



Fynewe

Autumn 2024

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

In This Issue:

- Universal Credit
- Fyne Homes App
- Smart Meters
- Energy Help
- Tenant Portal
- Consultation Café
- Staff Day
- Christmas Planning

WINNERS Tenants Reward Scheme

July 2024	Miss L McGeehan	Dunoon
August 2024	Mrs F McGuire	Argyll
September 2024	Mr D Hart	Dunoon

£20
*Monthly
Draw*



Universal Credit

How to avoid Universal Credit Overpayments

Many people in receipt of benefit get advised they have an overpayment at some point during their claim, sometimes these can amount to thousands of pounds. If you have been overpaid benefit, the amount that has been overpaid can then be deducted from your ongoing benefit leaving you with a shortfall.

How can you avoid this?

Benefit overpayments occur when you are paid more benefit than you are entitled to for a period of time.

It is important that you inform Universal credit of any changes in circumstances which could affect your entitlement to benefit e.g.

- ◆ Any change to other benefits you are receiving e.g. PIP / Pensions
- ◆ If you start or stop receiving any other benefits
- ◆ Any changes to your household composition – if your partner moves in with you or your child moves out - this is especially important due to bedroom tax rules.
- ◆ Any changes in your children's education i.e. if a child aged over 16 moves in to, or out of full time education
- ◆ If you start or finish working
- ◆ If you become a carer for another person, or stop caring for somebody.
- ◆ If you are going to be away from home for an extended period e.g. in hospital or prison
- ◆ Any changes to your savings or capital
- ◆ If you move house

If you are not sure if a change will affect your entitlement to benefit, it is safest to report it anyway.

Changes are best to be reported by accessing the home page of your universal credit and reporting a change of circumstances- this will then trigger certain changes within your claim.

If you believe an overpayment is incorrect it is important to challenge the decision quickly as there is a time limit for claims to be reconsidered, usually 28 days. Should you require assistance with this please contact Margo Allan, Tenancy Officer on 03456077117.

Remember, if in doubt report it anyway, it may help to avoid problems in the future!!

THE FUN ZONE



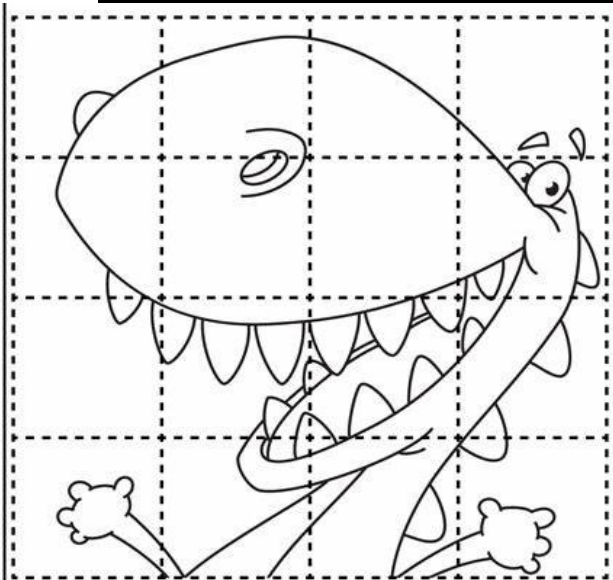

Silly Jokes...

What do Ghosts use to wash their hair?
Sham—Boo!

