

# OVHA NEWSLETTER

## Winter 2025

### Drop in Festive Fun

Before we dive into the holidays, we're gearing up for a cheerful gathering at our Cardenden Office with some of our friends from Fife Council between 10.00 - 1.00 pm on Monday 22nd December.

You are welcome to join us to enjoy a bit of fun in a laid-back setting, and if you've got anything you'd like a hand with before the holidays come, please swing by and let us know.



**Festive Drop-in**  
10am - 1pm

**Monday 22 December**  
Maxwell Centre, Cowdenbeath  
Ore Valley, Cardenden

**Tuesday 23 December**  
Ketty Centre  
Benarty Centre, Ballingry

Come and join us for a hot drink, kids Christmas crafts and a chance to speak to services before offices close for the holidays.  
We're here to help.

Fife Council logo, Ore Valley Housing Association logo, and a snow globe icon.

### Office Closure - update

Our office in Cardenden will be closed for the holiday period from 4pm on 23<sup>rd</sup> December until we return on Monday, January 5th, 2026 at 9am. If you have an emergency repair during this time please call 01592 721 917 and select option 1 for our emergency contractor.

### Tenant & Community Events



A Warm Space for All

**Cuppa at the Corrie**

Delicious biscuits & cakes  
pop in and stay for the company and friendly conversation

Every Monday between 11am - 1pm at The Corrie Centre

The 32 bus stops right outside our venue  
Arrives on the hour, and heads home 10 past the hour

"Everyone Welcome, No Charge"

Icons of biscuits, a chessboard, a bag of tea, a mobile phone, and a typewriter.

Now the weather is colder, it's easy to want to stay at home wrapped up! but if you do find yourself out and about, please pop in and enjoy a warm cuppa and biscuit on us. Our warm Space is available Monday - Friday 10am - 4pm during our office opening hours.

Our Cuppa at The Corrie is a joint project between Ore Valley Housing Association, Fife Council tenant Participation Team, The Corrie Centre Management Committee and The History Group - this is free to attend and everyone is welcome.

### Warm Space



Our Warm Space is open  
Monday - Friday  
10am - 4pm

Pop in for a hot drink a biscuit, with access to Wi-Fi, Laptops and comfy seated area

### Rent Consultation - 2026/27

From 5<sup>th</sup> January 2026 we will commence our rent consultation events on a proposed rent increase of CPI inflation + 1%, 5.0% or 5.5% so that your comments and feedback can be provided to our Board for their final approval on 17<sup>th</sup> February 2026. You will receive a letter early in the new year explaining our proposed increase for 2026/27 and you will have the opportunity to respond online or by returning your completed rent consultation survey form to our office.

If you think you would be interested in attending a rent consultation focus group in our Cardenden office on Thursday, 15<sup>th</sup> January 2026, please contact our office or email [housing@orevalleyha.org.uk](mailto:housing@orevalleyha.org.uk)

## My Home - Tenant Portal

We are pleased to announce the relaunch of our "My Home" online service.

This platform enables you to conveniently access your rent account and repair history, update household information, make rent payments, and report repairs at any time with ease.

With the final enhancements now complete, we invite our tenants to activate their accounts by scanning the QR code provided opposite with your smartphone.

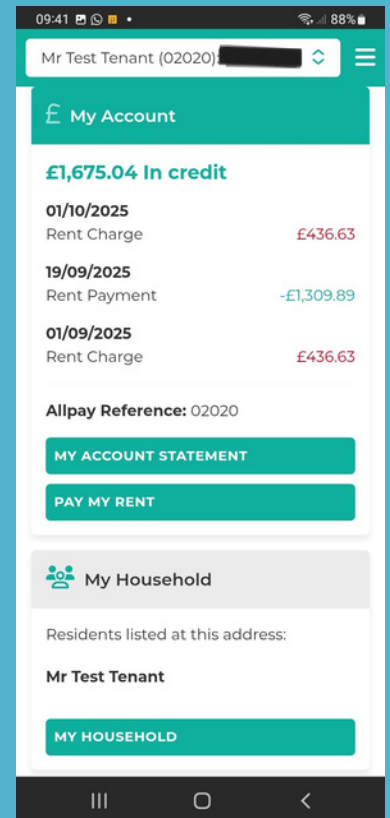
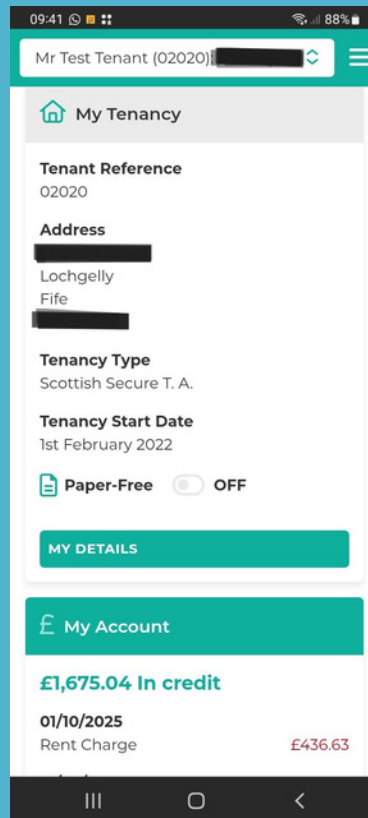
To register, simply scan the QR code, enter your tenant number and a valid email address, after which you can create your own secure username and password.

