

# Fynenews

Summer 2024

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

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# **WINNERS** Tenants Reward Scheme

April 2024	Mrs A Guy	Lochgilphead
May 2024	Ms A J McCumiskey	Dunoon
June 2024	Mr D McGregor	Rothsay

**£20  
Monthly  
Draw**

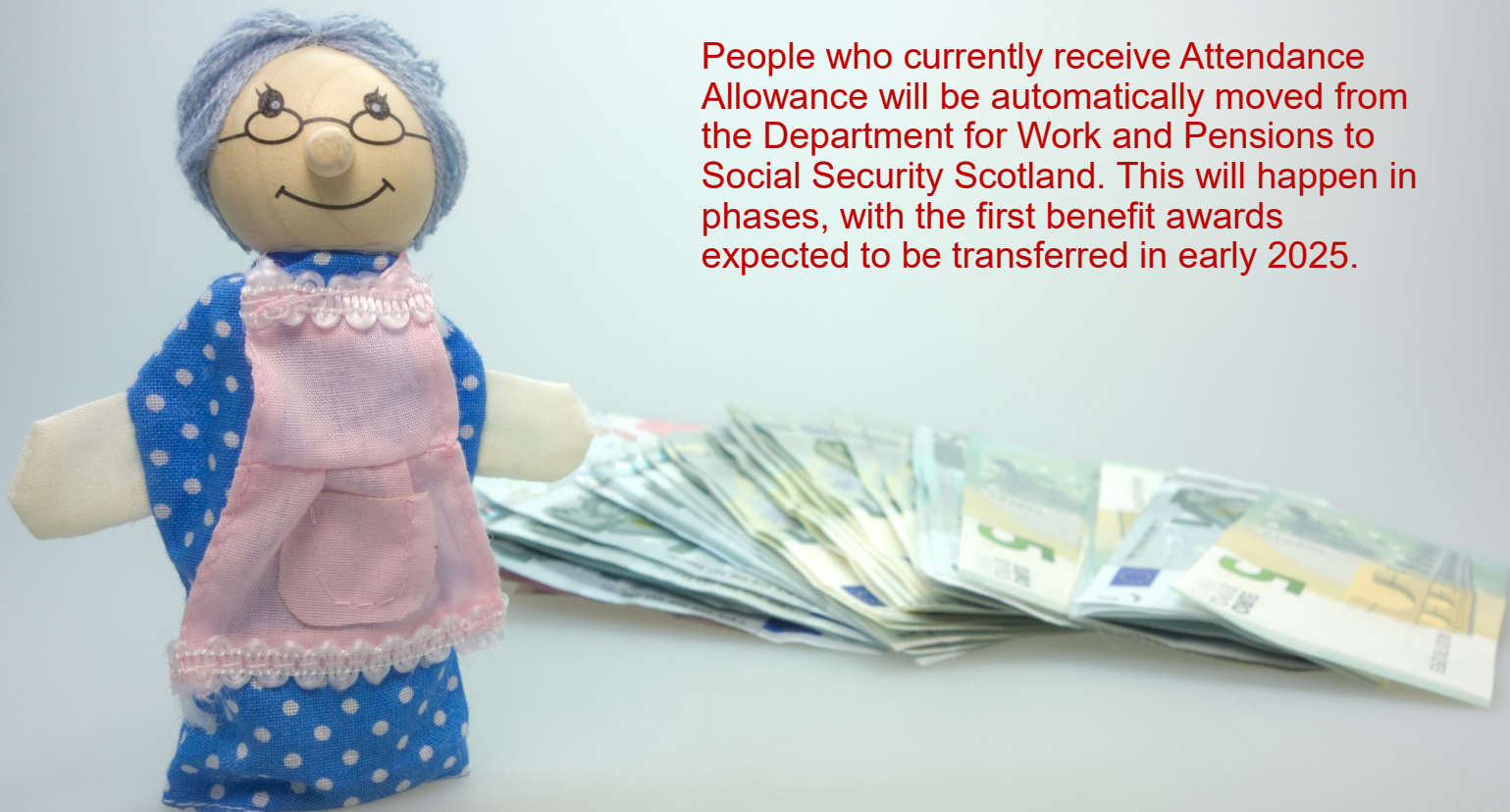
## **New disability benefit for pensioners**

Pensioners living in five Scottish local authorities will be the first in the country to be eligible for a new disability benefit, subject to parliamentary approval of regulations

Pension Age Disability Payment will be rolled out in phases from October 2024 in Argyll & Bute, Highland, Aberdeen City, Orkney and Shetland. Pension Age Disability Benefit is for people of pension age who have a disability or long-term health condition that means they need help looking after themselves or assistance to stay safe.

