

Fyne news

Summer 2014

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

In This Issue:

Wind Turbine Development

Notice of AGM

New Home Argyll Application System

Housing Developments

Fyne Fundraisers



Tenants Reward Scheme

**£20
MONTHLY
WINNERS**



March 2104 Mr & Mrs B Hendry

Inveraray

April 2014 Mr A Stewart & Miss J Beasley

Rothsay

May 2014 Miss R Martin

Isle of Gigha

FYNE HOMES ARE HERE TO HELP YOU.

There are lots of changes happening within the Welfare Benefit System and we will endeavour to keep you informed.

For us to help you we require you to inform us and all Benefit Departments of any changes to your circumstances, and keep us updated with email addresses, telephone numbers and people living in your household.

We send out a Qualifying Occupiers form annually to everyone; it would be beneficial to complete and return this to us every year so we can be sure we are holding the correct information.

The Welfare Reforms are being introduced. Some of the **key changes to benefits are:**

- The 'bedroom tax' – your Housing Benefit will be cut if you are considered to be living in a house that the UK Government rules is bigger than you need.
- Changes to Housing Benefit will include an increased deduction from your Housing Benefit if you have someone who is not dependant on you, over 18 and living in your home.
- A single, monthly payment (paid directly into your bank account) called the 'Universal Credit' will replace several means-tested benefits including Housing Benefit.
- Universal Credit will mean your rent will no longer be paid directly to us – you'll need to pay it yourself from the monthly payment you receive.
- A cap on the total amount of benefit you receive.

**We're here
to help you**



Fyne Futures awarded Planning Permission for Wind turbine Development

Following on from a public hearing at Glenbarr on 5th June, Fyne Futures planning application for a three turbine development at Auchadadui, Glenbarr was approved on a vote of 6 to 4 in favour.

The Scottish Government has encouraged and supported the development of this community benefit pilot, recognising the role of Housing Associations in sustainable and thriving rural communities.

The project offers the opportunity to demonstrate and deliver community benefit on a much larger scale. The financial model estimates £15.6M of community benefit for Argyll and Bute over 20 years with a 3 ways split:

- 1/3 Local Community
- 1/3 Fyne Futures – to support employability/environmental charitable objectives
- 1/3 Fyne Homes for affordable social housing charitable benefits.



Notice to Members



The Annual General Meeting (AGM) of Fyne Homes will be held on Wednesday 10th September 2014 at 2.00 pm in the Discovery Centre, Victoria Street, Rothesay.

The meeting requires that at least 10% of the membership attend before the meeting can proceed.

Committee wish to encourage tenant members to attend the AGM and would like to assess how many would attend if transport were available. In order that any necessary arrangements can be made we need to know numbers, so if you are a tenant member and want to attend the AGM but require transport please contact Margaret Thomson on 0845 607 7117 by 25th August 2014.





NEW ON-LINE HOUSING APPLICATION SYSTEM

From 1st July 2014 we are launching a new on-line system which will be web-based and allow you to complete your application for Social Housing. This will replace the need to complete a hand written application.

We will also be launching a new on-line product which will assist people who are seeking information about their housing options in Argyll & Bute.

This means that you will be able to carry out self-assessments from your own computer, from a library or building with public internet access. Partners Staff will be available to assist anyone undertaking a Housing Options Assessment who requires help or assistance.

The new self- assessment will include information and advice about social housing, private rented housing, home ownership, disabled adaptations, welfare and money advice services as well as many other housing options which may be appropriate to your situation.

On completion of the self-assessment you will be provided with your own personalised Housing Options Action Plan.

To make an application for Social Housing go to -

www.homeargyll.co.uk and follow the link "To apply for Social Housing"

If you do not have access to the internet, please contact one of the Home Argyll Partners who will provide you with details of available public access within your area.

HOMEArgyll is a partnership between Argyll Community Housing Association (ACHA), Argyll and Bute Council, Dunbritton Housing Association, Fyne Homes and West Highland Housing Association



Dorothy Robertson (Gibson)



Dorothy sadly passed away on 1st June, 2014 after a long illness. Dorothy was one of the first employees with Isle of Bute Housing Association in 1979 and rose to be Depute Chief Executive of the Association before leaving in 2000 to join EVH (Employers' in Voluntary Housing), and eventually went on to build her own successful consultancy business. She is survived by her husband, sons and grandson, and will be greatly missed by many.

Planning permission secured for new homes in Dunoon

A public hearing held at the Queen's Hall, Dunoon on Tuesday 17th May unanimously supported Fyne Homes planning application to develop the former St Cuthbert's Church site adjacent to the Burgh Hall on Argyll Street. The development will see the creation of 17 flats (a mix of 12 x 1 bed and 5 x 2



bed) which will address the significant demand for affordable homes in the area.