If we already have a valid email address for you, we will also send you an email with a link inviting you to sign up for your 'My Home' account.

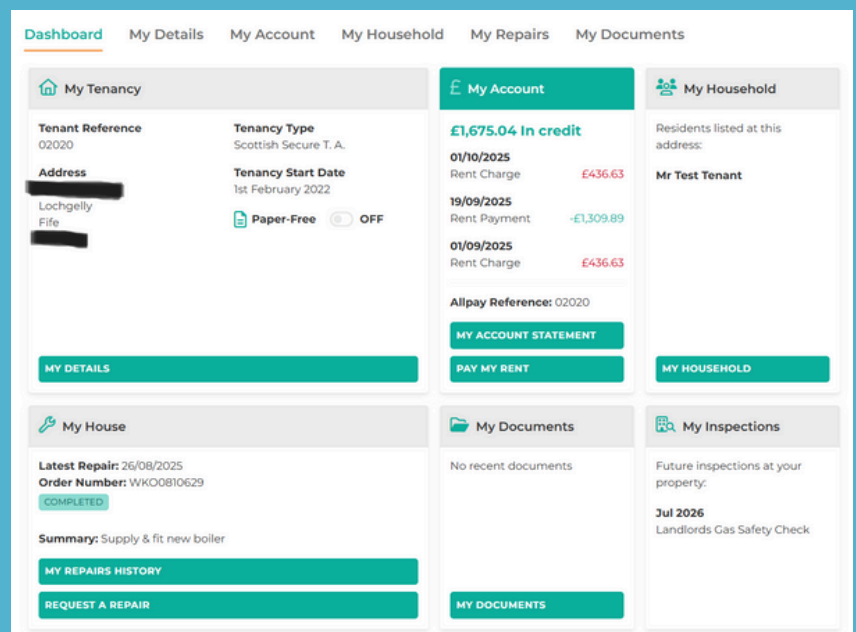
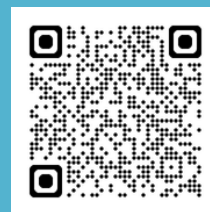
If you require assistance or need us to confirm your tenant number, please call us at 01592 721917 or visit our office in person.

Additionally, if you are a joint tenant, you can register for your own online account, granting you secure access to your joint tenancy whenever and wherever you need it.

All new users who register before 28<sup>th</sup> February 2026 will be entered into a prize draw for a £100 supermarket shopping voucher.



**Screenshots of your 'My Home' account when using a Smartphone or other mobile device.**



**Screenshot of your 'My Home' account when using a computer or laptop device.**



## **A Few Tips for Winter**

**As we are now firmly within the winter period please see our helpful tips to ensure that you have a safe and happy festive period during this chilly time of the year.**

### **Keeping Warm**

- It is important to keep warm in winter both inside and outdoors. Keeping warm can help to prevent colds, flu and more serious health problems.
- Eating regularly helps keep you warm so try to have at least one hot meal a day along with regular hot drinks.
- Try to keep moving when you are indoors, try not to sit still for more than an hour or so.

### **Supplies**

- Have a stock of non-perishable, easily prepared food that doesn't need cooking.
- Have some bottled water – in some places, mains water will stop working if there's no power.
- Keep extra supplies of essential medication in case it is difficult to get to the doctor/pharmacy.
- Have enough warm clothes – lots of thinner layers are best – and bedding
- Close blinds and curtains to help prevent heat escaping from your home

### **Helping Others**

- Check in on elderly or vulnerable neighbours.
- Keep in touch with your friends, neighbours and family and ask if they need any practical help, or if they're feeling unwell.
- Make sure they get any prescription medicines before the holiday period starts and if bad weather is forecast.

### **Useful contact numbers**

NHS 24	111
Age Concern	0800 678 1602
Non emergency Police Service	101
Homeless Emergency Number	0800 028 6231
Smaritans	116 123

Should you have an emergency repair please call our office on  
01592 721917 and follow the instructions provided.



## Important Contacts

### Ore Valley Housing Association

- Facebook: Ore Valley Housing Association
- 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: 0800 778 778
- NHS 24: 111
- Homeless Emergency Number (Free): 0800 028 6231
- Citizens Advice & Rights Fife: 0345 1400 095

### Have you heard of SHOUT?.

Shout offer free and confidential mental health support to anyone in distress.

Their service provides free, confidential, mental health support to anyone.

Feeling worried or Overwhelmed? Start a conversation with SHOUT

To use the service, simply text "FIFE" to 85258.

What would you like to see in the next edition of our newsletter?

If there is something you think we should be focusing on please just let us know.

You can contact our Communications Team on: [comms@orevalleyha.org.uk](mailto:comms@orevalleyha.org.uk)

## Quiz Time



## Christmas Word Search



To be in with a chance to win £30 worth of High Street Vouchers - Please return postal entries to Ore Valley Housing, Cardenden, KY5 0BW or take a photo and email it to [vmurdoch@orevalleyha.org.uk](mailto:vmurdoch@orevalleyha.org.uk)

Remember to include your name, address and contact phone number, Competitions close at 5pm on Friday 9<sup>th</sup> January 2026 with the winner to be announced in the New Year.

Goodluck!

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