What do Ghosts wear to look smart?
Boo Ties

What do birds say at Halloween?
Trick or Tweet

What do you call witches that live together?
Broommates



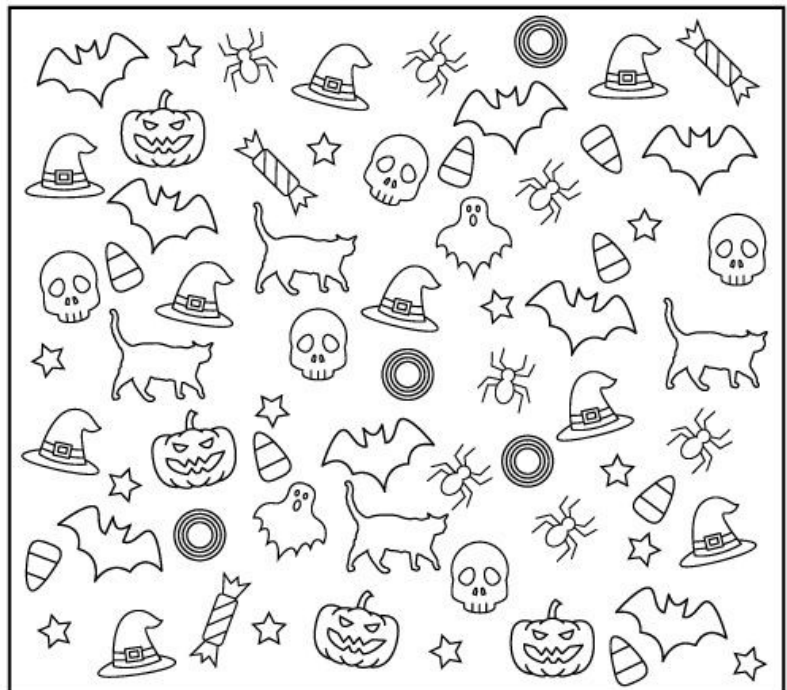
1. Color the Picture!
2. Cut out puzzle!
3. Mix up pieces, and solve!

Make sure you get help from an adult when using scissors

Help the squirrel through the maze to find its acorns



HALLOWEEN I SPY



Count how many of each image you see and write the correct number below.

	_____		_____		_____		_____
	_____		_____		_____		_____





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



Tenant Participation - Get Involved

Fyne Homes Tenant Participation is dedicated to better communications between tenants and Fyne Homes.

This includes: the overall service you receive, keeping you informed about services and outcomes and also about your opportunities to participate in Fyne Homes decision making. If you would like to get involved in any of the following, please tick the ones you are interested in, complete the form and return to your local office,



- **Consultation Register** - Register to be consulted with and we will contact you for your view on matters that may be of interest to you
- **Membership of Association** - Membership means you can vote on major issues affecting the Rules of the Association, stand for election yourself, attend our AGM and vote to appoint members to our Management Committee. You can join the Association for a one-off cost of only £1
- **Management Committee Member** - Be part of the team responsible for the conduct and control of the Association
- **Resident or Focus Groups** - Meet with other residents and discuss issues and put forward ideas on improving your local area
- **Service Improvement Group (SIG)** - Be part of our tenant's group and help Fyne Homes to assess our performance against our key performance indicators, including the Scottish Social Housing Charter's outcomes
- **Registered Tenants Organisation (RTO)** - Be part of our RTO liaising with the Regional Networks and the Scottish Government influencing housing policy and represent the RTO on Tenants Panels

Name:- _____

Address:- _____

Tel/Mobile:- _____ email:- _____

Age Group:-

16 – 24

25-34

35-44

45-54

55-64

Over 65



Tenant Participation wants to hear from YOU!

Fyne Homes is dedicated to better
communications with tenants.

We want to hear what you want from us and
what we can do for you

Contact Craig Baxter, Tenant Participation Officer
 cbaxter@fynehomes.co.uk or  0345 6077117

WE NEED






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>		

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.

Ofgem, the energy regulator for Great Britain, expects energy suppliers to replace all RTS meters before the service ends in June 2025. Don't worry, if you have an RTS meter, you can 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.**

By 30 June 2025, the Radio Teleswitch Service (RTS) will end. 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.

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

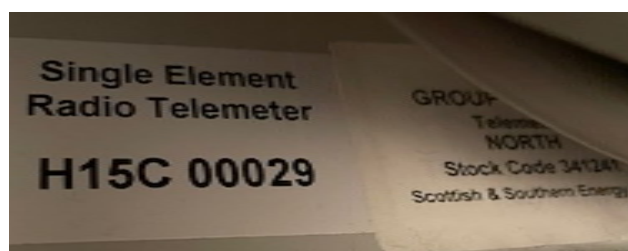
Will I be able to stay on the same tariff I am on now?

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.

What happens if I don't upgrade to smart meters?

- The heating and/or hot water provisions in your home could be affected.
- You may find that your heating and/or hot water is continually left on or off, or the charging-up happens at the wrong time of day.
- Your electricity supplier won't be able to confirm how much electricity you have used during peak or off-peak times, which means your electricity costs could be much higher than before.

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.



Winter Fuel Payments have been cut for millions of pensioners. Only those on PENSION CREDIT will get them. Yet 880,000 who are due Pension Credit don't claim.

Check today to see if you are eligible!

Who should check if they're due Pension Credit?

