoltaic array on the roof of properties constructed in Lochgelly on the site of the former town stables. The installation has a 12.23kW array made up of 43 solar panels covering over 70 square metres of roof space and will generate an estimated 10,000kW of power each year. The panels are hidden by a small surrounding wall on the top of the building designed to protect them from the elements and reduce any potential visual impact on local residents.

In broad terms, the panels will produce enough electricity to power the equivalent of three Fife homes for a whole year and all of the electricity generated will be exported to the grid, reducing the need for carbon intensive power generation elsewhere.

Despite a reputation for rain and poor weather, the east coast of Scotland actually has very good conditions for solar power generation with Fife and Dundee enjoying above average levels of sunlight compared to the rest of Scotland. Over 9% of all UK renewable energy comes from solar power and Ore Valley is delighted to now be playing its part.

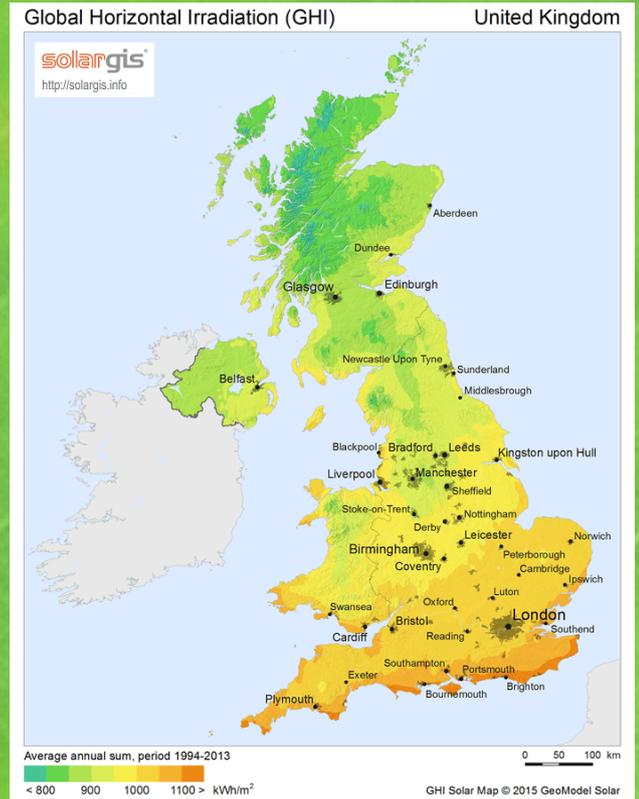


Photo: Aerial view showing the rooftop solar photovoltaic array at The Stables, Lochgelly.



## Pest control

Ore Valley will take care of pest problems in communal areas such as bin stores or stairwells, if you have any pest issues in these areas you can report it to us by calling the office on 01592 721917.

With the exception of rats, Ore Valley will not deal with pest issues inside your home. For pests other than rats within the home it is the tenant's responsibility to deal with the issue.

You can contact Fife Council's Pest Control department on 03451 55 00 22 for free telephone advice on dealing with pests, many of which can be easily dealt with using products available from supermarkets or DIY stores. If you arrange for Fife Council to deal with the pest problem then there is a charge depending on the specific issue. Current charges are £66 for mice, ants or wasps (plus £15 + VAT for any additional wasp nests) and a charge of £59.44 for all other pest treatments.



## Don't feed the gulls

Seagulls are often a nuisance, especially during the breeding season.

Gulls are opportunistic feeders and will scavenge in towns for food dropped by pedestrians or thrown out of cars, as well as tear open waste bags left on streets. To lesson the problems we can all play our part by not feeding the gulls either deliberately or by dropping litter.

Feeding birds in gardens is widespread and is valuable in conserving garden bird numbers, particularly in the winter months.

However, excessive bird feeding, such as scattering food over lawns encourages a number of pests including gulls, causing noise and fouling problems for neighbours.

If you wish to report excessive bird feeding within someone's garden please contact Fife Council Public Protection Team on:

Telephone:  
03451 555550

Email:  
Duty.OfficerPPT@fife.gov.uk



**DON'T FEED  
THE GULLS**



**JUST  
BIN IT**

# Ore Valley Drama Group

Following on from the initial get together on June 21st, where those that were interested in joining our drama group had a fantastic time getting to know each other and hearing what we hope to achieve with the group, the Ore Valley Drama Group is now well on the way to developing something very exciting for our Tenant's Conference in October.

The group, led by Naomi Breeze, have had several meetings and the theme of 'Then & Now' has been chosen. During the time leading up to the conference the group will be working with Naomi to develop a short performance around the theme which they will then perform at the Tenant's Conference on October 20th at the Bowhill Centre, Cardenden.

This is a new concept for Ore Valley, but something we're already seeing the benefits of, with tenants taking part telling us the project has helped their confidence grow.



# Community Growing Project

The Ore Valley Community Growing Project was set up last year following on from funding that we received through the Aspiring Communities Fund.

