

2007 - 2008



ANNUAL REPORT



*Working together
serving the community*



VIEW FROM THE CHAIR

2007/08 has been the most successful year yet in the history of Fyne Homes.

As major challenges gather on the horizon for all of us in the RSL movement let us use this opportunity to look back on a fantastic 12 months which prove what can be achieved by local people finding local solutions to local issues and employing local firms and businesses to do it.

In the last year and for many years before that, Fyne Homes has only employed Argyll and Bute Contractors to build, improve or repair your home, meaning that as much of our investment as possible stays within the Argyll and Bute economy helping to sustain our communities.

The Framework Agreements negotiated during the year will ensure that this continues to be the case.

Cash flow is important to any business and RSLs are no exception. You will be pleased to see Fyne Homes rent collection levels are at their highest rate ever with arrears at an all time low.

We are still on the target set by the Scottish Government to ensure all our homes meet the Scottish Housing Quality Standard (SHQS) by 2015 and are fully committed to do so despite inflation in the construction industry rising well above other sectors of the economy and some financial re-adjustments may be forced on the Association if this continues.

An £8Million Development Programme, a figure Committee would not have dreamt of even a few years ago, has delivered a bumper crop of new homes across our area of operation and allowed site starts on many more. We have also been able to acquire a substantial landbank through working closely with Argyll and Bute Council.

That is the good news, however, next year is unlikely to see such positive achievements as our budget for 2008/09 has been halved to £3.3 Million. The "credit crunch" is making borrowing more difficult, even for "blue chip" organisations such as Fyne Homes and when this is added to the radical changes proposed by the Scottish Government for the procurement of social housing it will I suspect mean a very different report next year.

Fyne Homes understand the Scottish Government's wish to make public subsidy go further in providing more affordable housing. We endorse this principle and will, as always, strive to be ever more efficient and rise to the challenge presented to us by the Scottish Government.

We have to be careful, however, that lower subsidy levels do not result in a reduction of the number or the quality of affordable houses we are able to build in Argyll and Bute.

But for now let us reflect on the excellent achievements of 2007/08, achievements made possible by our partnership working with our good friends and supporters at Argyll and Bute Council and Communities Scotland, the staff of Fyne Homes and of course your voluntary committee members who give up so much of their time to your association and make my task as Chair so very much easier.

Enjoy this latest report from Fyne Homes your local Registered Social Landlord.



J.Pemble, Chair



DEVELOPMENT

The record for spend of £6.6m, achieved in the previous financial year, was smashed when the final figures for 2007/08 were published. A new high was achieved when a staggering £8.1m was spent on various developments during the year.

Completed Projects

During 2007/08 two projects were completed, both were administered by our subsidiary Fyne Initiatives Ltd.

Town Close, Argyll Street, Lochgilphead

This design and build project in conjunction with M & K MacLeod and Brown & Wallace commenced in March 2007 and has provided 6 x 2 bedroom / 3 person flats for sale under the LiFT shared equity scheme.¹

The development is on the site of a former brewery and has turned this brown field site in the middle of Lochgilphead into excellent properties for first time buyers.

The project was completed in March 2008 with all flats under offer and sales due to be completed by end of August 2008.



Cnoc Mor, Oban Road, Lochgilphead



M & K MacLeod constructed these 20 semi-detached properties for sale under the LiFT scheme in 2 phases. The properties provide affordable housing to meet local needs and ensure key workers remain in the area. The development commenced in January 2007 and the first phase consisting of 8 x 2 bedroom / 4 person properties was completed by June 2007, with the remaining properties completed by October 2007.

All properties were sold by the end of the financial year with the average tranche of 60% being bought.

Onsite

Mansefield Place, Rothesay

The works commenced on site during April 2007 and have progressed well. This has largely been due to the positive approach and effective communications within the design team. This winning combination consists of Collective Architecture; John Brown (Strone) Ltd; Brown and Wallace, Quantity Surveyors; Ramage Young, Structural Engineers and SBA, CDM co-ordinators.

The development will provide the much needed family accommodation required in Rothesay whilst adding to the diverse architectural landscape evident on the Island.

The properties, due to complete at the end of September 2008 boast solar panels to heat hot water, additional insulation to reduce heating requirements, recycled brickwork, private front and back gardens, off street parking and many other features common in sustainable housing. We expect the design of the houses will help to counter the effects of rising fuel costs and signal a move towards tackling fuel poverty.