It's for those of state pension age (66+) & depends on TOTAL WEEKLY INCOME –

- **SINGLE: Under £218/week** you're LIKELY to get it. **Under £235/week** you may get it.
- **COUPLE: Under £333/week** you're LIKELY to get it. **Under £350/week** you may get it.
- A couple means spouse, civil partner, or someone you live with, as a couple. You must both be of state pension age. If your partner isn't yet, you may still qualify for **Winter Fuel Payment via Universal Credit**.

What counts as income?

Income from work, pension, state pension and some benefits count. Plus, if you have over £10,000 of savings or investments, then each £500 above that counts as £1 a week income.

If in doubt, JUST CHECK, better to ask & not get, than not ask and miss out

1. Check Pension Credit eligibility via web or phone - don't stall, just call or go to www.gov.uk/pension-credit if you can, or if not call 0800 99 1234. PLEASE check - the worst that can happen is you don't qualify, it is complicated who's eligible, even some getting more than the full state pension may qualify - often due to its interaction with some disability-related benefits.

2. Checked before? Check again. If you were just over the margin before you might now be eligible, in April the Pension Credit threshold was increased by 8.5%. For a few, it's worth checking again. Also, if you've got new responsibilities as a carer, it's vital to recheck.

3. Pension Credit has a superpower... it's worth claiming, as it's often a gateway to other benefits. It may trigger...

Free TV licence for over-75s (normally £169.50/yr).

Housing Benefit worth £1,000s for some renters. Council tax reductions.

Energy bill reductions. This includes £25/week Cold Weather Payment and the £150 Warm Home Discount.

Pension Credit



Fyne Homes Supporting Household Resilience and Employment Opportunities.

The Household Resilience Project activity is managed by InspirAlba with funding from Scottish Government, Investing in Communities and UK Government Shared Prosperity. 4 Graduate Apprenticeship roles and 39 job positions



with local organisations have been supported through the project.

This includes 17 Household Advocate roles, based with local organisations to provide additional support to those most vulnerable, as well as additional roles, information and connections with specialist organisations. Specialist organisations, include Bute Advice and AliEnergy, who are able to assist householders to maximise income and reduce costs which is particularly important given increased household and energy costs.

The project is now in its second year and so far, local advocates have supported and signposted over 500 households to partner organisations.

Case study: 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 householders energy debt of over £2,000 was cleared.



“Without M’s help, I would have never been able to sort this debt out. I had no idea how to find or pass on any information I was asked for. M guided me. The debt being cleared for me has had a massive impact on my mental health and I no longer worry about putting my heater on. Thank you again.”

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

Struggling with your energy bills?

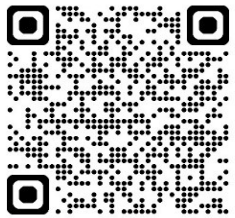
FyneHEAT can help!



The huge increases in energy costs are affecting all of us, some more than most. We are here to try and help you through these tough times.

We have access to **£49 Energy Vouchers for Prepayment meters** - If you are finding it difficult to Top up your Pre-payment meter, please give Karen a call on **0345 607 7117**, email khilton@fynehomes.co.uk or scan the QR Code below. You will have to meet certain eligibility criteria. Unfortunately, the vouchers are not available to British Gas customers.

If you're falling behind with your energy bills, and are struggling to pay, the best thing to do is contact your supplier as soon as possible.



We can help you to -

- Understand your bills.
- Help you to manage energy debt.
- Take meter readings to monitor your energy use.
- Resolve billing errors/Prepayment meters.
- Contact Fyne Homes and ask to speak to Karen 0345 607 7117
- Scan the code and leave your details.



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.

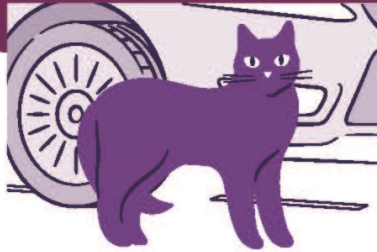
It is a quick, easy and FREE way to communicate with us to make payments, report repairs, make a complaint, change your details and so much more.

Why should I neuter my cat?

Find out more...



