



Fynews

Winter 2024

A Fyne Homes publication for tenants, residents & the wider community

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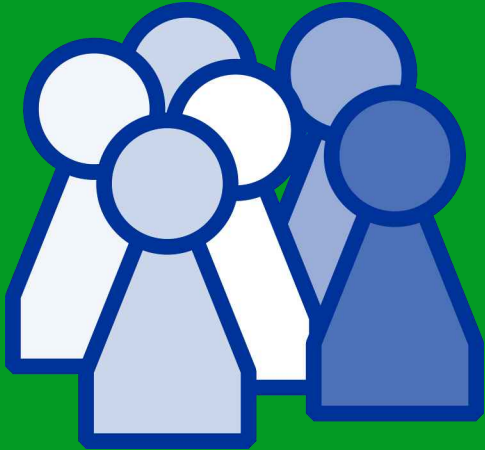
Christmas Hamper
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WINNERS Tenants Reward Scheme

October 2024	Mrs Clegg	Port Bannatyne
November 2024	Mrs McKellar	Campbeltown

**£20
Monthly
Draw**



Consultation Register and Scrutiny Improvement Group Register Draw

The winner of the draw for the above was Ms Marinucci, Rothesay

Well done!



Christmas Hamper Draw



Tenants will be entered into our annual Christmas Hamper Draw. There will be a draw for tenants in each area and the hampers will be delivered to the winner's doors by 20th December. These fantastic hampers are crammed full of goodies and will be a welcome treat just before Christmas.

THE FUN ZONE



WORD SEARCH

- | | | | |
|------------|-------------|------------|----------|
| CANDYCANES | GINGERBREAD | NORTH POLE | SLEIGH |
| CAROLS | JINGLE | ORNAMENTS | STOCKING |
| CHRISTMAS | HOLLY | PRESENTS | TREE |
| DECEMBER | LIGHTS | REINDEER | WINTER |
| ELVES | MERRY | SANTA | WREATH |

Mix and Match Fun



Silly Jokes...

	Q: What does Santa use to measure?
	A: Santimeters!
	Q: What does the gingerbread man put on his bed?
	A: Cookie sheets!
	Q: Where does a snowman keep his money?
	A: In a snowbank!
	Q: What happens if you eat Christmas decorations?
	A: You get tinselitus!
	Q: What does an elf study in school?
	A: The elfabet
	Q: What goes oh, oh, oh?
	A: Santa Claus walking backward!

Cut out the characters and mix them up to make new ones
Make sure you get help from an adult when using scissors



Fyne Homes App

Fyne Homes have a Mobile App to make communicating with us easier.

The App allows you to make payments, report repairs, make a complaint, access the portal and so much more.

The Fyne Homes App is a quick, easy and FREE way to communicate with us from work, home or even when you are out and about.



Use the QR Code to visit our website

Sign up to Fyne Homes Mobile App



Download now



Download on the
App Store



GET IN ON
Google Play

Search Fyne Homes

Fyne Homes Tenant Portal

Everything you need at the click of a button

Use the QR Code to take you to the registration page

You will need your unique tenancy reference number, which you will find on your rent statement or you can contact a team member on 0345 6077117



The Fyne Homes Tenant Portal is exclusive to Tenants and Factored Owners.

It is a quick, easy and FREE way to communicate with us to make payments, report repairs, make a complaint, change your details and so much more.




Dolly Parton's Imagination Library

Fyne Homes is delighted to announce that it has partnered with **Dolly Parton's Imagination Library** which will provide FREE books for tenants' children, under the age of 5 who are eligible under the scheme.

If you have a child under the age of 5, all you need to do is register and your child will get one free book every month until their 5th birthday. To register, complete the attached form and return to your nearest Fyne Homes office.

Each month the Imagination Library will post a high quality, age-appropriate book to children. The books are specially wrapped and addressed to the child and are delivered at no cost to the family.

