

Hello and welcome to our final newsletter of the year. In this issue you will find lots of useful information covering our planned maintenance programmes, the current Covid-19 local protection levels and what these mean to the services we provide you, information on some of the help available over the festive period and advice on being prepared for winter.

All at Ore Valley Housing Association would like to send our warmest wishes to our tenants and their families over this festive period.

Festive Closure

We will be closed over the holiday period from Friday, December 25th 2020 and will reopen on Wednesday 6th January 2021.

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.

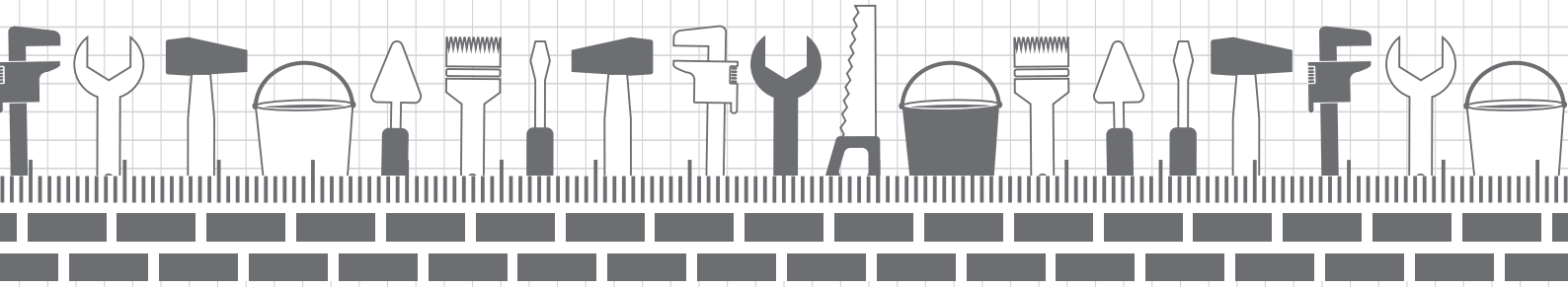
Stay Updated!

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

 facebook.com/orevalleyha
 twitter.com/OreValleyGroup



Planned Maintenance Programmes



Kitchen Programme

Unfortunately, our kitchen replacement programme for 2020/21 has been significantly delayed due to Coronavirus. This contract is still on hold but we hope to pick this up again in the Spring, depending on Covid-19 restrictions and the availability of our Contractor (Everwarm).

We will be writing to all our tenants who were on this year's kitchen contract to explain the current situation and provide a timescale for when this work is likely to start.

Please note that the delay to the 2020/21 contract will have a knock on effect for tenants who were due to have a new kitchen installed for each subsequent year and we will provide a further update about this in our next newsletter.

Smoke Detection Programme

The upgrading of fire detection systems in all our homes is almost complete. Our Contractor, RB Grant has carried out the upgrade in over 500 properties with only a handful left. The final phase of this contract is due to start soon with upgrades to be carried out in some of our remaining mid-market properties.

If you have received a letter from us about the smoke detection programme and this essential upgrade work still needs to be carried out in your home, please contact us immediately as this work is a legal requirement and there is no opportunity for tenants to opt out.

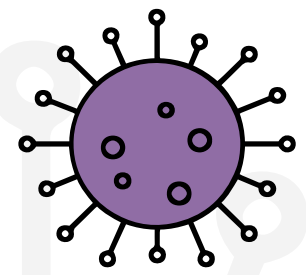
Paintwork Programme

Our 2019/20 contract has now been completed following a slight delay due to Coronavirus. Our Surveyors, F3 Surveyors, will be beginning surveys this month on the properties included in our 2020/21 contract. We will be writing to all our tenants included in this programme shortly.

Electrical Testing Programme

Our contractor, Rogerson, is still working through the properties included within our 2019/20 contract. We are hoping to begin our 2020/21 contract in the New Year. Again, we will be writing to these tenants shortly to advise of timescales.

Please contact us immediately if you received a letter from us regarding this programme but have yet to have the work carried out.



At the start of November, The Scottish Government and Local Authorities issued a joint letter outlining the new local protection levels in Scotland. This set out and some of the implications for the services we deliver to you as your landlord, and following on from this many local authorities in Scotland moved into the highest protection level (level 4) of Scotland's Strategic Framework on 20th November. Further guidance on the specific activities which may be permitted as part of the level 4 restrictions were also published by the Scottish Government.