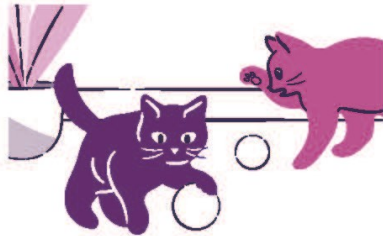
Reduces spraying and wailing



Less likely to roam, get lost and injured on roads



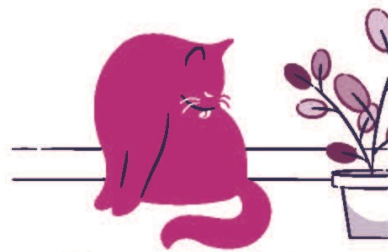
Reduces fighting, injuries and vet bills



Kittens are hard work and cost time, effort and money



Reduces risk of cancers and other diseases through mating



It's normal to neuter.
85% of owned cats are neutered*
(*CATS Report 2023)

Did you know?

Cats can breed from four months of age	Females can come into heat every two to three weeks	Females can have up to 18 kittens a year	Cats don't need one litter before being neutered	Cats will mate with their family members
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Want to know more?

Visit cats.org.uk/what-we-do/neutering to find out if you're eligible for financial help towards neutering costs. Neuter your cat at four months of age or younger.





Fyne Homes reaches 2 finals!!

Two Fyne Homes staff have reached the final of the Tenant Information Service National Excellence Awards to be held in The Grand Central Hotel, Glasgow on 7th November, 2024.

Housing Services Administrator, Sheena Macfie, has been nominated for a Lifetime Achievement Award. The Lifetime Achievement award recognises an extraordinary, individual member of staff who has demonstrated an exceptional commitment to effecting positive change across the Scottish social housing sector, during their lifetime. Sheena has nearly 40 years' service with Fyne Homes and has made a positive impact on colleagues, committee members and tenants alike.

The 2nd nomination is for our Tenant Participation Officer, Craig Baxter, who has been nominated for the Outstanding Contribution to Tenant Participation award. The Outstanding Contribution to Tenant Participation award recognises an inspiring, individual member of staff who has demonstrated an exceptional commitment to driving tenant participation practices forward, to achieve great practices that others can learn from.

Congratulations to both for reaching the final and best of luck on the night.



Are you having money problems?

All Fyne Homes tenants are able to get a Welfare benefits check to see if you may be entitled to any benefits you are not already claiming.

Our benefits worker Margo Allan is employed by Fyne Homes to offer a free impartial and confidential service to all Fyne Homes tenants. If you wish an appointment call Margo on 0345 6077117



FYNE HOMES

CONSULTATION

CAFE

**AN OPPORTUNITY FOR AN INFORMAL CHAT
& CUPPA WITH OUR STAFF**

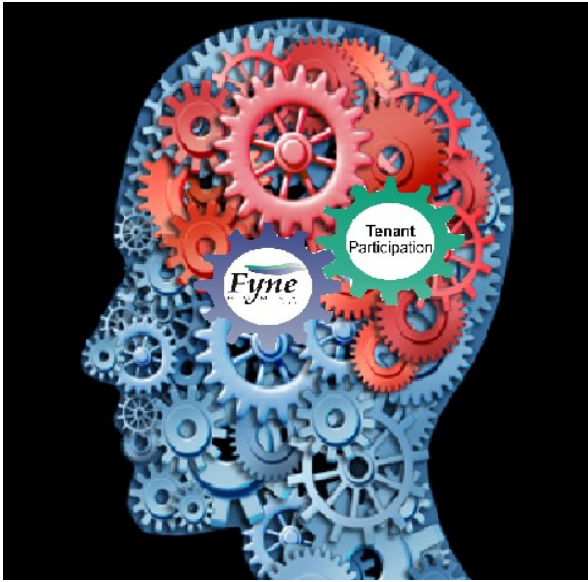
LOCHGILPHEAD
1st Monday every
month @
MS Argyll
2pm - 4pm

DUNOON
3rd Wednesday
every month @
Burgh Hall Cafe
10:30am -
12:30pm



CAMPBELTOWN
2nd Wednesday
every month @
Kintyre Link Club
12pm - 2pm

ROTHESAY
Last Friday every
month @
The Lade Centre
10am-12pm



Brain Teasers

Puzzles to keep your mind active

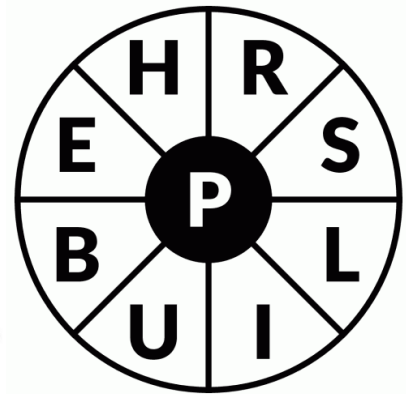
SUDOKU

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

WORD SEARCH

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

WORD WHEEL

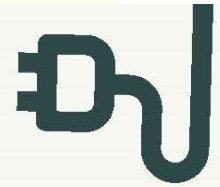


This word wheel is made from a 9 letter word. Try & find that word, then make as many words of any length as you can from these letters. You can only use each letter once, each word must include the letter P