If Parliamentary approval is given, the benefit will replace Attendance Allowance in Scotland. In March 2025, the benefit will become available in 13 more local authority areas and will become available across the whole of Scotland later in 2025.

People who currently receive Attendance Allowance will be automatically moved from the Department for Work and Pensions to Social Security Scotland. This will happen in phases, with the first benefit awards expected to be transferred in early 2025.





Find your way out of the maze



## Summer Word Search

Find and circle the words.

BALL CLAM FUN PLAY SEA SUN  
BEACH CRAB HOT SAND SHELL SWIM



## Silly Jokes...

What do you get if you cross an elephant with a fish?... Swimming trunks

What part of a fish weighs the most?...the scales

How do you know the sea is being friendly?...it waves





## Marjorie Lang

It was with great sadness that we learned of the passing of Management Committee member Marjorie Lang on 29<sup>th</sup> April 2024.

Marjorie served on the Fyne Homes Management Committee for 12 years as a tenant member, she was fully committed to the work of Fyne Homes and making our communities better places. She was a valued and much respected member who will be fondly remembered by her fellow committee members and staff for her commitment, enthusiasm and sense of humour and will be sorely missed by all. Our thoughts are with all the family.



## AGM 2024

The Annual General Meeting (AGM) of Fyne Homes will be held on Wednesday 18<sup>th</sup> September 2024 in the Fyne Homes boardroom, 11 Victoria Street, Rothesay, there will also be an option for members to attend via Zoom.

If you are not already a member then please visit our website page [www.fynehomes.org.uk/association-membership](http://www.fynehomes.org.uk/association-membership) for more information about what becoming a member involves and how to apply. Any new members joining between now and the AGM will be entered into a prize draw to win £100.







# 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, **sign up by 1st September to enter our Prize Draw for £100 in vouchers.**



- **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

☐





**Alzheimer  
Scotland**  
Action on Dementia

**Dementia is not a natural part of the ageing process.** It's caused by illnesses that affect the brain.

Dementia is an umbrella term for **over 100 different types of diseases and symptoms**, and it's possible to have more than one type. What all these diseases have in common is that they damage brain cells, so that the brain cannot work as well as it should.

Dementia **can affect every area of human thinking, feeling and behaviour**, but each person with dementia is different - how the illness affects someone depends on which area of their brain is damaged.

In Scotland, **over 90,000 people have dementia**. It is most common in older people but can affect people in their 40s and 50s or even younger.

A **24 hour Freephone Dementia Helpline** provides information, signposting and emotional support to people with the illness, their families, friends and professionals. Since 1989, our Helpline has supported thousands of people with dementia, their partners, family and friends. The Helpline is staffed by trained volunteers supported by staff at Alzheimer Scotland. Many of the volunteers have had personal or professional experience of caring for people with dementia. Volunteers on the Helpline can provide information right away if you have any questions or concerns, as well as send out free information to carers, family members or people with dementia. The Helpline can offer information with any of the following topics, and more:

- Understanding the illness
- How to get help locally
- Maintaining independence
- Financial and legal matters
- Rights and entitlements
- Coping with behaviour
- Community care
- Long-stay care
- Anything else to do with dementia



The 24 hour Dementia Helpline is confidential, and you don't have to give your name if you would prefer not to.



# Water Safety

## Have Fun This Summer

- **NEVER CONSUME ALCOHOL AND GO SWIMMING**
- **NEVER CONSUME ALCOHOL AND SUPERVISE ANYONE WHO IS SWIMMING**
- **ALWAYS WATCH YOUR CHILD WHILE NEAR ANY BODY OF WATER AND DON'T LET THEM PLAY IN OR AROUND WATER UNSUPERVISED.**
- **ALWAYS WHEN USING INFLATABLES SUCH AS LILOS AND RUBBER DINGHIES ENSURE THAT THEY ARE SECURED TO THE BEACH OR BANK WITH A ROPE TO PREVENT THEM FLOATING OUT WITH THE TIDE.**
- **NEVER SWIM IN AREAS SUCH AS QUARRIES, CANALS OR PONDS – THESE CAN BE DANGEROUS TO SWIM IN.**
- **NEVER DIVE INTO WATER UNLESS YOU KNOW THAT THE DEPTH IS MORE THAN 5M.**
- **NEVER JUMP FROM HEIGHT INTO WATER, “TOMBSTONING” AS IT KNOWN, IS DANGEROUS AND CAN LEAD TO SERIOUS INJURY AND EVEN DEATH.**