At the moment although we are in a lower protection level (level 3) area, many of the restrictions that apply to level 4 also apply to level 3.

Some of the relevant points for social landlords regarding tradespeople and home moves are summarised below, however, further information is available from the Scottish Government website at [gov.scot/coronavirus-covid-19](https://www.gov.scot/coronavirus-covid-19)

Tradespeople, home repairs and working in someone else's home

Level 0 to 3

As outlined in the Coronavirus (COVID-19): local protection levels guidance, for levels 0 to 3, tradespeople can continue to work in other people's homes, providing they follow guidance on working safely.

This means that you can continue to report emergency and non emergency repairs by contacting us on **01592 721 917** or by using our online **My Home** service

Level 4

Tradespeople should only go into a house in a level 4 area to carry out, or deliver, essential work or services. As outlined in the guidance on businesses and workplaces that must close and can remain open at protection level 4 (published 20 November) under level 4 of Scotland's Strategic Framework, essential services are those which "fundamentally underpin, sustain and safeguard households".

This means that if we do move into level 4 we may have to suspend some non-essential repairs but we will continue to provide the following essential services.

- to carry out utility (electricity, gas and water) safety checks, repairs, maintenance and installations
- to carry out repairs and maintenance that would otherwise threaten the household's health and safety
- to deliver goods or shopping
- to deliver, install or repair key household furniture and appliances such as washing machines, fridges and cookers
- to carry out a house inspection to support a home move or mutual exchange

Services / Local Protection Levels

Services to our tenants such as repairs, voids processing, allocations and lettings, dealing with anti-social behaviour, tenancy sustainment and homelessness prevention work are all essential services. We will continue to deliver these services throughout the pandemic, in line with public health advice, and the team at Ore Valley will continue to follow the relevant guidance to ensure infection prevention and control measures are in place.

This means that although our offices remain closed to the public we are continuing to provide essential services, and will continue to do so even if the Fife local authority area has to move into level 4 as we approach the holiday period and the new year.

Home moves

All home moves including mutual exchanges are permitted as set out in Coronavirus (COVID-19): guidance on moving home provided they can be carried out safely. The guidance also states:

“People can move home in all protection levels, and to and from areas with different levels, but may wish to consider if they can postpone a move and related activities in areas subject to level 4 protections. Relevant businesses can also continue to support people to move home in all protection levels, and should follow the Scottish Government’s latest guidance for employers and businesses on COVID-19.”

Restarting Services

The staff at Ore Valley are working on our Business Activity Restart Plan so that when we are able to open our offices to the public, we are ready to meet the challenge our communities will no doubt face in the coming months and years.

With this in mind we are planning to carryout a short survey in the new year where we would very much welcome your feedback and suggestions. If you would like to help us to design this survey so that we are asking the questions you would expect to see from us, please contact **Colin McInnes (Housing Manager)** on **01592 723 803**.

Remember **FACTS** for a safer Scotland



Face coverings



Avoid crowded places



Clean your hands regularly



Two metre distance



Self-isolate and book a test if you have symptoms

Help at Christmas

The Lochgelly Salvation Army who cover the Lochgelly/Benarty and Cardenden area are once again running their Christmas Toy/Gift Appeal, and they are expecting the demand to be even bigger this year due to the financial impact of the Coronavirus.



This appeal is looking to supply every child in need (up to the age of 16) with at least 2 or 3 toys/gifts for Christmas and Ore Valley have made a gift of £500.00 to support this appeal on behalf of all our tenants and the wider communities we serve.

The Salvation Army have confirmed that they are unable to host their usual Christmas day dinner event but instead, they are looking to supply small food hampers with Christmas treats and a gift for those they already know of and to others that they are made aware of, especially elderly people.

Ore Valley are also looking to support this initiative by providing some extra support to our tenants, regardless of age, who may be struggling as we approach the holiday season and move into the coming winter months.

If you or any families you know need a referral to this service, please contact **Vicky Murdoch** on **01592 721 917**. Any referrals will be done sensitively adhering to GDPR guidance so that we can reach those most in need.

If you would like to help out the Salvation Army with their appeal, they are currently accepting donations of new toys, food, gifts or financial support and further information about how to donate is available on their facebook page.