The development is being supported and partially funded by Argyll & Bute Council and the Scottish Government.

Work will be carried out by Argyll based contractor MacLeod Construction Ltd with an anticipated site start of early Autumn 2014.

Tenant Incentive Scheme

If you are in receipt of Housing Benefit but have been assessed by the Government to be under occupying your property and either liable to pay 14% or 25% of the rent, you may wish to consider downsizing. There is currently a Tenant Incentive Scheme which could give you £500 towards your moving costs, decoration, clearing arrears etc.

If you submit a housing application and the right size of property comes up in the area of your choice, your local Housing Officer will get you to complete an application form and submit it to Argyll & Bute Council. If the claim is successful the funds should be transferred into your bank account on the day you sign for your new tenancy.

If you wish any further information please contact your local Housing Officer.



Repairs & Maintenance Policy Review

Our Repairs & Maintenance Policy is shortly to be reviewed and in line with our ongoing commitment to involve tenants in the services we provide, we would welcome your feedback on its content.

Tenants who have already signed up to our Consultation Panel will be invited to participate in the review process. However, if you have not joined our panel and are interested in receiving a copy of the policy when it is being reviewed, please contact our Technical Services Department at our Rothesay office (Telephone: 0845 0520039, or e-mail: techservices@fynehome.co.uk).

The draft policy will also be posted on our website when it becomes available, so

remember to check it out from time to time -

www.fynehomes.org.uk



Online Newsletters/ Annual Report



Our newsletters and Annual reports are always published on our website; however we also send a hard copy to our tenants and stakeholders.

In considering our responsibility to the environment together with printing, in-house administration and postage costs we are giving you the opportunity to receive these documents electronically in the future. If you would like to take up this option, please log onto www.fynehomes.org.uk and complete the proforma on the publications page.



Crisis Intervention officer/tenancy officer

Fyne Homes has received funding from the Lottery Support and Connect fund to provide a new service for our tenants, a crisis intervention/tenancy officer. Our new officer is Margo Allan who is based in the Rothesay office but will cover all areas.



The aim of the role is to try to support tenants with a view to the forthcoming introduction of Universal Credit. Universal Credit is a new benefit to be introduced in the next few years which will replace: Income based Job Seekers Allowance, Income related Employment and Support Allowance, Housing Benefit, Income Support, Child Tax Credits and Working Tax Credits.

The main difference between Universal Credit and Existing Benefits is that claims will be made online in the majority of cases, the benefit will be paid direct into claimants bank accounts, payment will be made once a month in arrears and housing costs will be paid direct to claimants who will then need to make full payment of monthly rent to the landlord.

So what can we do to help?

The aim of the post is to try to help our tenants to prepare for the changes ahead, we will work with existing tenants to try to:

- Maximise income- this could be through increased uptake of welfare benefits or trying to increase employment by working with new employment initiatives
- Improve computer skills- we will be working alongside Argyll and Bute Council Community Learning & Development to try to improve access to computers and computing skills
- Improve financial skills- we can assist tenants with budgeting by providing access to some budgeting tools
- Manage debt- we can refer tenants who have existing debt issues by referring them to specialist debt advisors who can help them to put repayment agreements in place or advise on other debt management tools.
- Improve access to affordable credit – promoting the use of credit unions or improving access to bank accounts for our tenants.
- Energy advice- we can assist tenants to minimise their spend on energy by liaising with energy advice companies and accessing the most economical tariffs.



How do you get in touch?

Margo is based in Rothesay but will be visiting Dunoon, Campbeltown and Lochgilphead regularly.

If you wish an appointment please call Margo on 0845 6077117.

FIRST SOCIAL HOUSING IN ARDFERN IN OVER 50 YEARS



Colin Renfrew , Chief Executive of Fyne Homes Housing Association (left) and Murdo MacLeod, Director of Macleod Construction Limited (right) cut the first sod at Ardfarn , Craignish, Argyll.

Located midway between Lochgilphead and Oban, on the shoreside of Loch Craignish, overlooking the small island of Eilan Mhic Chrion, this new development will provide 6 much needed affordable family homes for people looking to live and work in the Ardfarn area. Allocations will be made through a Local Letting Initiative After acquiring the site from the Church of Scotland, the development has been taken forward with funding from Airdrie Savings Bank and the Rural Housing Development Fund of Argyll and Bute Council.

Work will be carried out by Lochgilphead based contractors Macleod Construction and will provide employment for 21 tradesmen and 2 apprentices during the construction period.



Fyne Homes' Largest Ever Development



Pictured (left to right) : Iain Campbell, CP Architects; Colin Renfrew, Chief Executive, Fyne Homes Ltd; Deirdre Forsyth, Chairman Fyne Initiatives Ltd; Murdo MacLeod, Director, MacLeod Construction, Margaret Burgess, MSP and Tom McKay, Chairman, Fyne Homes Ltd

Margaret Burgess MSP officially opened Fyne Homes' 101 unit development in Lochgilphead, Argyll on Monday 19th May 2014.