Earlier this year a group of tenants were selected to take part in the initial stages of the project. The participants were given seed growing starter packs which allowed them to grow various vegetables in their own back gardens.

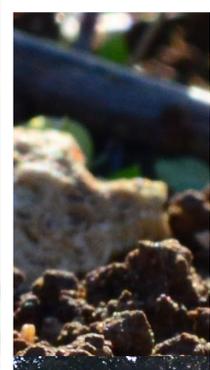
This initial stage of the project went very well and allowed us to progress on to the next stage which was to develop six large raised planters within three areas of the village. The first pair of planters are located on the shared ground between Derran Drive and Orebank Road, with a further two situated in the Whitehall area of Cardenden and the remaining two at the entrance of Bluebell Gardens in Dundonald.

To date we have managed to plant up two of these with lettuce, kohlrabi, white & purple cabbage and swiss chard with a further addition of radishes that were grown within one of the participants back gardens. The vegetables grown within the planters are there for everyone in the village to use if needed.

If you would like to volunteer to maintain any of the planters or are interested in joining the project, please get in touch with Vicky Murdoch on 01592 723808



3 weeks of  
sunshine →



# Planned Maintenance

## Shower Installation Programme

We have recently completed the installation of 18 showers in properties that previously had a bath only. We are currently working on our shower installation programme for 2019 and 2020. Following these next two programmes all our properties should either have a shower only or a shower over their bath. We will notify tenants on the 2019 programme in the next few months.

## Painterwork

We are currently carrying out a planned painterwork programme at 101 properties in the following areas: Lochgelly - South Street, Geatons Road, Erskine Street. Cardenden - 8A - 10B Derran Drive, Whitehall Crescent, Whitehall Drive, Whitehall Avenue, Bowhouse Terrace, Craigie Gardens.

Our Contractor, Novus, started this contract on Monday 13th August 2018 with the work expected to take approximately 8 weeks. If your address is included in this programme Novus will contact you to confirm the date that they expect to start work at your property.

Our Technical Officer, Alice Quinn, will be working with Novus to oversee the delivery of this contract, so if you have any specific questions about this painterwork contract please call her on 01592 723 830.

## Kitchen Replacement Programme

Our 2018/19 Kitchen replacement programme is due to start soon with survey visits being carried out in early September. Our Technical Officer, Alice Quinn, will carry out these visits together with a representative from the kitchen suppliers Moores, and the kitchen fitters Everwarm.

55 new kitchens are due to be installed at properties in the following areas in Cardenden: Daisyfield Terrace, Woodside Terrace, Craigside Road, Westfield Brae and Westfield Terrace.

If you are included as part of this contract, you will receive a letter from us inviting you to make an appointment for your survey and your installation date will be confirmed thereafter.

We are anticipating that this contract should take about 6 - 8 weeks and each installation should take no more than 2 - 3 days. These kitchen installations will include new worktops and units, replacement tiling and additional sockets where required. We will work with our Contractor to ensure that any disruption for our tenants is kept to a minimum, but as you would expect during the installation phase there will be some disruption for those tenants who are having the new kitchens installed, and we would ask for their full co-operation and understanding while this work is being carried out in their home.

In order to minimise disruption for other neighbouring residents we have asked our contractor where possible to avoid parking their vehicles in Woodside Terrace as we know that there can be problems with street parking in this area.

To ensure quality control, Everwarm will have a foreman on site throughout the duration of the contract and their site manager will carry out daily inspections. Our Technical Officer (Alice Quinn) will also be available to issue any on site instructions that may be required and weekly snagging visits will be carried out every Friday.

Following the completion of this contract the tenants who have had new kitchens installed will be surveyed and the results will be reviewed by the tenants who work with us on our Estate Management Group and then reported in the Winter/Spring issue of this newsletter.

If you have any further questions about our kitchen replacement programme, please contact Alice Quinn at our office on 01592 723 830.



## Repairs performance:

Our contractors Rogerson Plumbing and Heating (reactive repairs) and Kingdom Gas (heating repairs & gas servicing) have continued to deliver an excellent service during 2017 - 2018.

Below are a few key performance statistics showing the improvements made compared to 2016-17. Further details of this and a wider range of performance standards will be published in the coming months.



### Total number of emergency + callout reactive repairs received

2016-17	2017-18
496	536



### Average length of time taken to complete emergency repairs

2016-17	2017-18
1.81 hrs	1.41 hrs



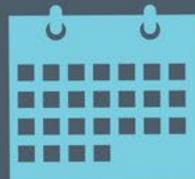
### Total number of non-emergency reactive repairs received

2016-17	2017-18
2028	2524



### Average length of time taken to complete non-emergency repairs

2016-17	2017-18
7.28 days	5.03 days



### Percentage of repairs appointments kept

2016-17	2017-18
98.82%	99.95%



### Reactive repairs carried out in the last year completed right first time

2016-17	2017-18
92.53%	98.73%

# Garden Competition 2018 Winners

Our annual garden competition is growing in popularity every year. This year we had a number of new entries from green fingered tenants which made the judges job even harder than usual.