Inspired by her father - who couldn't read or write - Dolly's determination to ensure no child faces the same hardship led to the creation of a small, community book gifting project for children in Tennessee in 1995. Since then, it has transformed into a global phenomenon, gifting books to over two million children around the world every single month.

Parent/Guardian's Name:		
Home address including postcode:		
Contact No:	Email:	
Details of child(ren) to be registered		
Name(s)	Date of Birth	Sex (M or F)
Signature of parent/guardian:		
<p>I consent to the Dollywood Foundation, Inc. using the information provided for the purposes of participating in Fyne Homes Imagination Library program. To measure the benefits of this program Fyne Homes may use data provided and share them with research and educational partners. You agree to review the full Terms & Conditions and Privacy Policy by visiting imaginationlibrary.com. By signing and submitting this form you consent to all Terms & Conditions.</p> <p style="text-align: center;">Return to any Fyne Homes Office to complete registration.</p>		

Going Away Over the Holiday Period

If you intend to leave your home unoccupied for any length of time during the Christmas holiday period, please let the Association know where a key can be obtained in the case of an emergency, when access to your property would be required. To allow us to pass this information onto our emergency call out service, if possible, we would be grateful if you could give us these details by Friday 20th December, 2024

Are you over State Pension age, or know someone who is?

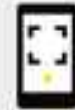
Pension Credit tops up pension income and can help with day-to-day living costs.

If you are over State Pension age, you may be eligible to claim **Pension Credit**, even if you own your home or have savings. People who claim **Pension Credit** may also be able to get:

- The **Winter Fuel Payment*** and other help with heating costs
- Help with rent and Council Tax
- A free TV Licence for those aged 75 or over
- Help with the cost of NHS services, such as NHS dental treatment, glasses and transport costs for hospital appointments

You could be eligible for **Pension Credit** if your weekly income is below £218.15 or, if you have a partner who lives with you, £332.95. Qualifying income level may be higher in some circumstances.

Don't miss out.



SCAN TO FIND
OUT MORE



Check your eligibility at gov.uk/pension-credit
or by calling **0800 99 1234**

Eligibility criteria apply
*or the equivalent in Scotland.

Can you get help with your TV Licence Fee?

Receive Pension Credit? Learn how to get a free TV Licence

Free TV Licences are only available if you're 75 or over and you, or your partner living at the same address, are receiving Pension Credit.

Eligible for a free TV Licence but can't apply online?

If you think you're eligible for a free licence but can't apply online, please call 0300 790 6117* and speak to an advisor to request an application form (lines are open between 8.30am and 6.30pm, from Monday to Friday).

Once they receive your application it may take a few weeks to process. If there are any problems they will write to let you know. They may also call you if you have given them your phone number.

Not on Pension Credit but think you might be eligible?

If you don't have Pension Credit but think you may be eligible for it, it's worth checking.

- Pension Credit tops up your retirement income
- The average Pension Credit payment is over £67 per week†
- You might be eligible even if you have a pension, savings or own your home
- It not only allows you to claim a free TV Licence, but it can also help with:
 - housing costs,– heating bills,– Council tax,– NHS dental care,– and more.

It's easy to check if you can get Pension Credit. Just call the Department for Work and Pensions on 0800 99 1234 (opening hours 8.00am - 6.00pm) or go to gov.uk/pension-credit.

Refunds

If you've been paying for a TV Licence when you were eligible for a free one, you may be due a refund. They will process this as part of your application.

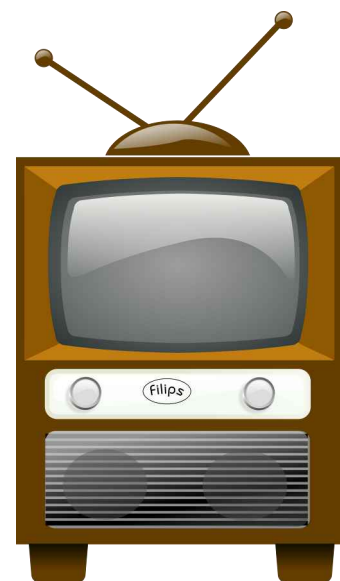
Support for people who are blind (severely sight impaired)

If a person is blind (severely sight impaired) and can provide evidence, they could get a half price TV Licence. This will also cover anyone they live with.