Built on the site of the former Lochgilphead High School and Mid Argyll Hospital, the development included 24 extra care units for the elderly and 18 shared equity units.

The construction of the new energy efficient homes was carried out by local company, MacLeod Construction of Lochgilphead and provided employment for 61 tradesmen and 4 apprentices throughout the 4 year construction phase.

The Council worked with Fyne Homes and the Scottish Government to ensure that this site was used to develop affordable housing to meet identified housing need in Mid Argyll. The Council's commitment to the development is evidenced by the £801k contribution from Council's Strategic Housing fund to the development.



Pictured : Mr & Mrs Paton with Margaret Burgess, MSP

Our Community Our Environment Our Actions

6 Acre Market Garden ASHFIELD

Come and visit us!

High Street, adjacent to Joint Campus

Fresh Seasonal Fruit & Vegetables

Green Box Delivery Service

Find us online at www.fynefutures.org.uk or
on facebook Bute Produce



Fyne Futures, Registered Office: 81 Victoria Street,
Rothesay, Isle of Bute, PA20 0AP

Registered in Scotland No 279734
Registered Scottish Charity No SC 036392. A member of the Fyne Group

Fyne Futures is a registered charity, since 2004. Our purpose is to Inspire, Educate and Empower people to take Action and achieve Sustainable rural living.

Fyne Futures Bute Produce promotes local food production and associated health benefits of health eating. The project supports all three primary schools with events and activities that encourage learning of the food chain.

Fyne Futures Bute Produce is engaged in a year long Heritage Lottery Fund project to develop Bute Heritage Horticulture Training Centre and Seed Bank.

Fyne Futures support volunteers with skills development in horticulture, sales and customer service. We use revenue from fruit & vegetable sales and seek funding to support work-based training opportunities and where sustainable create full time jobs. Interested in finding out more?

Email on admin@fynefutures.org.uk or telephone 01700 503181



Fyne Futures Ltd

Our Community – Our Environment – Our Actions



LOTTERY FUNDED

Delicious Fresh Local Totally Grown

Heritage Lottery Fund Grant to Grow Skills and Bute Blues

Fyne Futures Bute Produce has received £60,900 from the Heritage Lottery Fund (HLF) for an exciting project, Bute Heritage Horticultural Training Centre and Seed Bank, on Isle of Bute. The project will explore the rich history of Bute potatoes, develop a growing area for Bute heritage varieties and provide training and learning opportunities to increase our understanding of heritage horticulture skills.

The project will enable local school children to be involved as researchers, and have the opportunity to get involved in more practical activities. Volunteers will be able to exchange knowledge and receive practical training in the art of seed banking. The project secures one full time position at Bute Produce and supports creation of 4 work based training opportunities.

Reeni Kennedy-Boyle, General Manager of Fyne Futures says “It is a great opportunity for Bute Produce to develop further as a training centre for horticulture. We have supported many volunteers and employability trainees since opening, this project will take us to a new level by offering volunteering opportunities and work-based training that leads to recognised accredited qualifications.”

Fyne Futures receive ABSEN Social Enterprise of the Year Award

Argyll and Bute Social Enterprise Network (ABSEN) presented their annual awards at their conference in Inveraray in March. Fyne Futures was the recipient of the Social Enterprise of the Year award which recognised their strong commitment to community regeneration through environmental activities and their ability to diversify and grow their activities in response to community needs and their charitable objectives. Fyne Futures services and products have evolved from recycling operations to also include furniture reuse, local produce, Car Club and home energy efficiency. The company employs 16 people on Bute demonstrating a strong commitment to employment training and volunteering.



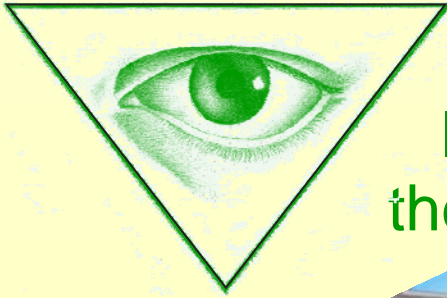
Pictured left to right : Reeni Kennedy-Boyle, TZCB, Georg Karabaczek, Trade Commissioner & Commercial Counsellor, Austrian Embassy, Deirdre Forsyth, Fyne Futures Chairman and Karen Hilton, TZCB

Prestigious Award for Toward Zero Carbon Bute

The National Energy Globe Award United Kingdom 2014 was won by Fyne Futures Towards Zero Carbon Bute for an outstanding project that has delivered significant carbon reductions on Isle of Bute via recycling waste management, reuse of furniture, growing local produce,

raising awareness and promoting behaviour change across a number of themes including low carbon travel initiatives, energy efficiency and renewable technologies. Funded by the Climate Challenge Fund, Towards Zero Carbon Bute Project has reduced the islands emissions by 5,274 tonnes of CO₂e.