The units in the project consist of:-

- 13 x 4 bed 6 person townhouse
- 2 x 3 bed 5 person terrace house
- 2 x 1 bed 2 person flat
- 1 x 2 bed 4 person flat
- 1 x 2 bed 4 person wheelchair flat



¹ Low Cost Initiative for First Time Buyers

DEVELOPMENT

continued



Ballochgoy, Rothesay

This development of 10 properties for sale by Fyne Initiatives Ltd, 24 for rent and 7 plots for sale is progressing despite the many obstacles it has had to overcome. The properties ranging in size from 2 - 4 bedrooms have proven popular with tenants and owners alike. Part of the appeal is not only the spectacular views but also their unique, contemporary design offering a welcome alternative to the type of housing often typically available for tenants and first time buyers.

The development is due to complete in August 2008.

Ramsay Place, Argyll St, Campbeltown

The 12 amenity flats, which regenerate a brown field gap site near to the centre of Campbeltown, are being constructed by local contractors McKinven & Colville and are designed by Bracewell Stirling, Architects.

These 3 x 1 bedroom and 9 x 2 bedroom flats will be heated by an air heat recovery system which is the first development in Fyne Homes stock to use this environmentally friendly system.

The name for the scheme was selected from entries submitted by St Kieran's local primary school and reflects the history of the site which was formally Ramsay's Garage.

The children who took part in the competition were invited along to witness the progress of the project during a construction awareness day run in conjunction with the contractor and CITB (Construction Industry Training Board).



Blarbuie Road, Lochgilphead

This project is due to be completed in August 2008. The properties were designed by Bracewell Stirling and are being constructed by M & K MacLeod.

This development features 4 x 2 bedroom semi detached houses, 4 x 2 bedroom cottage flats and 3 x 3 bedroom mid terrace houses.

The properties, for rent, have superb views over the local golf course.

Kilmun, Nr Dunoon

This development offers Fyne Initiatives Ltd properties for sale under the LiFT shared equity scheme. The 2 x 4 bedroom detached houses and 2 x 3 bedroom semi - detached houses have been constructed and clad using Scottish timber under the Forestry Commission's National Forest Land Scheme.

The Architect is Oban based CP Architects who working with local contractor John Brown (Strone) Ltd have produced fantastic rural homes. This project aimed at assisting first time buyers get on to the property ladder will be complete by October 2008.



In the Wings

Bethania, Innellan

Another Fyne Initiatives Ltd project on the Cowal peninsula and will again provide properties for sale under the LiFT scheme.

John Brown (Strone) Ltd has been selected to construct the properties which have been designed by Gokay Devici, the mastermind behind A'Chrannag in Rothesay.

The development will consist of both houses and flats ranging in size from one to three bedrooms. All the units will be designed to a high degree of energy efficiency and one will be built to full PassivHaus² standard. With the building that sat on the site now demolished work will start on site in September 2008.

Council Chambers & King Street, Rothesay

This long awaited project is now on site with demolition work well under way. With the façade of the building being retained this is a complicated project that will revive the centre of Rothesay. The Council Chambers will be converted into 25 LiFT scheme properties varying in size from one to three bedroom flats.

King Street will be restored and will house 4 x 1 bedroom flats for rent.

Collective Architecture is behind the innovative designs for both of these buildings.

Lochgilphead High School

This project will provide up to 100 much needed quality properties which will be for rent and shared equity. The design of the development is still ongoing.

Rothesay Academy - Upper Site

Fyne Homes Ltd has recently purchased this site which will be developed over the next few years and will incorporate both rented and shared equity properties to suit the needs of the local community. Still in the early design stage the project will bring quality accommodation to the people of Bute.

Fyne Development Frameworks

During the year Fyne Homes put in place a robust framework of development partners in order to comply with European Procurement rules for development work over the next four years. We look forward to working with our new partners to provide well designed affordable housing across our operational area.

Awards

This year the Association was successful in twice gaining recognition for our developments in Gigha. We achieved the prestigious "Award for Sustainable Communities" at the Royal Town Planning Institute (RTPI) Planning Awards and CP Architects based in Oban were commended in the Affordable Housing Category of the Scottish Design Awards for their forward thinking designs.



² A dwelling which achieves the PassivHaus standard typically includes:

- very good levels of insulation with minimal thermal bridges
- well thought out utilisation of solar and internal gains
- excellent level of airtightness
- good indoor air quality, provided by a whole house mechanical ventilation system with highly efficient heat recovery

HOUSING MANAGEMENT

As usual the last year has been an extremely busy time for the housing management team. We have again experienced some staffing and legislative changes however, the team has remained very focused and everyone's hard work is reflected in the outturns below, as we have:

- Collected 97.1% of rental income
- Processed 4 right to buy sales
- Lost only 0.79% of our rental income to voids
- Let 30 new build properties and relet 148 existing properties, totalling 178 allocations

Rent Arrears performance

The Association has a strategy aimed at developing and promoting services that effectively minimise the accrual of arrears and enable our tenants and sharing owners to sustain their tenancies.

