



Fyne
H O M E S
L T D

*Working together
serving the community*

ANNUAL REPORT

2006 - 2007





Montgomery Place, Strachur

View from the Chair

Welcome to Fyne Homes Annual Report for 2006/2007

Once again I am pleased to say that your housing association has seen yet another very busy and exciting year culminating in HRH The Princess Royal's visit to our development at Grianan on Gigha and the association being presented with two awards.

We have risen yet again to the challenges of providing more affordable housing in Argyll and Bute, maintaining and raising the standards in existing stock and making access to our houses as easy as possible to those who need our help most.

The report details yet another record capital investment in Argyll and Bute's housing,

- over £6.6m in Housing Association Grant towards 70 new build properties and purchasing of sites.
- a further £1.3m reinvested in our own stock through repairs and improvements.
- all this investment being made through firms based in Argyll and Bute.

You will find details of how Fyne Homes plan to meet the Scottish Housing Quality Standard by the target date of 2015. Our Standard Delivery Plan was formally approved by Communities Scotland during the year and reassuringly due to our investment programme 90% of our houses now meet the standard.

2006/2007 saw the formation of "HOME Argyll" a joint project by the 4 Registered Social Landlords and Argyll and Bute Council. Unique in Scotland with its common allocation policy this will make applying for housing in Argyll and Bute much simpler for those in housing need.

Although this is Fyne Homes' report, I will take time to mention our 2 subsidiaries, Fyne Initiatives and Fyne Futures both of whom also had successful years.

Fyne Initiatives providing the first of what we hope will be many "Homestake" houses which assists primarily first time buyers, and the first serviced sites to allow people to build their own homes.

Fyne Futures expanded its recycling role through the acquisition of 2 new purpose built lorries which enabled them to extend kerb side collections. They also opened a shop in Deanhood Place, Rothesay which is an outlet for selling recycled furniture.

Amidst the success of this year we have to plan for the future and it would appear that the Capital budget in particular is going to be squeezed severely from 2009/10 onwards unless we can persuade our politicians that the momentum on providing new affordable housing in Argyll and Bute must be maintained.

Despite record investment over the last few years there are still 3188 people on the main housing waiting list for Argyll and Bute and your committee will be lobbying hard to keep the budget for new housing at least at the present levels.

Of course the success of Fyne Homes is the result of a team effort and as always my thanks go to all our partners, Communities Scotland, Argyll and Bute Council, AIE and all our other funders.

To the staff who carry out the day to day work of the Association and of course the "A" Team of voluntary committee members who give up so much of their time, your support to me as Chair over the last year is much appreciated.

I hope you enjoy reading the report of your association's activities during 2006/2007 and don't forget more details are available on our web site www.fynehomes.co.uk



J.Pemble, Chair



Development

The 2006/2007 financial year proved to be the most successful yet in terms of spend, totalling £6.6m. Once again all areas of operation benefited from grant and private finance. With Partnering now in place with new and existing contractors, local communities and economies continue to flourish from Fyne Homes investment.

COMPLETED PROJECTS

Gigha

Phase II of our Gigha development - Grianan - was completed in March 2007. The scheme was completed by DPC Consortium, who came together specifically for the project. 12th April 2007 proved to be a special day for Gigha and Fyne Homes, when HRH The Princess Royal officially opened Grianan.

Grianan consists of:

- 1 x 4 bedroom house / 6 person house
- 5 x 3 bedroom house / 5 person houses
- 4 x 2 bedroom house / 4 person houses

This, coupled with the sister site of Roan Mor, brings the total number of properties for rent on Gigha built by Fyne Homes to 18.

Glenburn Court, Campbeltown

Our project at Dalaruan in Campbeltown, now known as Glenburn Court was handed over successfully from contractor M & K MacLeod in May 2006.

This development has provided 6 x 2 bedroom cottage flats for rent for local residents, each with individual access. The properties are once again to the high standard expected by Fyne Homes and its tenants.

Dunloskinbeg Place, Dunoon

This development, formerly known as the Old Dairy Site, Edward Street, provides rented accommodation in the form of:-

- 8 x 1 bedroom cottage flats with individual access
- 4 x 2 bedroom houses
- 1 x 3 bedroom house

Local contractor John Brown (Strone) Ltd. handed over this development in June 2006. This has proved, yet again, another successful partnering project providing much needed quality, affordable housing in Cowal.

Bogleha Green, Dunoon

Handover of this project took place in July 2006 from contractor John Brown (Strone) Ltd.