When applying for the licence they will need to provide a copy of one of these documents as evidence:

- A Certificate of Visual Impairment
- A BD8 certificate
- A certificate or document from a local authority that confirms they are blind
- A copy of a certificate from an Ophthalmologist (eye surgeon), stating that they are blind (severely sight impaired)
- Tax coding notice from HMRC showing they receive Blind person's allowance
- A copy of your National Registration Card signed by an Ophthalmologist stating that they are blind (severely sight impaired)

If you live with someone who is blind, you can also [apply for a discounted TV Licence](#), regardless of your age. And if you already have a licence, you can transfer it over into that person's name. They just need to [apply for their first blind licence](#). You can apply online at www.tvlicensing.co.uk or call 0300 790 6117.



If you need any help with the above please call Margo at Fyne Homes on 03456 077117.



CHILDRENS CHRISTMAS MOVIE



TICKETS AVAILABLE
FOR SHOWS BETWEEN
DECEMBER 20TH - 30TH

BUTE - WINTER GARDENS CINEMA
COWAL - THE STUDIO CINEMA
KINTYRE & MID ARGYLL -
CAMPBELTOWN PICTURE HOUSE



FREE to attend
Tickets **MUST** be
uplifted from local
office by 20th
December

CALL 0345 6077117 or
EMAIL cbaxter@fynehomes.co.uk



CLASSIC CHRISTMAS

Miracle on 34th Street

Shown at

Campbeltown - Picture House - Tuesday
10th December 12pm

Lochgilphead - MS Centre - Monday 16th
December 1:30pm

Rothesay - Friday 20th December 1:30pm
The Lade Centre



Shown at

Dunoon - Studio Cinema - Wednesday 11th
December 11am

CONTACT 0345 6077117 TO BOOK A FREE TICKET

Awards 2024



Fyne Homes were delighted to be shortlisted as finalists at the recent Tenant Information Service (TIS) and The Chartered Institute for Housing awards.

The TIS ceremony, held on Thursday 7th November 2024, saw Fyne Homes reach the final in two categories. Sheena Macfie, Housing Administrator was a finalist in the Lifetime Achievement category and Craig

Baxter, Tenant Participation



Officer was a finalist in the Outstanding Contribution to Tenant Participation category. It was a mixed night of success with Sheena, who has an impressive 40 years' service with the Association narrowly missed out on the award, by a Housing Officer from Elderpark Housing Association with 43 years' service.

Craig was successful in his category and was presented with the Outstanding Contributing to Tenant Participation award.

On winning the award Craig said, "While I am delighted to be nominated and win, the award is for the whole of Fyne Homes as without the support of committee, senior management, staff, in particular my housing colleagues, and most importantly the tenants, then awards such as these would not be possible."

Craig and Sheena were supported on the night by Fyne Homes Chief Executive, Iona MacPhail, past Chairman and current committee member James McMillan and Sheena's husband, Blair.

The following night saw Fyne Homes attend the CIH Scotland Awards being shortlisted as finalists in the Working in Partnership category for their Equality in Education initiative. This initiative saw Fyne Homes work with Campbeltown Grammar School, Dunoon Grammar School, Lochgilphead High School, Tarbert Academy and Rothesay

Academy, supporting various initiatives including DYW Career Days, School Clothing Shop and donating every 1st year pupil starting their secondary school journey with a stationary set.

Representing Fyne Homes on the night were Chief Executive Iona MacPhail, Tenant Participation Officer Craig Baxter, Technical Services Director, Janet McAlister, Committee Member Tony Harrison and Corporate Manager, Eilidh MacCallum.



AGM REPORT

Fyne Homes held its AGM on 18th September 2024 at 11 Victoria Street, Rothesay and by Zoom webinar. The members attending received a full report on the Group's activities from the Senior Management Team and the Fyne Futures General Manager.