This year we are delighted to report our lowest current arrears figure of 1.29% (excluding technical arrears), a reduction on last year's figure of 2.33%. As a result of this we have reduced our target figure for the next financial year from 3% to 2%.

Despite this good news there are still people who do not pay their rent on time and we had no alternative but to serve a Notice of Proceedings on 272 tenants. In some cases we had to go further and initiate court proceedings which resulted in 5 Decrees for Eviction being awarded. Thankfully eviction is a rarity and we continue to explore every opportunity to prevent this from happening.

Rental Income Targets	Amount Outstanding	Peer group average	Target	Achieved
Current Tenant Arrears	£47,576	3.9%	3%	1.29%
Technical Arrears	£123,021	n/a	n/a	3.30%
Former Tenant Arrears	£58,699	n/a	n/a	1.58%

Former tenants may be of the opinion that because they cannot be evicted that they are immune from legal action, however this is not the case and the Association continues to rigorously pursue former tenant arrears using any legal sanctions available to us.

Tenant Participation

The last year saw us concentrate our efforts on using ROVER (Rural Outreach Vehicle) to get out and about into our communities a bit more. We enjoyed much success with Santa's Grotto in our various developments and also used the vehicle for a Fuel Poverty road show amongst other events.

We are pleased to say that work was finally completed on our Tenants Handbook and new tenants are now receiving copies of these when they sign up. We would take this opportunity to extend our thanks to those tenants and staff who were involved in this process - we couldn't have done it without you!

We are currently reviewing our consultation panel and propose to set up a Focus Group over the next couple of months to help us look at what information our tenants actually want from us and how they want it. If you are interested in taking part in this please don't hesitate to contact Margaret Thomson in our Rothesay office who is collating the names for this. We hope that those who make the effort to take part will be able to see how their opinions are actually listened to and how they affect our services to residents.

The year ended on a sad note for us as we said goodbye to Dee Lyon, our Community Development Officer who has retired to pastures new and we wish her well for the future. We won't be replacing Dee with another Community Development Officer but rather will ensure that the local Housing Officers have much more input to the opportunities to participate for residents in all our areas. We hope to provide a much more local focus by supporting our Tenant Participation Strategy in this manner.

HOME Argyll

Since the launch of HOME Argyll in 2006 we have had a significant increase in the volume of Housing Applications. In June 2007 the partner Associations joined onto the one Shared I.T. system, which is the Academy system and this is hosted by Argyll Community Housing Association. Each Partner has continued to use their own Housing Management system but we all use the shared system for Applications and Allocations.

From the information gathered from June 2007 to March 2008 HOME Argyll processed 2264 new applications. Which is an average of 251 applications per month.

416 applications were removed from the system because they were either rehoused or their application was cancelled. A further 216 applications were suspended or incomplete which leaves 1632 new live applications received since June'07 with Fyne Homes processing around 25% of these applications and in total we have almost 4500 live applications on the system.

Fyne Homes are putting their housing staff through the Home Point Training Accreditation scheme, this is a national scheme for staff who provide information and advice to applicants to ensure we always give the best information to both prospective tenants and existing tenants.

We also have a website which provides online information and advice. The online information site www.homeargyll.co.uk has proved a success -it receives between 800-1000 hits per month.

People using the site can get information on housing options such as owning your own home, renting from one of the partner Associations, presenting as homeless, Right to Buy information and Repairs and Maintenance of your home.

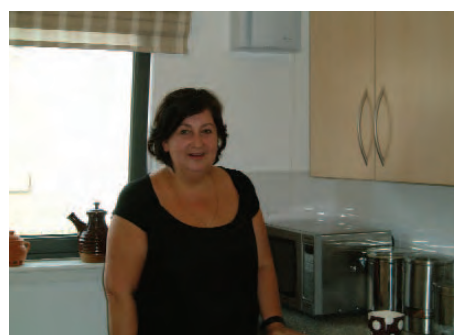
Lettings

It is important that the Association allocate empty properties as quickly as possible to minimise loss of rental income and reduce the time that properties are left empty. Our average time taken to allocate our non low demand properties was 18 days against our target of 28 days. We are also measured on the amount of rental income lost as a result of properties being empty and this year we achieved 0.79% against our target of 1%. A breakdown of allocation types can be seen below:

Existing Tenants	29
Housing list applicants	67
Local Authority Homeless	69
Other	13
Total	178

Total number of lettable units in management as at March 31st 2008

1 apt	29
2 apt	484
3 apt	586
4 apt	203
5+apt	16
Total	1318



MAINTENANCE

- Spent £1,285,000 maintaining and upgrading the housing stock
- Issued 4491 works orders
- Entered into agreements with 50 firms for inclusion on the approved list of contractors
- Factored 284 owners' properties