This development, formerly known as Bogleha Bowling Club has provided 4 x 3 bedroom and 4 x 2 bedroom semi-detached houses for shared ownership allowing residents of Cowal to enter into the buoyant property market.

Montgomery Place, Strachur

Formerly known as Clachan Brae, Strachur, this project was handed over to Fyne Homes from local contractor Archibald Fergusson in July 2006.

The project comprises:-

- 4 x 2apt/2 person flats
- 2 x 3 apt/4person houses
- 4 x 4apt/5person houses of which 2 are for shared ownership.



Development *continued*

COMPLETED PROJECTS

Stewart Street, Dunoon

A competition was run involving local primary school children to submit names for this project and is now known as Kirn Place. It was completed in April 2007.

The contractor was Stewart McNee Ltd, a local company based in Dunoon. This is the first time that Fyne Homes have partnered with Stewart McNee Ltd and from the excellent quality of work on this project will no doubt partner together on future developments.

The project consists of

- 1 x 3 bedroom / 5 person house
- 2 x 4 bedroom / 7 person house
- 7 x 2 bedroom / 4 person cottage flats
- 1 x 2 bedroom / 3 person wheelchair access flat

The wheelchair flat was adapted during the build when our Housing Department identified the tenants for the scheme. This enabled the contractor to install services to suit the needs of the new tenant saving money on stage 3 adaptations.

Furnace

This partnering project with contractor M & K MacLeod started on site in June 2006 and was handed over in February 2007. Local children were involved in the selection of the new name for this project which is now Goatfield View.

This is the association's first project in Furnace and Fyne Homes wanted to supply the community with a high standard of housing and M&K MacLeod did not disappoint.

The 4 x 2 bedroom / 4 person terrace houses, exclusively for the rented market, are of an excellent quality.



Ballochgoy, Rothesay, Isle of Bute



Goatfield View, Furnace



Kirn Place, Dunoon

ON SITE

Ballochgoy, Rothesay

This project commenced on site in May 2006 and will be another partnering project with local contractor George Hanson Building Contractors Ltd.

This £4.5m contract has allowed the contractor to offer a number of apprenticeships to local people.

The project will comprise 24 homes for rent by Fyne Homes and 10 homes for shared equity by Fyne Initiatives under the Homestake scheme. All houses will be 2, 3 or 4 bedrooms in size.

In addition Fyne Initiatives will provide 8 serviced house plots for sale.

The first phase, consisting of:

- 6 x 3 bedroom / 6 person semi-detached houses for rent
- 4 x 3 bedroom / 6 person semi-detached houses for Homestake

was completed at the end of May 2007.

Mansefield Place, Rothesay

This project commenced in April 2007 with Fyne Homes partnering with John Brown (Strone) Ltd.

A completion date of September 2008 will see the following constructed:

- 13 x 4 bed / 3 storey terrace houses
- 2 x 3 bed / 2 storey terrace houses
- 1 x 2 bed wheelchair flat
- 1 x 2 bed cottage flat
- 2 x 1 bed cottage flats

Argyll Street, Lochgilphead

This is a design and build project in conjunction with M & K MacLeod. The project commenced in March 2007 and will provide shared equity housing in an area of housing pressure consisting of:

- 6 x 2 bedroom / 3 person flats

The project will complete in March 2008



Grianan, Gigha

Development *continued*

ON SITE

Oban Road, Lochgilphead

M & K MacLeod is constructing these 20 properties in 2 phases.

Construction on these properties, to provide shared equity housing to meet local needs, commenced in January 2007.

The first phase consisting of 8 x 2 bedroom / 4 person properties will be completed by August 2007, with the remaining properties completed by December 2007.

In The Wings

As well as the ongoing work, the following projects are at an advanced stage of planning:-

- Blarbuie Road, Lochgilphead - 11 units
- Kilmun, Nr Dunoon - 4 units
- Bethania, Innellan - 14 units
- Council Chambers, Rothesay - 26 units
- King Street, Rothesay - 4 units

Partnering

Fyne Homes continues to work collaboratively with local contractors and all the schemes mentioned above have been procured on a partnering basis.

Our PILLAR accreditation scheme for consultants and contractors has been well received by all our partners and it has been enhanced during the year through the introduction of our web based communication system - known as PICTS - where each member of every project design team communicates on a web based platform. This allows all necessary project documentation to be filed centrally and for all partners to be in constant contact.