- | | | | | | | | | | |
|------|------|------|------|------|------|-----|------|-------|-----|
| ZAP | TOP | WET | YET | YES | YOUR | HER | IN | HIT | HAS |
| WERE | WAS | WITH | WENT | WE | THAT | DID | HAVE | HERE | GET |
| THE | TO | SAID | SHE | SEE | ROB | RUN | DO | COME | CAN |
| RAN | RAM | RAT | PUG | PEN | PET | PIN | ARE | AT | AND |
| PIT | PAN | PAT | PLAY | ON | OF | HIM | JOT | WHAT | MOP |
| NUT | NAP | NET | NO | NOT | MUST | KIT | IT | THEIR | IS |
| MET | MAP | MAT | MAN | MOM | MY | OR | HAM | HIS | HAD |
| LOT | LAP | LAST | LOOK | LIKE | KIN | ALL | GO | FROM | FOR |
| JOB | JUST | JAB | JET | JUMP | IF | AN | BUT | BE | AS |
| A | POT | THIS | DAD | YOU | OUT | ROT | LET | ME | |



Lithium Batteries



Lithium batteries are lightweight, rechargeable batteries that power our phones, laptops and cameras. They're found in many electrical devices from mobility scooters to e-cigarettes, and are used safely by millions of people every day.

Lithium-ion batteries have been increasingly linked to serious fires in workplaces and residential buildings, so it's essential to control the risks and hazards associated with them.

Lithium-ion batteries have many advantages, but their safety depends on how they are manufactured, used, stored and recycled.

Lithium-ion battery safety good practice

Only use equipment and chargers supplied by reputable manufacturers

- Always use the charger that came with your phone, tablet, e-cigarette or mobile device.
- If you need to buy a replacement, always choose a branded, genuine product from a supplier you can trust. There are lots of fakes out there, and it can be difficult to spot the difference.

Make frequent inspections of batteries for signs of damage

- Never use damaged or defective batteries
- Protect batteries against being damaged – that's crushed, punctured or immersed in water.

Ensure battery handling and storage areas are dry, cool, well-ventilated, and free from high levels of humidity

- Avoid storing, using or charging batteries at very high or low temperatures.

Ensure battery handling and storage areas are free from flammable or combustible materials and sharp objects, and that batteries are not left in contact with conductive materials

- Ensure battery charging is well managed, making sure that batteries are removed from chargers after charging is complete, and that batteries are not left on charge in un-occupied locations
- Keep batteries not in use in appropriate containers, such as a proprietary metal battery storage cabinet or fireproof safety bags
- Limit the size of storage areas, and ensure they are dedicated to Lithium-ion battery storage only

Dispose of batteries accordingly and as per manufacturer instructions.





ARE YOU WINTER READY?

POP ALONG TO OUR

GET READY FOR WINTER EVENTS.

GET EXPERT ADVICE ON ENERGY AND
WELFARE BENEFITS. PICK UP A FREE
BLANKET OR FLASK TO HELP YOU

THROUGH WINTER

HAVE A CUPPA, CAKE & CHAT WITH OUR STAFF

MONDAY 4TH NOVEMBER

CAMPBELTOWN KINTYVE LINK CLUB 11AM-1PM

LOCHGILPHEAD MS ARGYLL 2PM-4PM



TUESDAY 5TH NOVEMBER

ROTHESAY THE LADE CENTRE 10AM-12PM

DUNOON QUEEN'S HALL 1:30PM-3:30PM



Equality in Education

The summer saw Fyne Homes work with Rothesay Joint Campus on a school uniform clothing shop. Families and pupils were able to access any school uniform items they required including shoes, bags, health care items, ties etc. at no cost to them.

Fyne Homes were delighted to offer their boardroom to host the program every Monday and Friday throughout the school's summer holidays. The shop was run by parent volunteers and school staff.

Fyne Homes also offered their main office in Rothesay as a drop off point for donations, where these would then be passed onto the volunteers running the shop and be sorted into age groups, covering Primary 1 all the way through to Secondary 6th year.