Performance in Reactive Maintenance

Our reactive Maintenance Service covers the day to day repairs that are reported to our office by tenants. These repairs are split according to priority into Emergency, Urgent and Routine with the following target response times:

Emergency Repairs	6 hours
Urgent Repairs	3 working days
Routine Repairs	10 working days

During 2007/08 the Association carried out 4491 reactive repairs and we achieved the following against our target response times:

Category	Out-turn	Peer Group Average 06/07
Emergency	100%	95%
Urgent	98%	87.8%
Routine	94%	89.4%

Looking After the Stock

The Association spent £1,285,000 maintaining and upgrading its housing stock. This was made up of £390,596 on routine repairs and maintenance and £894,404 on cyclical and planned maintenance. This figure also includes the £109,401 spent on Major Repairs and £357,770 on our stock transfer properties in Campbeltown.

Planned Maintenance

Planned maintenance works involve the regular replacement or improvement of components in our properties.

Planned maintenance/improvement contracts were let for 43 central heating replacements in Campbeltown along with our ongoing mains wired smoke alarm and carbon monoxide detector installation programme.

Cyclical Maintenance

Our cyclical maintenance programme covers works that we carry out on a regular basis (or cycle) to ensure the materials and components within our properties do not deteriorate. In 2007/08 our cyclical maintenance works included the servicing of all our gas central heating systems and appliances, electrical safety testing, gutter cleaning and painterwork to 15 properties in Ardrishaig, Bute, Campbeltown, Dunoon and Lochgilphead.

Scottish Housing Quality Standard

Our Scottish Housing Quality Standard Delivery Plan sets out the level of investment Fyne Homes require to make in order to ensure our stock meets the Standard by 2015.

Work such as central heating installations, kitchen replacements, window replacements and energy efficiency measures will all be implemented to ensure the milestones we have set are achieved with 2007/08 seeing the commencement of our door entry installation contract in Dunoon. 15 properties received new door entry systems to ensure added security for the tenants within these closes.

24 Hour Emergency Cover

This service ensures that residents receive assistance in an emergency and is activated by dialling a "freephone" number. 405 calls were dealt with during the year. (tel: 0800 592 276)

Maintenance Department - Direct Line

A direct telephone line to the Maintenance Department allows tenants from all our areas of operation to easily report repairs and maintenance items. (tel: 0845 052 0039)

Approved Contractors

As all 50 firms on the approved list of contractors are based in Argyll & Bute, the entire maintenance budget of £1,285,000 has been spent within our local economies.

Factoring Service

A factoring service is administered on behalf of 284 owner-occupiers.

Backcourt & Common Garden Maintenance

The Association provide a backcourt and common garden maintenance service to all of our residents. This service is carried out by in-house staff in Bute and by contractors in Cowal, Mid-Argyll and Kintyre.



Agency Services

Agency work was carried out on behalf of the Bute Branch of the Scottish Vetrans Garden City Association (SVGCA).

Aids & Adaptations

Adaptations such as level access showers, stairlifts and grabrails were carried out to 49 Association properties during the year. Funding in the region of £120,000 was received from Communities Scotland for these works.



Fuel Poverty

Fyne Homes continued work on our Fuel Poverty Project which aims to identify tenants at risk of, or facing fuel poverty issues. A series of roadshows were arranged throughout our areas of operation and these were used to raise awareness among tenants about energy efficiency and what actions they can take to save energy.

The next stage of this project is to prepare "energy efficiency" packs which will be distributed to tenants at risk of fuel poverty along with analysing our capital works programme in order to prioritise works which will increase the thermal efficiency of our properties.

Gas Safety

The Association has a legal obligation to ensure that we carry out gas safety inspections and services annually in all of our tenanted properties that have gas appliances/central heating systems. In order to allow us adequate time to organise access and complete the services within the statutory 12 month period we start the process of arranging access 10 months after the date of the last inspection. In general, this has allowed us adequate time to ensure services are completed within the statutory twelve month period.

We monitor our performance in relation to meeting our legal obligations on gas safety and the table below summarises this year's results.

Gas Safety Inspections 2007/2008

Number of services	Services completed within 12 months	Services up to 30 days late	Services up to 90 days late	Services more than 90 days late
784	779	3	1	1

We would like to take this opportunity to remind all of our tenants of the importance of providing access to your home to allow us to undertake the annual gas safety inspection. This work is required by law to ensure your home and those around it are safe.