If someone is in danger call **999** and ask for the **COASTGUARD**





## PET REMINDER

We love pets just as much as you do however, as a gentle reminder, tenants are advised that as per your tenancy agreement, the following conditions apply when you have pets in your property or grounds.

You must not keep or breed any pets or animals without our prior permission.

If you apply to us for permission to keep pets the following are some of the conditions that may be applied:

- Keeping your pet is not prohibited by the Dangerous Dogs Act 1991, or by any other law
- You are responsible for the behaviour of any pets owned by you or anyone living with you
- You must take all reasonable steps to supervise and keep such pets under control
- You must take all reasonable steps to prevent such pets causing nuisance, annoyance or danger to your neighbours. This includes fouling or noise or smell from your domestic pet
- You must take reasonable care to see that such pets do not foul or cause damage to the house, your neighbour's property, anything belonging to us or anything we are responsible for, such as the common parts
- You are responsible for cleaning up pet faeces.

The Association is entitled to remove permission and request the removal of any animal which is causing nuisance or damage.

This is not a route we would wish to go down however, as we are aware how important your fur babies are to you! Therefore, it is important to make sure the above conditions are met to ensure a positive environment for yourself, your pets and your neighbours.





# **Rothestay Joint Campus**

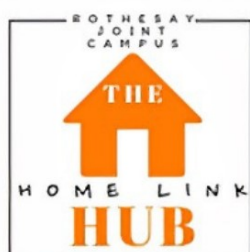
# **SCHOOL CLOTHING**

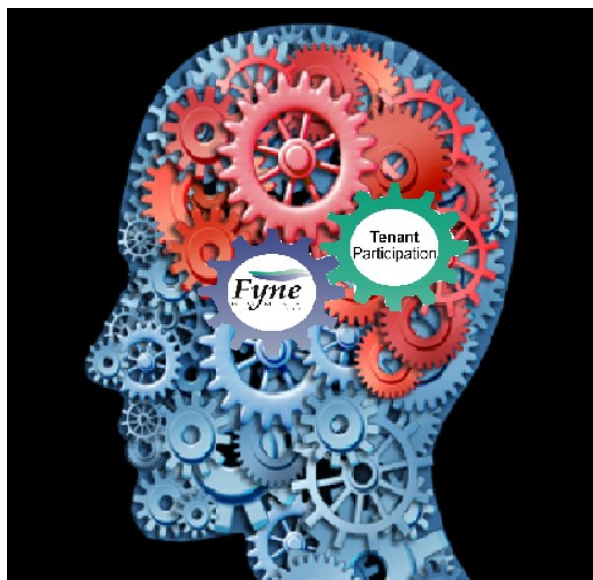
# **SHOP**

**In Partnership with  
Fyne Homes**

**Our School  
clothing shop will  
be opened across  
the summer  
holidays on a  
Monday and  
Friday (times to  
follow)  
Find us at Fyne  
Homes  
Boardroom, Unit 5,  
11 Victoria Street**

**Donations of any  
school clothing  
always needed –  
these donations can  
be dropped off at the  
Campus or at Fyne  
Homes.**





# Brain Teasers

Puzzles to keep your mind active

## SUDOKU

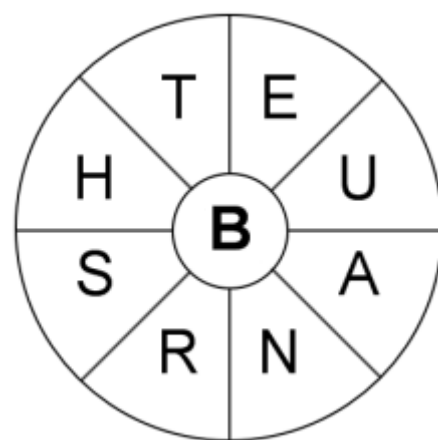
			4		9	3		7
7	5							
				8	1	2		
						6	7	
	8						2	
	7	4						
		8	6	9				
							5	9
1		9	5		4			