Housing Management

The last year has seen many changes to the department and how we operate. We have had several staff changes and played a huge role in the implementation of the Common Housing Register for Argyll and Bute (more of that later!). Nevertheless the team has risen extremely well to the challenges facing them this year and the following is an indication of just some of our outturns for yet another successful year. We have:

- Collected 93% of rental income.
- Held 1537 live applications
- Processed 9 rights to buy
- Lost only 1.68% of our rental income to voids. This year was higher than usual as we had a number of new build shared ownership properties which take a longer time to let due to the legal process involved.
- Let 49 new build properties during the year and relet 129 existing properties, a total of 178 allocations.

Our average time to relet non low demand properties was 19 days which was well within our target of 28 days.

TENANT PARTICIPATION

Dee and the team have continued to work very hard this year and have again made excellent progress. Below is a list of just some of the work we have done in order to achieve real tenant participation within our operational areas in Argyll and Bute:

- Consultation Register - we now have over 185 tenants and residents who have put themselves forward to be included in this register.
- Resident Groups - we are currently working with 22 resident groups and have plans to increase this during the following year (this covers 38% of our tenants). We also formally registered our first Residents Group in Campbeltown and are working with a number of others to achieve registration with Fyne Homes.
- Focus Groups - we continue to work with a group of residents to formulate a new Tenants Handbook. The work on this is now almost complete and we anticipate that this document will be ready for circulation, during the autumn.

The work we do with residents groups is wide and varied. Each group has its own ambitions and aims for the local area. For instance, we are currently working with residents on Gigha towards them taking over a piece of communal ground owned by the Association, which they would like to use for community allotments and other interesting projects.

In Cairnbaan, our main focus this year has been on road safety and we are working with our residents, Strathclyde Police and Argyll and Bute Council towards making the area safer for pedestrians.

Whatever the issue, we find working with our tenants very rewarding and aim to increase our involvement over the next 12 months.

We have also been successful in involving other agencies with our groups in particular, Strathclyde Police have been very supportive and we find that Community Police Officers are more than happy to come along to our residents groups to discuss the issues that are important to that area. Again, we aim to increase their involvement and that of other agencies during the next year.

Total number of lettable units in management as at March 31st 2007

1 apt	29
2 apt	484
3 apt	576
4 apt	192
5+apt	13
Total	1294



Housing Management *continued*

COMMON HOUSING REGISTER

October 2006 saw the implementation of the Common Housing Register for Argyll and Bute - HOMEArgyll.

This has been delivered in partnership with Argyll and Bute Council, Argyll Community Housing Association (ACHA), Dunbritton Housing Association and West Highland Housing Association.

There are many benefits to applicants of the new system but probably the most important are the common application form and allocations policy.

Instead of having to complete applications for individual landlords, there is now only one form which is common to all organisations. This means that a client only has to obtain and return one form to any of the partner landlords at any of their offices in order to be considered for housing wherever they wish within Argyll and Bute.

The common allocation policy also means that an applicant receives the same set of points irrespective of which landlord he/she wishes to be housed by. This has saved a lot of confusion as in the past each organisation had its own policy and set of points which differed from the others.

It has taken several years and a considerable amount of work to set up HOMEArgyll not least the review of all our existing applications which had to be carried out during last summer. We had to write to all applicants on our waiting list at that time with everyone who still wished to be considered for housing completing the new one-off application form.

This review took several weeks and led to Fyne Homes cancelling over 900 applications and assessing 1235 new ones.

Although this was a very laborious process and took some considerable time, the team still managed to complete this within the timetable for going live.

We have also introduced a new quota system which means that for every four houses that come up, two go to the homeless waiting list, one to our general list and one to our transfer list. This means that our own tenants now have a better choice with more chance of moving to more suitable accommodation.

We have all worked very hard and continue to do so to ensure that HOMEArgyll remains a success and Fyne Homes are very proud of our role in achieving this important step forward for Argyll and Bute.



Home Argyll Award Ceremony

Maintenance

Spent £1,332,000 maintaining and upgrading the housing stock.

Issued 4106 works orders

Entered into agreements with 60 firms for inclusion on the approved list of contractors.

Factored 258 owner's properties.

97.9% of Emergency Repairs carried out within 6 hours.

96.4% of Urgent Repairs carried out within 24 hours.

95.4% of Routine Repairs carried out within 10 working days.

Looking After the Stock

The Association spent £1,332,000 maintaining and upgrading its housing stock. This was made up of £377,054 on routine repairs and maintenance and £954,946 on cyclical and planned maintenance which includes upgrading works.