Unfortunately there will always be some instances where the tenant does not grant access within the twelve month period and in these cases we have no alternative but to revert to legal action to force access to the property. While we look upon this as a very last resort we have a duty of care and legal obligation to all of our tenants to ensure their homes are safe and we must do whatever is within our means to undertake these essential safety inspections.

SUSTAINABILITY AT FYNE HOMES

Breadth and Depth

Four years ago we set up a Sustainability Team as our vehicle to address and coordinate initiatives on sustainability - by sustainability we include environmental as well as socio-economic themes.

Increasingly Embedded

In many ways, the Sustainability Team feel that pursuit of environmental, social and economic issues - the triple elements of sustainability - have become increasingly embedded within Fyne Homes. Sustainability is a watch word of the Technical and Management Committees as well as many staff.

Whilst more needs to be done to embed sustainability throughout the organisation, we are pleased to see that sustainability is one of the key considerations of many of our activities.



Think about it - sustainability is at the heart of what we're about. The provision of affordable, suitable, efficient and desirable homes in a socially responsible way is sustainability personified - and that's what we're aiming to do.

SAP Ratings

As an example of the above, it's interesting to present the Standard Assessment Procedure (SAP) ratings for Development projects - SAP is a method of assessing the level of energy efficiency of new buildings. In 2007/08 our SAP ratings for completed projects was, on average, 101 and for those designed but not yet built was 91. This exceeds the Communities Scotland (CS) policy of 85-90. Given that the CS policy is aimed at areas where, unlike much of Argyll and Bute, there is a choice in energy sources, this is something to be very proud about. After all, the higher the SAP, the more affordable our properties are for our tenants.

Environmental Data

Over recent years we've monitored our environmental performance using several key performance indicators (KPIs). The results are given below - with 'traffic lights' to indicate the trend of the past 12 months compared with 2006/07.

You can see that in regard to paper use, we've had a great year -both in terms of paper use and the proportion of recycled paper. The former is due to an increased focus by Committee on using electronic rather than paper (saving not just paper, but considerable time in preparing and copying papers for meetings) and a much reduced use of paper by Development - again, using IT solutions. The use of recycled paper at 97% is an excellent result - well done to the Corporate Department for being the prime movers in this regard. Although paper use is monitored for Rothesay, we hope to include the area offices in the future.

Unfortunately, we have red lights for office power and travel KPIs. Office power is up significantly on last year, although just a little on 2005/06. This headline figure masks several variations between offices, with some giving reductions and others increases.

Travel (measured as road miles by staff and committee for work purposes, including maintenance) was also up, giving an increase in carbon dioxide emissions. However, this is still lower than the high in 2006/07. Increased travel was accompanied by a decrease in the use of video conference facilities. With travel costs rising, we are keen to reduce travel for economic as well as environmental reasons - this is something we will look at in the forthcoming year.

How have we done in 2007/08

Indicator	Units	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08	Trend
Carbon dioxide emissions: office energy* This increase appears to be at least partially due to two new servers at Head Office	Tonnes CO2	63	53	57	63	58	64	
Carbon dioxide emissions: work travel. A 6% increase from last year - although miles from maintenance vans decreased, this was offset by increases in staff and committee travel.	Tonnes CO2	20	22	22	23.5	20.7	21.9	
Carbon dioxide emissions saved from video conferencing A reduction in use - which we'd like to address this year.	Tonnes CO2	1.9	1.9	2.5	3.0	3.4	2.8	
Paper use (including envelopes). A significant reduction from last year. NB: figures are for Rothesay only.	Reams	659	832	709	576	833	709	
Proportion of recycled paper (including envelopes). A significant increase - particularly due to a focus on increasing the use of recycled envelopes. NB: this is Rothesay only.	%	77	87	91	88	91	97	

Key for Trends (compared to 2006/07)

 **Favourable trend**
 **Similar to last year**
 **Unfavourable trend**

* The office energy figures are based on meter readings, although some assumptions were required when analysing the data.

** A favourable / unfavourable trend is taken to be when the increase / decrease is more than 5

FYNE HOMES

The Bigger Picture

We are pleased to report on another successful year for our subsidiary companies Fyne Futures and Fyne Initiatives who are involved in Wider Role and community based activities. Both companies achieved a trading surplus this year of £2,884 and £15,129 respectively.

Fyne Futures

Bute Recycling Centre

The kerbside collection service provided to almost all householders in Bute and West Cowal continues to go from strength to strength and last year they exceeded the target set by Argyll and Bute Council by collecting almost 395 tonnes of recyclable materials.



Bio-Diesel

This project involved working with Caledonian University employing a graduate at Fyne Futures to assist developing a fuel from waste cooking oil which will be used to run our vehicles and reduce operational costs. The project is now at an exciting stage with diesel being produced at Colbeck Lane in Rothesay. We are now looking at maximising the benefits from this project by exploring the potential to manufacture and distribute bio-diesel equipment across Scotland.