FYNE HOMES IN NUMBERS



£3.9 MILLION

Spent maintaining and upgrading stock

94.3%

of stock meets the Scottish Housing Standard (SHQS)



159

Housing allocations made



0.12% OF RENT ARREARS

Against a target of 2.5%



311 NEW CASES

for our Welfare Advisor and over £606k awarded to tenants in financial gains



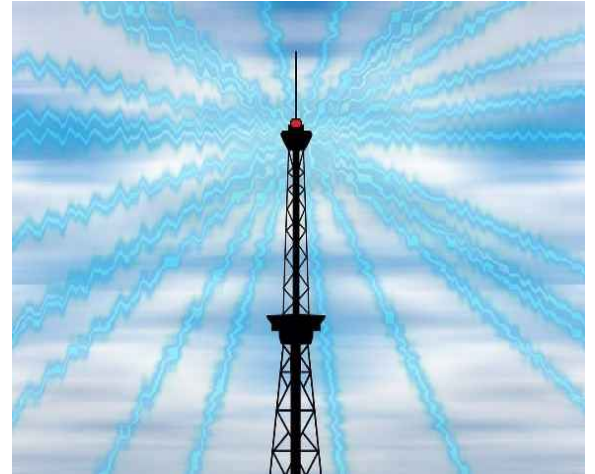
PARTNERSHIP

WORKING with partners, local groups and the wider community



FyneHEAT

FYNE HOMES ENERGY ACTION FOR TENANTS



The Radio Teleswitch is being turned off in June 2025

What is the Radio Teleswitch Service, and what is it used for?

The Radio Teleswitching Service (RTS) enables Electricity Suppliers to switch large numbers of electricity meters between different tariff rates and helps deliver specific electricity tariffs designed for customers who need to use electricity for their heating and/or hot water.

This longwave radio signal will be switched off in June 2025 and your old meters must be replaced with a new type of Smart meter. The switch off will affect energy customers that have an RTS meter in their home and may mean that their heating and hot water supply stops functioning as normal. All electricity suppliers are contacting affected customers to offer them a smart meter upgrade before the RTS service ends on 30 June 2025.

Ofgem expects energy suppliers to replace all RTS meters before the service ends in June 2025. If you have an RTS meter, you must upgrade to a smart meter. Smart meters are the only technical replacement for RTS meters because they can be programmed to deliver a similar service.

Get in contact with your electricity supplier to find out when they can install your new meter. They must make sure you have a suitable meter installed, and that your service is not disrupted.

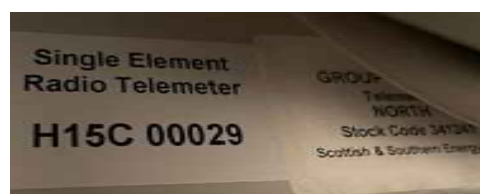
Not sure whether you have an RTS meter, there are a few things you can look out for:

- there may be a separate switch box near your meter with a radio teleswitch label on it
- your property is heated using electricity or storage heaters
- there is no gas supply to your area.
- you get cheaper energy at different times of day.
- Your tariff may be: Economy 7, Economy 10 or Total Heat Total Control

Will I be able to stay on the same tariff I am on now?

Your supplier will be able to tell you which tariffs are available to you. They should offer a tariff that is suitable for the hot water and/or heating set up in your home. It also means that you can switch to another supplier to get a better tariff.

A smart meter will give you a similar service to your RTS meter. You should speak to your supplier to find out more. If you need more information, please contact your electricity supplier or call FyneHEAT on 0345 607 7117





Saving energy for Christmas

Turn your thermostat down by 1°C. It doesn't sound like much, but it makes a difference. The ideal temperature is somewhere between 18°C and 21°C, and for every degree you turn your heating down, you could save around £80 a year.

Farewell fairy, hello LED. When it comes to Christmas lights, research shows that incandescent bulbs can cost up to 83% more than LEDs.

Before you head for the thermostat, why not grab your Christmas jumper, slippers, a hot water bottle, a warm drink or a cosy blanket?