The garden competition provides an opportunity for us to recognise and reward tenants for the positive contribution they make to the community they live in by creating and maintaining beautiful garden spaces.

The competition was split in to four categories: Best Kept Garden Front or Back, Best Fruit & Vegetable Garden, Best Floral Baskets & Containers and Best Mixed Garden.

The winner of each category received a £50 Dobbie's Garden Centre gift voucher and all other entrants received a £10 gift voucher.

Congratulations to the winners and everyone who took part in the garden competition.

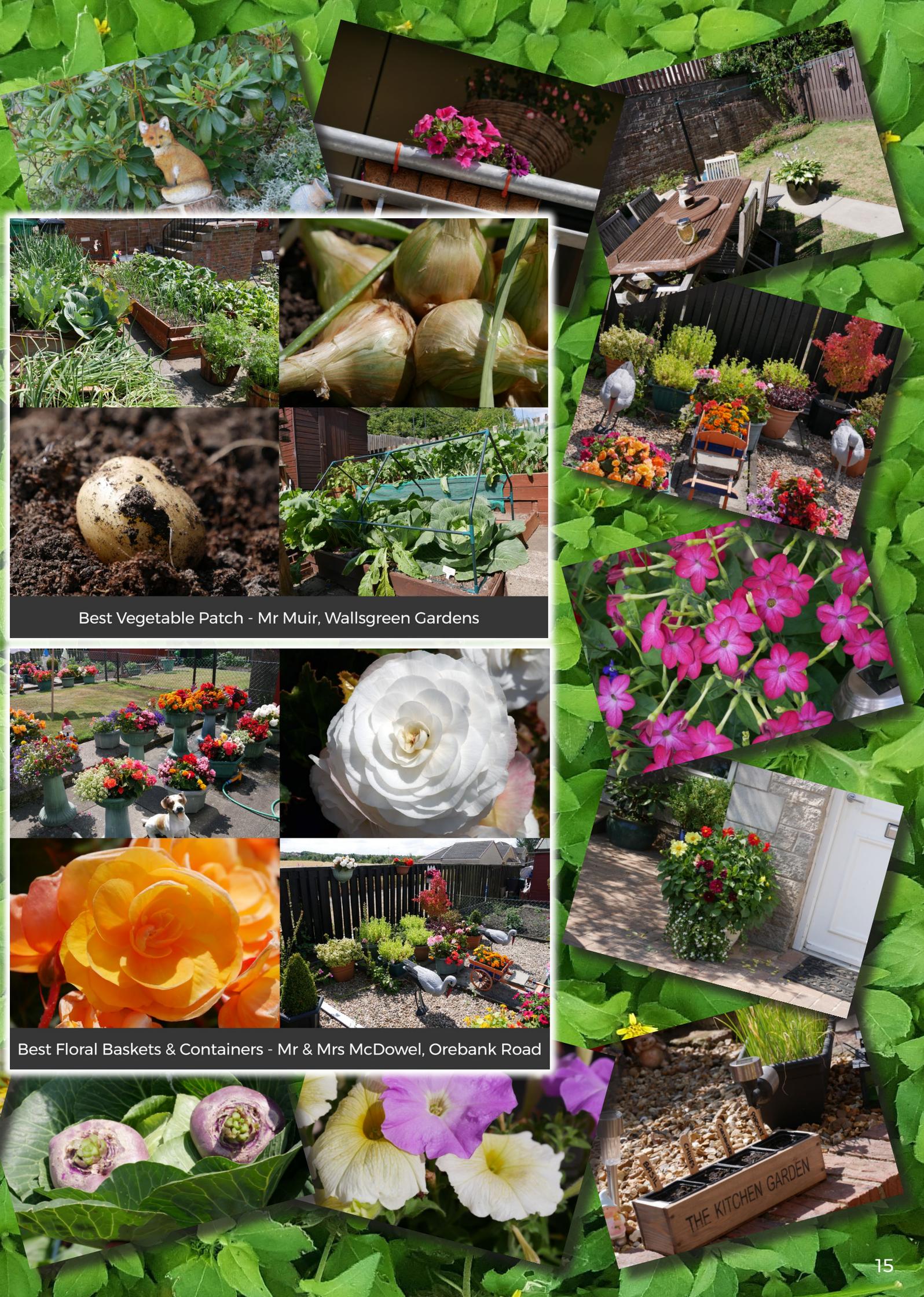


Best Kept Garden Front or Back - Mr & Mrs Carlisle, Craigie Gardens



Best Mixed Garden - Mr & Mrs Wilson, Craigside Road





Best Vegetable Patch - Mr Muir, Wallsgreen Gardens



Best Floral Baskets & Containers - Mr & Mrs McDowel, Orebank Road





# 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

We will be closed on 5th & 8th October 2018.

Over the festive period we will be closed from December 25th through to January 3rd 2019.

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

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)