[facebook.com/Salvationarmylochgelly](https://www.facebook.com/Salvationarmylochgelly)

Cafe Inc.

The very popular Cafe Inc will be returning to the Bowhill Centre during the School Christmas Holidays. To confirm dates and opening times please follow Bowhill Community Centres Facebook page for further updates regarding opening times.

[facebook.com/BowhillCentre](https://www.facebook.com/BowhillCentre)

Foodbank opening hours over the Festive period:

Monday 21st December:

Dunfermline/Benarty/Rosyth - Open 4-6 pm

Tuesday 22nd December:

Cowdenbeath/Inverkeithing - Open 4-6 pm

Wednesday 23rd December:

Dunfermline/Benarty/Rosyth - Open 4-6 pm

Thursday 24th December:

Cowdenbeath/Inverkeithing - Open 4-6 pm

Friday 25th December – CLOSED

Monday 28th December:

Dunfermline/Benarty/Rosyth - Open 4-6 pm

Tuesday 29th December:

Cowdenbeath/Inverkeithing - Open 4-6 pm

Wednesday 30th December:

Dunfermline/Benarty/Rosyth – Open 4-6 pm

Thursday 31st December:

Cowdenbeath/Inverkeithing – Open 4-6 pm

Friday 1st January 2021 – CLOSED



Local Food Distribution Projects

Lochgelly Area

The Salvation Army Pantry continues to run from their Hall in Auchterderran Road every Monday & Wednesday between 9 & 10am where people can access fresh food at it's 'best before date' donated by the Co-op. This is supplemented by jars, cans, packs etc of staples from their own food bank stock. A similar project takes place in Cowdenbeath on a Tuesday between 10am-12pm, further updates are available on their facebook page.



Lo'gelly Lunches and Lo'gelly Larder, continues to run from the Lochgelly Townhall serving takeaway, hot lunches and small food parcels. This is open every Friday between 12-2pm, however please check their own facebook page for updates over the Christmas period.

Cardenden Area

The Cardenden Community Fridge Project at the Bowhill Centre is open Monday 1-3pm and Friday 2-4pm and is available as a drop-in service providing fresh produce and tinned goods as well as other essential items. This service will be open on Monday 21st and 28th and Thursday 24th and 31st of December between 1-3pm. Normal service will resume on Friday 8th January 2021 between 2-4pm

The weekly Church drop-in at Auchterderran Church Hall remains temporarily closed due to social distancing restrictions, however this service will be open between 12-1pm on Tuesday 22nd December, Saturday 26th December, Tuesday 29th December and Saturday 2nd January to make food parcels available for collection, and to provide further advice for anyone with a foodbank related enquiry over the holiday period.

The Benarty Area

If you are needing some extra support over the festive break along with the local Benarty Foodbank, Benarty's Pantry will be open on Tuesday 22nd and 29th of December between 1-3pm. Should you require help with attending the Pantry please contact Hannah who is the project coordinator on 07708308341.

Benarty Foodbank is open every Monday, Wednesday and Friday from 4 - 6pm throughout December. Friday 25th December is the only time they will be closed over the holiday period.

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

More often than not Scotland's winters are cold and damp, but winter can also bring snow and ice, which can cause frozen or burst pipes, blocked drains, localised flooding during thaws, treacherous conditions out and about, and the risk of hypothermia for our more vulnerable tenants, 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.
- Ensure you have a supply of salt or grit.
- Check on vulnerable neighbours or relatives and help them to prepare.
- If you want to be added to our list of vulnerable tenants, please call us on 01592 721 917.
- 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.





USEFUL NUMBERS

FIFE COUNCIL

Switchboard - 03451 55 00 00

Environmental Health - 03451 55 00 22 (rubbish collection, dog fouling etc.)

Antisocial Behaviour - 03451 55 00 33 or call the police on 101

Fife Council's Welfare Fund Team - 0300 555 0265 or email: welfare.fund@fife.gov.uk

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 or visit www.samaritans.org

Breathing Space - 0800 838587

Drinkline Scotland - 0800 7 314 314

Substance Misuse - 0800 587 5879 or 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

ORE VALLEY ONLINE

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

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

www.orevalleyha.org.uk

ORE VALLEY HOUSING ASSOCIATION

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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