Maximise the food you cook in the oven if you can cook 2 different meals at the same time even better. Also make sure you don't open the oven door too often - heat will escape meaning your oven has to work harder to maintain the temperature needed for the perfect roast potato.

If you don't have a slow cooker or an air fryer – you could ask Santa to bring you one or both of these energy saving appliances.

Turn things off at the plug. Chances are you've got all manner of electrical items plugged in and on stand-by and they'll use more power than you think. You could save £35 a year just by turning things off at the wall.

Social Tariffs

Social phone and broadband tariffs social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. They're delivered in the same way as normal packages, just at a lower price. Ofcom is encouraging companies to offer social tariffs to help customers on low incomes. Contact a provider for more information or visit www.ofcom.org.uk and search social tariffs for more information

Pension Credit

Earlier this year, the government announced that winter fuel payments had been scrapped for millions of pensioners across the country. You may still be eligible for Pension Credit. Several UK energy suppliers are offering support to customers e.g. discretionary credits and grants. Contact your energy supplier directly to see what specific support they can offer.

FyneHEAT can help you with energy saving advice and help you with suppliers, direct debits and prepayment meters. If you need help give Karen a call or checkout the FyneHEAT pages on Fyne Homes website.

I hope you have a Happy Christmas and a great New Year! PS. Make your New Year resolution to send your energy supplier meter readings once a month.

Help – if you need help with your energy bills or have problems with your supplier get in touch with FyneHEAT on 0345 607 7117 we may be able to help you.

When all the festivities are over and you find you are struggling with anything reach out, there are many organisations waiting for you to call, don't suffer alone or in silence.

Have a Merry Christmas and a Happy New Year!



Our **Annual Performance Review for 2023/24** is now available and can be downloaded from <https://fynehomes.org.uk/downloads/annualreports/> Where we hold a valid email address and you have elected to receive correspondence in this manner you will already have received a copy by email. You can also request a hard copy or a different format from any of our offices.

If you would like to help us reduce our paper and postage costs you can choose to receive non-essential documents by email. Just send us an email to postmaster@fynehomes.co.uk with the subject heading **Newsletter Delivery** and the following details: **Tenant Name, Property Address, Email address** and include this statement: **I am happy to receive Fyne Homes publications and other general information by E-Mail**

2023-
2024



Performance
Review

Are your contents
and personal
belongings insured?

THISTLE
INSURANCE SERVICES



Fyne Homes, as your landlord, ensures the structure and fabric of your property is insured but does not cover tenants' contents. If you have not already taken out insurance to cover your house contents or personal belongings, please think about doing this soon. Tenants should consider taking out insurance to cover fire, theft, water damage and flood. To find out more information about the Thistle Home Contents Insurance Scheme please phone 0345 450 7286. Or you can request information from your housing officer.



THISTLE
TENANT RISKS

Your landlord does not cover your home contents and personal belongings.

So it's a good idea to consider what a home contents insurance policy would cover you for.

When you move into your property, you should think about protecting your personal possessions and home contents.

These include your furniture, carpets, curtains, clothes, bedding, and electrical items. And don't forget your jewellery, pictures and ornaments.

All tenants and residents are eligible to apply for the Thistle Home Contents Insurance Scheme, which can cover your home contents and belongings against, fire, theft, water damage and flood.

Reasons to choose the Thistle Insurance Scheme:

- Apply over the telephone or complete an application form
- Covers theft, water damage, fire and many more household risks
- Covers tenants improvements (up to £2,000 or 20% of the sum insured)
- Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000)
- Covers damage to external glazing for which you are responsible for
- Covers replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen
- You don't need to have special door or window locks (just a lockable front door)
- Flexible regular Pay-As-You-Go payment options (fortnightly & monthly premiums include a transaction charge)

Limits and exclusions apply, a full policy wording is available on request.

Would you like a member of the Thistle Insurance team to call you back at a convenient time, to discuss cover, optional covers available, and premiums?