## European Countries

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

Andorra	Macedonia	Slovakia	Vatican City
Slovenia	Croatia	Ice land	Malta
Hungary	Bulgaria	Romania	Portugal
Greece	Poland	Belarus	Finland
Norway	Turkey	Ukraine	Netherlands
Italy	Czeck Republic	Switzerland	Austria
Germany	Ireland	Scotland	England
Spain	France		

## 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 **B**





# **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

# The Wilkie Houses On Bute Transfer Ownership to Fyne Homes

On the 2<sup>nd</sup> April 2024 the assets of the James John Wilkie Almhouses Trust, known locally as The Wilkie Houses, transferred ownership over to Fyne Homes Housing Association.

The Wilkie Houses, located at Townhead in Rothesay, were originally constructed in 1929 by Mr James John Wilkie, an engineer who lived in Victoria Street, Rothesay before moving to Liverpool and eventually becoming a Marine Superintendent. He established a trust fund of £20,000 to build the houses for widows and spinsters native of Rothesay to live rent-free. Latterly the properties have been traditionally let to amenity aged tenants. The development comprises of eight one-bedroom flats and has been historically and very effectively managed by The Wilkie Trust since it was founded.

Changing times and stock condition requirements led the Trust and Fyne Homes Management Committee to agree to transfer the housing stock to ownership of the social landlord, where appropriate funding could be sought for upgrades and repairs. Fyne Homes will undertake a significant refurbishment programme in the months to come, to bring this well-known development up to a high standard and condition.

The Trustees met with Fyne Homes Committee and Management Team on the 3<sup>rd</sup> May to officially handover the properties, this was also an opportunity for Fyne Homes to express their thanks to the Trust.







Trustee Gordon Sutherland said *“The Trustees of the Wilkie Houses are delighted that Fyne Homes have agreed to take over these eight properties. As a Charitable Trust, we were very conscious of the fact that we did not possess sufficient funds to maintain and improve the properties to a standard suitable for our tenants. We are very confident that this transfer of all our assets is the best possible course of action for those tenants requiring high quality social housing on Bute. Our good wishes go to all our tenant’s past and present, and to all at Fyne Homes Housing Association.”*

Fyne Homes Chair, Shirley Macleod, said *“I am delighted that Fyne Homes can accept transfer of these eight properties. During this process we have seen first-hand the hard work and commitment the Trustees have invested over the many years as custodians of these much-loved homes. I believe this is a good move for the Trust, and for Fyne Homes and most importantly the tenants.”*

A full refurbishment of the four properties in block 1 began on 22<sup>nd</sup> April and is well underway, with reroofing completed, properties stripped out, electrical first fix completed and window installation around 50% complete. When the works to block 1 are completed, Fyne Homes will allocate the properties in line with the common allocations policy as amenity stock, ensuring the tenancies remain close to the original aims of the Wilkie Trust.

## Gentle reminder for our tenants:

- Fyne Homes do not hold spare sets of keys for any of our tenanted properties
- Tenants are responsible for their own keys
- Should you lose or misplace your keys, it is your own responsibility to arrange for a replacement or for gaining access to your property

If you have any queries regarding this, please contact us on 0345 607 7117 or [postmaster@fynehomes.co.uk](mailto:postmaster@fynehomes.co.uk)



Fyne Homes are delighted to continue to be a partner in the **Keep Safe** programme. Keep Safe is an award winning initiative that aims to support and encourage disabled and vulnerable people to participate in, and enjoy community life. The initiative works in partnership with Police Scotland and a network of businesses to create Keep Safe places across Scotland. All Keep Safe places are checked for suitability and staff receive training on how the initiative works and how to assist anyone requiring Keep Safe assistance. There are currently over 900 Keep Safe places across Scotland. All Keep Safe places are advertised on social media and the Keep Safe Scotland phone app. For more information on Keep Safe visit [www.iammescotland.co.uk](http://www.iammescotland.co.uk)



Fyne Homes is delighted to partner with [Dolly Parton's Imagination Library](#) which provides FREE books for tenants' children, under the age of 5 who are eligible under the scheme. So far over 40 children have benefitted from Fyne Homes being part of the is fantastic initiative.

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



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:		

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](http://imaginationlibrary.com). By signing and submitting this form you consent to all Terms & Conditions.