Port Bannatyne, Petanque

Funding was secured to turn a dream into a reality for residents of the village of Port Bannatyne on the Isle of Bute. The petanque piste was officially opened on 16th May and is the first Scottish Island Petanque.

The company is also involved in taking forward the undernoted Wider Role/Community projects:

- **Local Produce Community Solutions** - looking at developing an improved local food supply chain network. A site for a community garden has been secured on Bute which will provide training, learning and volunteering opportunities. Feasibility work is also being carried out in Kintyre.
- **Best Start for Children** - working in conjunction with Homestart to identify ways that support for tenants with young children can be rolled out in Argyll and Bute.
- **Construction Excellence** - continuing our work in this area to raise young people's awareness of career opportunities in the construction sector.
- **Rural Housing Awareness Project** - following on from the "Homeless Awareness Raising" project in schools last year it is proposed to commission a new drama presentation involving Naomi Breeze to explore rural housing issues using examples from Argyll and Bute.

Fyne Initiatives Ltd

LiFT

Although not a new concept, Shared Equity housing has evolved over the years to become what is now known as LiFT - Low Cost Initiative for First Time Buyers. This scheme has replaced what was known as Homestake, but still offers the same fantastic opportunity for people who aspire to own their own home. Over the past 12 months Fyne Initiatives Ltd has sold 29 Shared Equity properties, which include 3 bedroom semi detached properties in Rothesay, 2 bedroom semi detached houses in Lochgilphead and 2 bedroom cottage flats in Ardrishaig. The average tranche purchased was 60% which illustrates that for as little as £60,000 owners could purchase a £100,000 home.

This has ensured that key workers, such as teachers, nurses, police officers, council workers and construction workers are able to remain in their local area in quality, affordable properties.

Rural Home Ownership Grants (RHOG)

With Fyne Initiatives Ltd continuing to act as the agent for the Scottish Government to deliver RHOGs to applicants in Fyne Homes area of operation, a further three Rural Home Ownership Grants were awarded this year. In 2007/08 grant assistance totaling £201,000 was approved for Ford, Inveraray and Achnaglach. This represents an average grant of £67,000, which is vital to allow people to remain in rural communities.

IT INVESTMENT

This year we've invested in our housing management system (IBS) which has been significantly upgraded and enhanced to ensure Fyne Homes provides the best service to our tenants and factored owners.

Our IT infrastructure has also been updated with 3 new servers purchased that will underpin our future capacity for the challenging times ahead.

Website

This year has also seen our website revamped, with a new fresh theme and the capability to offer more services than before.

You can find all our recent publications and forms on the website as well as lots of information about ongoing projects and recently completed developments.

The website will continue to be enhanced and updated over the coming months, so please visit regularly.

Our website also facilitates papers that our committee members can download, saving on postage, paper and staff time. It also allows a much faster distribution medium for important documents and publications.

Have a look at <http://www.fynehomes.org.uk> and see what you think....(and please tell us about it!)



EXTRACTS FROM THE ACCOUNTS

Income & Expenditure

for the year ended 31st March 2008

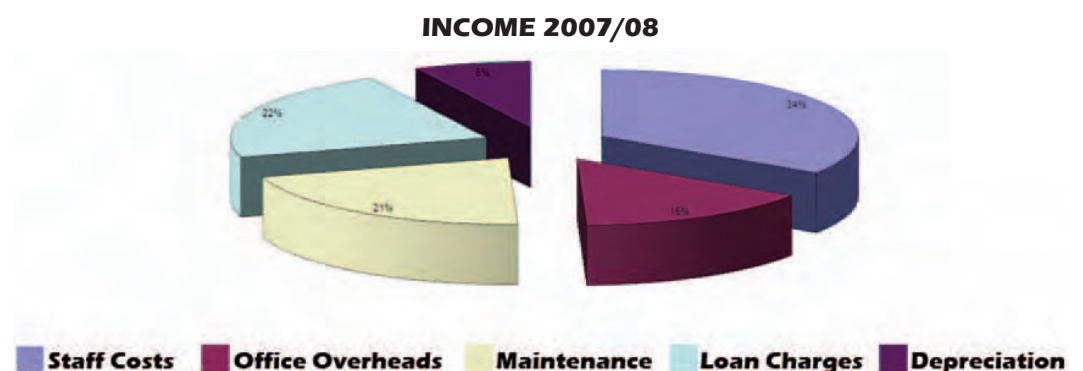
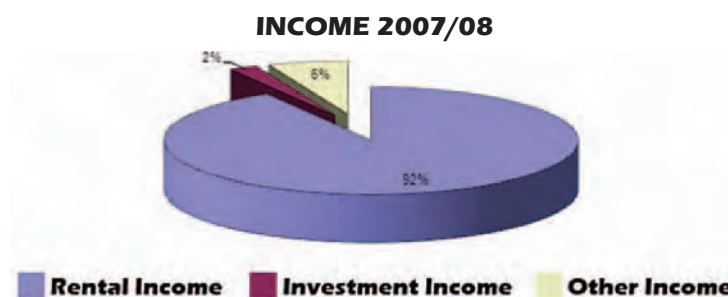
Income	2006/2007 £,000		2007/2008 £,000	
Rental Income	3,455	[85%]	3,669	[92%]
Investment Income	39	[1%]	87	[2%]
Other income	576	[14%]	249	[6%]
Total	4,070		4,005	
Expenditure				
Staff costs	1,400	[35%]	1,342	[34%]
Office Overheads	562	[14%]	591	[15%]
Maintenance	1,098	[27%]	818	[21%]
Loan Charges	714	[17%]	874	[22%]
Depreciation	273	[7%]	290	[8%]
Total	4,047		3,915	
Surplus for year	23		90	