Lynnsay Templeton, of Rothesay Joint Campus said *"In total we helped just over 40 families/carers. Fantastic! Thanks so much again for your support."*

Inclusion and equality are part of Fyne Homes' core values, and we were delighted to partner with Rothesay Joint Campus to support delivering this to not only our tenants but the wider community.

Fyne Homes feels strongly about inclusion and equality and was keen to assist the schools in delivering this. Discussions took place and it was decided that Tenant Participation would take forward an initiative to work with every secondary school in which Fyne Homes operates in; Bute, Cowal, Kintyre, Mid-Argyll and Gigha, to provide every 1st year secondary pupil starting school in August with a stationary set, comprising of a pen, pencil, ruler, eraser and sharpener to ensure that all pupils were starting their secondary school journey on equal footing. This initiative assisted over 420 pupils in Argyll and Bute and will hopefully help them to believe, achieve and succeed. The initiative will also assist those sitting exams who may not have the means to participate by supplying items such as calculators, rulers, pens etc.

David Mitchell, Head Teacher at Dunoon Grammar School said *"I just want to thank you so much for your kind donation. We issued them to the new S1 pupils this morning. I am sure the stationary sets will be well used."*

It is important that rural and island communities work together, and Fyne Homes is proud to work with schools and the wider community, in the future these young people could potentially be tenants, staff or indeed committee members and we hope to have had a positive impact on them.



STAFF DAY 2024



On 29th August, Fyne Homes had their Annual Staff Day. This opportunity allows all of our staff across all areas and departments to get together to carry out collective training, brainstorm ideas and strengthen our working relationships.

In the morning, we had informative presentations and training sessions from various members of staff which included presentations from our Chief Executive, Iona MacPhail, for long service recognition awards.

The recognitions received were Margo Allan, Welfare Rights Officer for 10 years' service and Katie Johnson, Technical Services Admin Assistant for 5 years' service

Recognitions were also awarded to Neil Forrester, Gardener/Handyperson for 10 years' service and Louise Anderson, Housing Officer for 5 years' service.

Big thanks to James McMillan, past Chair of Fyne Homes' Committee and current Staffing Convener, for doing the presenting the awards.

In the afternoon, staff were tasked with team building exercises to highlight the importance of effective communication, teamwork and adaptation which included building a tower made with spaghetti and marshmallows, three legged races and some hula hoop challenges.

Yes – it is all as bizarre as it sounds! Luckily there is little evidence of these events!



Feedback from the day was positive and thoroughly enjoyed by staff.

A big thanks to our Information and Employee Consultation Forum for organising the day.

Pictured left: Robert Jardine, Kari Maxwell, Sharon Cole and David Cameron, building their spaghetti tower. Not seen from the team is Fiona McLachlan and Keriin McMillan-Jamieson.

CHRISTMAS EVENTS

**WE WILL HAVE FREE
EVENTS FOR CHILDREN
AND TENANTS
DURING DECEMBER**

**DETAILS IN
OUR WINTER
NEWSLETTER
AND ON
SOCIAL MEDIA**

**BROUGHT TO YOU BY
FYNE HOMES
TENANT PARTICIPATION**



Tenant Portal Prize Draw

Congratulations to Campbeltown tenant Mrs Forshaw on winning £100 in our prize draw for signing up to our Tenant Portal.

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.

Sign up now to get the fantastic benefits the Tenant Portal offers.



Paul McIntyre

Kerry Baxter

Kora Nicholson

Areasha Whitelaw

Kari Maxwell

Eilidh MacCallum

John MacCallum

Mairi Hamilton

Sam Jamieson

Iona MacPhail

Megan Reynolds

Hazel Leitch

Keriin McMillan-Jamieson

Recognition Scheme

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.

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.



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. 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

E-mail: postmaster@fynehomes.co.uk • **Web:** www.fynehomes.org.uk

Rothesay—Head Office

Fyne Homes Ltd
81 Victoria Street
Rothesay
Isle of Bute
PA20 0AP

Dunoon

78 B John Street
Dunoon
Argyll
PA23 7NS

Campbeltown

3 Harvey Lane
Burnside Street
Campbeltown
Argyll
PA28 6GE

Lochgilphead

Smiddy House
Smithy Lane
Lochgilphead
Argyll
PA31 8TA

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, Rothesay, Isle of Bute, PA20 0AP.
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