Visit www.thistletenants-scotland.co.uk and request a call back today!

Protect your belongings against fire, theft, flood and much more.

For further information or to apply for cover call Thistle Tenant Risks on **0345 450 7286**

Carbon Monoxide – ‘The Silent Killer’

Although the Association take great care in ensuring that all gas appliances in tenants homes are regularly maintained and safety checked, as well as fitting carbon monoxide detectors, everyone using gas appliances should be aware of the symptoms and effects of carbon monoxide poisoning.

When gas does not burn properly, as with other fuels such as coal, wood or oil, excess carbon monoxide (CO) is produced.

You can't see it, taste it or smell it, but CO can make you really ill, or can even kill. You are particularly at risk when you are asleep because you cannot recognise the early symptoms of CO poisoning. These include tiredness, drowsiness, headaches, giddiness, nausea, vomiting, breathlessness, stomach pains, erratic behaviour and visual problems.

If you or your family experience the above symptoms and you believe CO may be involved you must seek urgent medical advice.

Factors which can effect the safe operation of even a regularly maintained gas appliances are:-

- ☒ Appliance not working properly
- ☒ Not enough fresh air in the room
- ☒ Blocked chimney or flue

Signs to look out for include

- ☒ Yellow or brown staining around, or on appliances
- ☒ Pilot lights frequently going out
- ☒ Increased condensation inside windows
- ☒ Yellow rather than blue flame

If you think your appliance is spilling CO

- ☺ Switch off the appliance and contact the Association
- ☺ Open all doors and windows to ventilate the room – do not sleep in it

It is also important that you test your CO detector, following the manufacturers instructions, on a regular basis and advise the Association immediately if it is found to be faulty. The Association will also check it, along with your smoke alarm, during your annual gas servicing and safety check visit

We will fit carbon monoxide detectors in the room your gas appliance is in, and also in any other rooms in your property which your gas flue passes through. Should you have any queries or require further information on this matter, please contact our Technical Services Department at our Rothesay office (telephone number: 0345 6077117 or e-mail: techservices@fynehomes.co.uk)



DANGER



Tenants together

Scotland's tenant participation and engagement network

www.tenantstogether.scot

Become a member of Tenants Together & make a real difference

Membership is open to tenants or service users of a Registered Social Landlord [RSL] or local authority operating in the Scottish social housing sector.

[Join us today!](#)

If you are interested in staying up to date with our latest work - please sign up to our newsletter at www.tenantstogether.scot



Scotland's tenant participation and engagement network

We'd love to hear from you and discuss the benefits of becoming a member of Tenants Together. Please visit our website or get in touch by email:

info@tenantstogether.scot



Fyne Homes Supporting Household Resilience and Employment Opportunities.



The Household Resilience Project, managed by InspirAlba with funding from the Scottish Government's Investing in Communities and the UK Government's Shared Prosperity Fund, focuses on strengthening household resilience. Currently, 17 employed trainees are supported by 8 local organisations. This team includes three Graduate Apprentices pursuing a BA (Hons) in Business Management at Glasgow Caledonian University, one Accounts Trainee, and a Modern Apprentice specialising in Quality Assurance in digital applications.

Wage based placements are based with local organisations to improve household income or reduce costs. This includes support for affordable reuse furniture.

"I am employed by Preloved 2 Reloved which sell household/whites goods at a high quality with a low cost. This benefits the community, especially with the cost-of-living crisis that we are all experiencing. Within my time here at Preloved 2 Reloved, we have helped furnish many vulnerable people's houses to make them homes, having to restart their lives with young ones. When speaking to these individuals they have assured me that without Preloved 2 Reloved's existence the dream of making a safe and comfy home wouldn't have been possible. This makes working in Preloved 2 Reloved that little more satisfying." -Neil

The project also employs Household Resilience Advocates, who are based within local organisations to provide support to households, in collaboration with specialist organisations like Bute Advice and AliEnergy. This helps households maximise income and reduce costs—a critical need given rising household and energy expenses. Issues households face are sometimes complex and require extensive support.