A full set of the Audited Accounts of Fyne Homes Limited is available at any of our offices

Facts and Figures

Extracts from the accounts for the year ended 31st March 2008

- Total investment by Fyne Homes Limited now exceeds £92 million
- Private Finance loans now total £14 million
- Communities Scotland funding for 2007/08 was £8.86 million
- Total reserves at the year end were £3.58 million.



Balance Sheet as at 31st March 2008**Fixed Assets**

Housing Properties at cost	£92,645,498	
Less Grants and Depreciation	76,793,842	
	<hr/>	15,851,656

Other Fixed Assets

Heritable Properties	£ 299,717	
Commercial Properties	150,624	
Office Equipment	173,825	
Computer Equipment	22,731	
Motor Vans	11,639	
Other Equipment Investments	176	
	<hr/>	658,712
Retirement Pension Scheme Surplus		6,000

Current Assets

Debtors and Prepaid Charges	£1,581,766	
Cash and Bank Balances	1,356,578	
	<hr/>	£ 2,938,344

Current Liabilities

Creditors and Accrued Charges	£ 1,811,300	
	<hr/>	1,127,044
		<hr/>
		£17,643,412

Long Term Loans

Communities Scotland	£ 471,726	
Abbey National Treasury	3,195,874	
Bank of Scotland	789,626	
Clydesdale Bank	887,631	
Dunfermline BS	814,852	
Royal Bank of Scotland	7,895,489	
	<hr/>	(£14,055,198)
		<hr/>
		£ 3,588,214
		<hr/>

Represented by:

Share Capital	199
Designated Reserves for Major Repairs	2,105,675
General Reserve	1,482,340
	<hr/>
	£ 3,588,214
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Auditors

Scott Moncrieff
25 Bothwell Street
Glasgow

Internal Auditors

Alexander Sloan
144 West George Street
Glasgow

Solicitors

T C Young
7 West George Street
Glasgow

GOVERNANCE

Management Committee

J. Pemble	Chair
R. Reid	Vice Chair
J.L.Bulloch	Convener Staffing Committee
P. Lingard	Secretary and Convener Housing Committee
D. Williams	Convener Technical Services Committee
J. McMillan	Convener Audit Committee
S. Davies	
F. Ferguson	
D. Forsyth	
F. McCowan	
D. McIntyre	
H. Thomson	
B. Paterson	
D. Gardiner	Co-optee

At the AGM in September 2007, Mr John McKerral resigned from the association after 10 years service and his colleagues on the Management Committee thank him very much for his support over the years. David Gardiner was co-opted onto the Management Committee in March bringing the complement of Committee members up to 14.

12 people took out membership of Fyne Homes during the year giving us an active membership of 199 as at the end of March. The association encourages tenants or residents in our areas of operation who support the aims of the association and wish to play an active role in the affairs of the association to become members. Membership is through the purchase of a £1 share and entitles the member to vote at the AGM and stand for election to Committee.

Committee agreed 2 new policies during the year and a further 17 were approved following review.

Our internal Auditors, Alexander Sloan carried out reviews of our processes in Housing Management and Maintenance and we are pleased to report that during the audit visit there were no significant control weaknesses identified that could result in material loss to the Association.

In July and August the Association hosted area roadshows to promote our achievements and plans for the future. The event attended by tenants, residents and local councillors proved to be very successful and it is the Association's intention to continue with these events in the future



Strategy Days

As in previous years, Strategy Days were held for Committee and senior staff in June and November to give them the opportunity to review the Association's organisational strategy and discuss the impact of the Government's Green Paper "Firm Foundations- The Future for Housing in Scotland".