# 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 tenant 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.

Sign up to the Tenant Portal by 1st September 2024 for the chance to win £100 in vouchers of your choice. This prize draw is open to all new and existing Portal users.



# Our Repairs Categories

In order to provide you with an efficient repairs service, the Association has set “repair categories” with different timescales within which works should be completed.

When you report a repair the person taking your call will tell you the category which your repair has been placed in and the date by which your repair should be completed.

Our categories and timescales are detailed below.

## Emergency Repairs – Completed or made safe within 6 Hours

Repairs necessary to prevent serious damage to the building, danger to health, risk safety or risk of serious loss or damage to the occupiers of the property.

## Urgent Repairs – Completed within 3 working days (commencing day following reporting)

Repairs which seriously affect the comfort or convenience of the occupier.

## Routine Repairs – Completed within 10 working days (commencing day following reporting)

Repairs which will not seriously interfere with the comfort or convenience of the occupier.

## Qualifying Repairs

To comply with legislation we also have the “Right to Repair” scheme. This right entitles you to have certain “qualifying repairs” carried out within a specified timescale, or you can bring in another contractor. You may also be eligible for compensation if the work is not completed on time.

You will be advised when reporting a repair if it is included in this scheme. For more information on qualifying repairs please contact our Technical Services Department at our Rothesay Office (telephone number 0345 6077117 Option 2).

## Inspections

Some repairs may need assessed before repair work can be instructed. The member of staff taking your repair will advise you at the time of reporting if an inspection is required to be carried out. Inspections will be done within four working days. Following the inspection we shall advise of the action to be taken.

When you report a repair we will issue you with a repairs request confirmation slip detailing the repair, the contractor who has been instructed to carry out the work, any access arrangements and the target date for completion.

This slip also contains a tenant satisfaction survey. In order to allow us to continually monitor and improve the service we provide we would be grateful if you could complete this and return it to the Association in the freepost envelope that we provide.



In the last couple of months we have experienced a jump in the number of people experiencing benefit overpayments, some of these have gone on for years and can be thousands of pounds, often they are caused by innocently forgetting to tell the benefits department regarding a change in your circumstances.

Benefits now come from a variety of sources- Social Security Scotland, DWP, Argyll and Bute Council and HMRC, therefore you may need to report a change to various different sources.

If you are unsure if you need to report a change its best to do so just in case or call Margo on 0345 6077117 and she can help advise, please see below some advice from the government website.

## Benefits: report a change in your circumstances

You need to report changes to your circumstances so you keep getting the right amount of benefits.

Your claim might be stopped or reduced if you do not report a change straight away or you give incorrect information.

If you do not report a change or a mistake, you might be paid too much. If you are, you might have to pay some of the money back.

## How to report changes

Who you tell depends on which benefits you get. You'll need to report your change to more than one organisation if you get more than one benefit.

### Universal Credit

Report changes using your [Universal Credit online account](#) if you have one or contact the [Universal Credit helpline](#).

### Pension Credit

Call the [Pension Service helpline](#) or report changes by post.

### Attendance Allowance

Call the [Attendance Allowance helpline](#).

### Disability benefits

Call the [Disability Service Centre](#) to report changes if you get:

Disability Living Allowance (DLA)

Personal Independence Payment (PIP).

### Carer's Allowance

[Report a change online](#) or call the [Carer's Allowance Unit](#).

### Housing Benefit

Tell [your local council](#) about changes if you get Housing Benefit.

### Child Benefit

Report changes using the [Child Benefit online service](#) or call or write to the [Child Benefit Office](#).

### All other benefits

Call [Jobcentre Plus](#) to report changes. You need to have your National Insurance number when you call.





# Changes you need to report

Changes can include:

- » changing your name or gender
- » finding or finishing a job, or working different hours
- » your income going up or down
- » starting or stopping education, training or an apprenticeship
- » moving house
- » people moving into or out of the place you live (for example your partner, a child or lodger)
- » the death of your partner or someone you live with
- » having a baby
- » starting or stopping caring for someone
- » getting married or divorced
- » starting or ending a civil partnership
- » planning to go abroad for any length of time
- » going into hospital, a care home or sheltered accommodation
- » any changes to your medical condition or disability
- » changing your doctor
- » changes to your pension, savings, investments or property
- » changes to other money you get (for example student loans or grants, sick pay or money you get from a charity)
- » changes to the benefits you or anyone else in your house gets
- » you or your partner getting back-pay (sometimes called 'arrears') for salary or earnings you're owed
- » changes to your immigration status, if you're not a British citizen



If you claim Child Benefit you also need to [report changes to your child's circumstances](#).