Now in its second year, the project has supported and connected over 500 households to partner organisations for ongoing assistance and resources.

Case study A:

A householder got in touch due to issues with their energy debt. The local Advocate was able to provide additional support to ensure the information and evidence required was available for Alienergy to progress their case. With this collective effort, the householder's energy debt of over £2,000 was cleared.

Case study B:

Our advocates recently supported a young person who was struggling with both food and fuel poverty. Bute Advice provided support on how to manage debt. AliEnergy assisted in securing white goods for his flat. The householder reported a massive difference in his mental health to our advocates and said that he felt fit to look for employment but didn't know where to start. Our advocates then connected him with the employability programme at InspirAlba. He has now reported he has successfully managed to gain full time employment at a local hotel as well as training to become a chef.



For further information, please contact: HouseRes@inspiralba.org.uk

Activities delivered by Bute Advice, Alienergy providing outreach support with Colintrave and Glendarual Development Trust and South Islay Development.



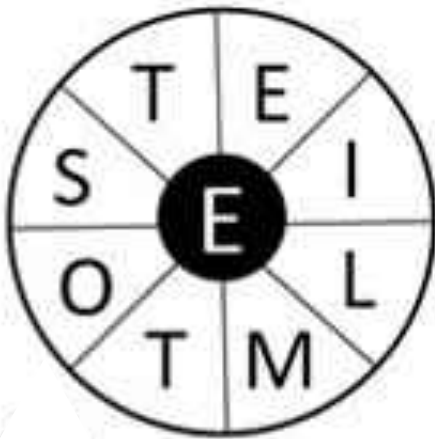
Brain Teasers

Puzzles to keep your mind active

SUDOKU

	9				7			
	7							8
	3	4	2	9		5		
9	2	8	3					6
			6		9			
	1				2	8	3	9
		1		2	6	3	5	
7								1
			1					8

WORD WHEEL



This word wheel is made from a 9 letter word. Try & find that word, then make as many words of any length as you can from these letters. You can only use each letter once, each word must include the letter E

WORD SEARCH

- Snow
- Snowman
- Winter
- Weather
- Shovel
- Cold
- Freezing
- Snowflake
- Slippery
- Slide
- Sledding
- Skating
- Scarf
- Hat
- Earmuffs
- Mittens

W	E	A	T	H	E	R	W	G	S	F	P	S	F	M
O	H	J	V	O	L	J	O	N	J	V	H	N	J	J
K	F	R	A	C	S	M	E	O	K	O	L	O	M	G
D	R	H	B	P	T	T	D	P	V	B	P	W	W	N
I	E	L	J	Q	T	O	I	E	L	J	Q	F	O	I
W	E	P	N	I	W	K	L	I	P	N	S	L	K	T
S	Z	Q	M	W	Q	D	S	D	Q	M	F	A	D	A
N	I	A	K	S	B	I	U	W	A	K	F	K	I	K
A	N	S	L	I	D	E	I	S	S	L	U	E	W	S
M	G	W	J	C	D	L	L	A	W	J	M	D	S	W
W	W	X	I	D	S	N	O	W	X	I	R	B	U	X
O	C	C	U	F	D	D	P	C	C	U	A	D	D	C
N	V	D	O	M	G	G	N	I	D	D	E	L	S	D
S	B	E	P	I	C	C	R	E	T	N	I	W	C	E
F	S	L	I	P	P	E	R	Y	R	T	A	H	H	R

Leavers – Areasha Whitelaw

17 years ago Areasha started with Fyne Homes as a full time Receptionist and worked her way up to Housing Assistant, Tenant Participation Officer and then Housing Officer. During her stint as Tenant Participation Officer in 2016, at the National Good Practice Award Ceremony Areasha was presented with Tenant Participation Champion Young Person of the Year Award. In September this year Areasha decided to leave for pastures new. We thank Areasha for her hard work and wish her all the best for the future.