Guest speakers were invited along to both meetings. In June we had Misia Jack, Policy Officer at the SFHA (Scottish Federation of Housing Associations) speaking on "Sustainability Construction within Fyne Homes" and Louise Willson from TPAS (Tenant Participation Advisory Board) whose topic was a "Rough Guide to Tenant Participation".

For our November meeting we were very fortunate in securing Naomi Breeze to perform her powerful and thought provoking one woman play "H is 4" which portrayed the plight of a young woman finding herself homeless and living on the streets. Angela Evans from EVH (Employers in Voluntary) facilitated an entertaining "Who done it" murder case in which committee members participated.



Equal Opportunities

"Fyne Homes will aim to treat all individuals or groups of individuals equally, avoiding unfair discrimination on any grounds in relation to service delivery, committee membership or employment"

Fyne Homes continue to work with our partners in the Strategic Housing Forum to identify the needs of all sections of our community.

Access to Information

The association continues to subscribe to "Language Line" a translation service and can also procure translation of documents into languages other than English; however no applications to use this service were received during the year.

Lettings

In order to meet our aim of being an equal opportunities employer we monitor the groups we allocate houses to. In 2007/08 our lettings were:

- 52% female- 48% male
- 98% white Scottish
- 1.5% white - other British
- 0.5% other white background
- None indicated a disability

Recruitment

During the year the Association advertised 8 posts and applications for employment in response to advertised positions were 75% female and 25% male.

- 2% of the candidates had a disability
- 2% were non UK resident
- 15% were aged under 30, 56% aged between 30 -50 and 29% were over 51 years of age

TENANT SATISFACTION

We would like to think that we provide the best possible service to all our service users and we accept that there are always going to be times when we could do better. We therefore carry out a number of surveys to collect opinions on how well the Association is performing and where we need to make improvements. The Association also needs to know that the services we provide, which after all are paid for by your rents, are those that you want and are valued by you. If you receive a survey form we would be extremely grateful if you would take a few minutes to complete and return the form as it is only with your co-operation that the Association can continue to make improvements and maintain the high standards we hope you currently enjoy. Your input is very much appreciated.

A summary of the surveys carried out in 2007/08 follows:

Reactive Repairs

All repairs requests incorporate a satisfaction slip which allows customers to comment on the quality of service received. This information helps us to improve the service we deliver and is fed back to contractors and staff. It is also reassuring to know when we have performed well. The response rate was up on last year from 22% to 30%.

Question	
Carried out in timescale	91%
Quality of repair	93%
Contractor's courtesy	98%
Precautions taken to protect property	99%
Tidying up and removing rubbish	99%
Service provided by Maint. Dept	96%

Quotes from tenants

"Gold Star service thanks"

"Can I just say that any time we have had to call the maintenance dept we have always been treated with respect and politeness. They respond very quickly to any emergency situation and do a fantastic job"

"Excellent out of hours service"

"First class thank you."

"Repair carried out within 45 minutes of reporting. Very pleased."

Stage 3 Adaptations

During the course of the year, the Association carried out 49 adaptations to our properties. Satisfaction surveys were sent out to those resident still in the property and a response rate of 70% was achieved with the following the following results:

- 100% said the adaptation had increased their level of mobility and independence
- 95% were happy with the standard of work and conduct of the contractor
- 95% felt that information by the Association on level and timescale of work was satisfactory

Complaints

Whilst we always aim for the highest possible standard of service there may be occasions when people feel they have just cause for complaint. This gives us the opportunity to rectify any mistake or if more appropriate better explain the reasons for our actions.

During the course of the year 21 formal complaints were received by the Association. Ten of the complaints received were upheld, 10 were rejected and 1 withdrawn. We are pleased to report that no complaints were referred to the ombudsman.

- 86% of the complaints were acknowledged within our 3 day target

New Developments

In order to assess tenant satisfaction with regard to new developments, surveys are sent out to all residents 6 months after the development comes off site. During this financial year, surveys were carried out for the undernoted developments.

A summary of the results are detailed below:

	Bogleha Green	Montgomery Place	Dunloskinbeg Place	Goatfield View
Design	87%	91%	88%	100%
Specification	100%	84%	96%	100%
Environment	96%	82%	97%	100%
Level of rent	100%	100%	100%	100%
Office & Staff	100%	98%	98%	100%
Landlord	100%	100%	100%	100%
Information provided	100%	100%	100%	100%



Council Chambers, Rothesay



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Scottish Federation of
Housing Associations



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