The winning projects range from high-tech to simple but effective ideas and provide answers to most of our environmental problems – be it through energy efficiency or renewable energy use or the careful use of our resources, such as water, etc.



Keep an eye out for the following leaflet from Fyne Futures about their new improved Restyle Shop



New free phone contact number for NHS 24

NHS 24, Scotland's provider of telephone and web based health advice and information is now available on a new, free to call number: 111.

The new telephone number was launched at the end of April and means that people throughout Scotland can contact the service free of charge from a landline and mobile.

If you need help at night, or over the weekend and you can't wait until your GP surgery reopens, you can call NHS 24 free on 111. NHS 24 will direct you to the right care for you or the person you are calling for. This may be to your local out of hours services, Accident and Emergency department, or the Scottish Ambulance Service. If appropriate, they may recommend some steps you can take to look after yourself at home.

If it is an emergency you should dial 999.

NHS 24 Chief Executive John Turner said: "NHS 24 has been serving the people of Scotland for more than ten years now and the move to a freephone number represents the next stage in the development of the country's provider of telehealth and telecare services"

By dialling 111 patients will receive the same high quality, trusted service that has been delivered by NHS 24 for over 10 years. NHS 24 is there to help if it can't wait until your GP surgery reopens.



Complaints Performance

We value complaints and use the information from them to help us improve our services to you. The table below details complaints information for the period January – March 2014 along with a summary for the year April 2013-2014.

Our Complaints Procedure is available from the any of our offices and also from the Tenant's Information section of the website.

No complaints progressed to the Ombudsman stage during the period.



	No of Stage 1 Complaints		No of Stage 2 Complaints		Cumulative for year			
					Stage 1		Stage 2	
Equality related issues	0		0		0		0	
Other issues	9		3		46		8	
Total Number of Complaints	9		3		46		8	
	No.	%	No.	%	No.	%	No.	%
Responded to in full	9	100	3	100	46	100	8	100
Upheld	7	78	3	100	40	87	8	100
Responded to within SPSO timescales	9	100	3	100	41	89	6	75

Definitions

Responded to in full -Where the landlord has either met the service user's expectations or, where this is not appropriate, provided a full explanation of the landlord's position.

Complaint upheld -Where the landlord considers the case put to them and decides in favour of the complainant.

Target timescale -The target timescales as set out in the guidance issued by SPSO for dealing with complaints is: 1st stage – within 5 working days ,2nd stage – within 20 working days.





*Pictured from left to right:
D Gourley and Mr & Mrs Lyon, MS Society Scotland (Dunoon Branch) with Laura and Jim McAlister.*

Fyne Fundraisers

The month of May saw two of our members of staff undertaking charity runs.

Laura McAlister, our Finance Officer and her brother Jim took part in the Edinburgh Marathon on Sunday 25th May. Laura and Jim chose to fundraise for the MS Society Scotland, a charity close to their heart.

All her training paid off as Laura completed the 26 miles in a very respectable 4hrs 33min and between them they raised the magnificent sum of £3091.70

Our Housing Assistant, **Areasha Whitelaw** chose to pound the streets of Glasgow in the Great Woman's 10K Run which was held on 17th May. Areasha was running to raise funds for **DEBRA** in support of her brother who suffers from the genetic skin condition Epidermolysis Bullosa.

Areasha completed the run in 54 minutes and raised a magnificent £643 for her chosen charity.

Well done to both!



Pictured : Areasha with her daughter Mya, brother Ciaran and Uncle Gordon

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.



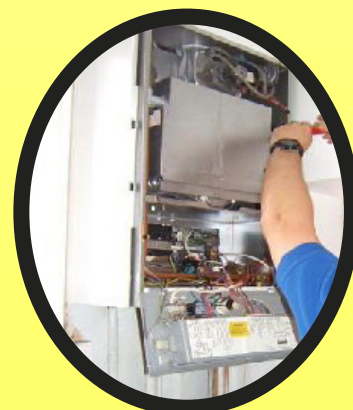
ANNUAL GAS SERVICING & SAFETY CHECK

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.



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



To allow us to effectively manage your call and to keep your call costs down



If you are calling from a Landline 0845 607 7117

(calls should normally be charged at your local call rate. Mobile providers will charge more and will not usually include it as part of any contracted minutes)



If you are calling from a Mobile 01700 501600
(which will be a standard call on your normal mobile phone tariff or included in your contracted minutes)



Contact Information

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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.



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Incorporating: William Woodhouse Strain Housing Association and Bute Housing Association.

This newsletter has been produced using re-cycled paper