Celebrating 40 Years Service

On the 14th January 2025 our Housing colleague, Sheena Macfie, will celebrate her 40-year service milestone with Fyne Homes. Sheena is the longest serving member of staff and will be a familiar face to many, she started her housing career, when Fyne Homes was known as Isle of Bute Housing Association, in 1985 just six years after its formation, as the Clerical Assistant and Receptionist.

Throughout her tenure Sheena has carried out several roles including servicing our customers, committee and senior team, after 25 years of working within the corporate team, Sheena moved to the Housing team in 2010, where she has remained since. Her natural connection with tenants means the housing frontline is the ideal place for her to demonstrate her caring and empathetic nature, she goes above and beyond to provide customers with advice and assistance. Sheena is responsible for tenant engagement within our amenity stock on Bute because of her understanding and considerate demeanour. Sheena is a well-respected member of staff who has proven to be a fantastic role model for her colleagues over the years, providing support and encouragement, and is the “go to” for colleagues to call upon her vast knowledge and experience. For 40 years Sheena has carried out her duties diligently and with great respect for both customers, committee and colleagues, her dedication and valuable contribution over the years is recognised by all who have worked with her. The Committee and staff of Fyne Homes would like to thank Sheena for all her hard work and commitment over the last 40 years and congratulate her on reaching this significant milestone.



Paul
McIntyre

On the left is a list of staff who have been recognised for exemplary demonstration of one or more of the core competences since the last Newsletter.

Kerry
Baxter

The scheme recognises staff who have gone that “extra” step for either tenants or their colleagues. The awards are only token gestures such as a small box of chocolates or a low value gift card, but it is always good to be appreciated by the people you work with or the people we are trying to help. If you think any of our staff have done more for you than just what was required by their job, then let us know at our main office (contact details on the back page). We like to think our staff always do their best and it is nice to let them know that it is noticed and appreciated.

Craig
Baxter

Kari
Maxwell

ACCESS FOR REPAIRS/MISSED APPOINTMENTS



“No access” visits are a waste of staff and contractors time and can be costly to the Association.

Access arrangements should always be made when reporting a repair, however, if due to unforeseen circumstances these require to be changed by us we will always endeavour to contact tenants and advise them of any changes. Likewise, should you require to change access arrangements we would be grateful if you would advise us as early as possible in order to make alternative arrangements.

ANNUAL GAS SERVICING & SAFETY CHECK



As your landlord, Fyne Homes has a legal responsibility to carry out an annual safety check on all gas appliances owned by us.

Near the time the annual safety check is due to your property our gas servicing contractor will contact you with an appointment. They will provide you with a telephone number to contact them should the given appointment be unsuitable.

Fyne Homes cannot stress enough the importance of having these checks carried out to ensure the safety of our tenants.

PLEASE ENSURE ACCESS IS MADE AVAILABLE TO YOUR LOCAL CONTRACTOR. SHOULD YOU FAIL TO ALLOW ACCESS FOR THIS CHECK, WE WILL BE FORCED TO TAKE STEPS TO GAIN ACCESS TO YOUR PROPERTY.



Contact Information



Emergency Repairs



We hope that you will not have any problems with your home while our offices are closed over the festive season. However should any problems arise please remember that assistance in a genuine emergency can always be obtained by calling.....

0800 592 276

Your call will be answered by the Hanover Telecare call centre, where one of their trained repair operators will take the details of your repair and arrange the necessary assistance.

Please note that this service is for **"emergency" repairs only**. Emergency repairs being repairs necessary to prevent serious damage to the building, danger to health, risk of safety or risk of serious loss or damage to the occupiers of the property.

Telephoning Fyne Homes

For General Enquiries 0345 607 7117

Calls will be at standard call rates from landlines or mobiles.

Calls may be recorded for training and quality purposes

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This Newsletter and other documentation can be made available in other formats i.e. large print. We also subscribe to language line and induction loops are available within Fyne Homes offices.

*Fyne Homes Limited. Registered Office: 81 Victoria Street, Rothsay, Isle of Bute, PA20 0AP.
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Property Factor Registered Number PF000155.*

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