## Struggling with your energy bills?

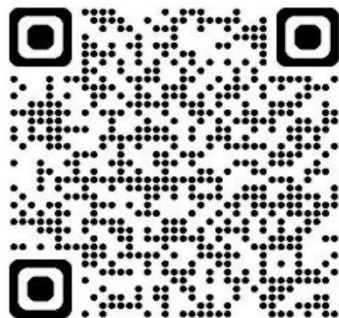
### FyneHEAT can help!

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. FyneHEAT - Fyne Homes Energy Action for Tenants is here to help Fyne Homes tenants to reduce their energy use through energy efficiency advice and assistance in dealing with Energy suppliers.

Energy costs have affected all of us, some more than most. We are here to try and help you through these tough times. If you are finding it difficult to pay your Direct Debit or Top up your Pre-payment meter, please give Karen a call on 0345 607 7117 for some help with your bills.

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.







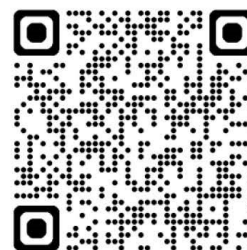
# ENERGY DEBT FACTSHEET

## YOU'RE NOT ALONE – HELP IS HERE

Energy debt is a serious problem for millions of households across the UK. It's important to understand that anyone can fall into energy debt. Though debt can be frightening, there is support available for you.

## WHAT SHOULD I DO FIRST?

- Contact your supplier and explain your situation.
- Ask about an affordable payment arrangement.
- Your supplier can offer a range of payment methods that may be more suitable to your needs.
- Get a recent meter reading to ensure your account is billed correctly and up to date.
- Check to see if you are eligible for your supplier's assistance programmes scan the code to find out, this takes you to the FyneHEAT section of Fyne Homes website.



DO - Take meter readings to ensure you are billed correctly.

DON'T - rely on estimated readings from your energy company.

DO – Contact FyneHEAT if you need help to speak to your suppliers.

## WHAT RULES MUST MY SUPPLIER FOLLOW?

- ✓ They should get in touch if they notice you falling behind – this can be via email, letter, or via phone
- ✓ They should try and understand your circumstances
- ✓ They must set any repayment plans based on what you can afford
- ✓ They must make sure you understand the arrangement
- ✓ They should get in touch if you fall behind again.

## NEW RULES AROUND PREPAYMENT METERS

OFGEM rules protect customers in debt when a supplier wants to install a prepayment meter. If you or someone in your household is:

- Dependent on energy for medical equipment
- Over the age of 75 or under the age of five
- Dealing with physical or mental health conditions
- Facing any other difficulties in the home

Tell your supplier and they will check if a prepayment meter is suitable for you.

If you're becoming overwhelmed and need someone to talk to try –  
Samaritans 116 123, SAMH 0344  
800 0550, CALM 0800 585 858



David Cameron

Jacqui Mathieson

Kalum Ledicott

Dougie McDade

Keriin McMillan-Jamieson

Mairi Hamilton

Douglas Cochrane

Eilidh MacCallum

Fiona Ewing

Karen Hilton

Megan Reynolds

Paul McIntyre

Martin Lilley

Craig Baxter

Kora Nicholson

Jimmy Anderson

Fyne Homes are delighted to sign up to the Armed Forces Covenant to demonstrate their support for the armed forces community. By doing so, they make written and publicised promises outlining their commitment.

Fyne Homes pledge to the Bronze level was presented to West Lowland Battalion Commandant Colonel Alan Middleton MBE, on 1<sup>st</sup> June 2024 at the Cadet and Employer Engagement Day at Rothesay Joint Campus, by Paul McIntyre who is a Colour Sergeant with West Lowland Battalion, Army Cadet Force. Paul is also a Technical Services Admin Assistant in our Technical Services Department (pictured above).

Fyne Homes is proud to support our military.

## 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](mailto:postmaster@fynehomes.co.uk) • **Web:** [www.fynehomes.org.uk](http://www.fynehomes.org.uk)

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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.  
Registered Social Landlord (REG. No. 321) ; Registered Scottish Charity No. SC 009152 ;  
Property Factor Registered Number PF000155.*

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