Planned Maintenance

Upgrading works included 56 new gas central heating systems to properties in Columhill Street & Russell Street, Rothesay. Window replacements to 40 properties at Meadowpark Sheltered Housing Complex in Campbeltown along with entrance door replacements to 100 Cruden and Weir house types in Campbeltown.

Cyclical Maintenance

18 cyclical painterwork contracts with a value of £221,500 were let for properties in Ardrishaig, Bute, Campbeltown, Inveraray and Lochgilphead.

Scottish Housing Quality Standard

Our Scottish Housing Quality Standard Delivery Plan was formally approved by Communities Scotland. The plan sets out the level of investment Fyne Homes requires 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.

24 Hour Emergency Cover

This service ensures that residents receive assistance in an emergency and is activated by dialling a "freephone" number. 420 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 60 firms on the approved list of contractors are based in Argyll & Bute, the entire maintenance budget of £1,332,000 has been spent within our local economies.

Factoring Service

A factoring service is administered on behalf of 258 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 Kintyre and by contractors in Mid Argyll and Cowal.

Agency Services

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

Aids & Adaptations

Adaptations such as level access showers, stairlifts and grabrails were carried out to 29 Association properties during the year. Funding in the region of £47,000 was received from Communities Scotland for these works.



Kitchen Replacement, Campbeltown

Sustainability at Fyne Homes: Breadth & depth



Fyne Homes Sustainability Team

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

INCREASINGLY REPRESENTATIVE

Our Sustainability Team started with four of us. Now we are nine. Don't worry, we're not aiming for world domination! Rather, we wanted wider representation and a greater spread of ages, experience and expertise.

Previously, Sustainable Development used to be thought of as "Peter's thing" - pass it to Peter McDonald in Development and he'll take care of it!

Well, sustainability is not just development. Indeed, not just development and maintenance. It affects the whole of the Association - and should focus on making improvements for our tenants and communities. We'll only deliver improvements across the board when we all come to think of sustainability as "my" responsibility - something to be considered in all our decisions. So we are really pleased that the team is now a broader base.

TRAVELLING BETTER

One area that we were interested in was travel - how do we travel and how can we travel more sustainably? Whilst we need to put in the miles for our work, emissions contribute to climate change. It takes up a lot of our valuable time and is of course expensive. All good reasons to try and reduce it.

We did a travel questionnaire of all our staff, asking about how and why they travel. From this we note and applaud the efforts that go into lift sharing and the use of video-conferencing. Indeed, our staff have reduced total travel over the past year even though staff numbers have increased - well done!

Nevertheless, we are convinced that we can reduce travel more next year, and so we have written a travel policy which came into effect recently. We have invested heavily in video-conferencing. During this year, this saved over 10,000 miles and an awful lot of staff time. We will be doing our best to reduce travel even more next year - by a greater focus on video-conferencing.

THINGS TO BE PROUD ABOUT

- Our innovative consultation process for a major Lochgilphead development included local teenagers as well as adults, giving them not only a say in their local community, but experience of the planning and design process.
- We identified the carbon footprint of companies involved in our Mansefield Place development - and invited them to plant trees to help offset their emissions (whilst offset has limitations, it helps raise awareness and improve the environment).
- Maintenance announced their intention to implement recycling where possible - particularly in respect of planned kitchen replacement contracts.
- We used to spend a lot of time copying thick sets of minutes and reports in the Corporate Department for meetings. We have reduced paper use by focusing on IT solutions.
- Our Fyne Futures Recycling Centre based in Rothesay was joint winner of the CRNS (Community Recycling Network for Scotland) Member of the Year Award.
- Continuing our Maintenance Policy of water based paints wherever possible.
- Producing Green Thread, our sustainability newsletter.

Sustainability at Fyne Homes: Breadth & depth *continued*



Staff, Committee and other partners on a visit to a Biogas plant in Germany

ENVIRONMENTAL DATA

How have we done in 2006/7

Indicator	Units	2002/3	2003/4	2004/5	2005/6	2006/7	Trend
Carbon dioxide emissions: office energy* Whilst this is a decrease, it is probably due to increased accuracy in our reporting system for this year	Tonnes CO2	63	53	57	63	58	
Carbon dioxide emissions: work travel. A 12% reduction from last year. Excellent! Although miles travelled in vans for maintenance increased a little, there was a large reduction in miles travelled by staff, and also by committee.	Tonnes CO2	20	22	22	23.5	20.7	
Carbon dioxide emissions saved from video conferencing The greater use of video conferencing is again good news for the environment and our bank balance - and has helped to reduce our overall miles travelled.	Tonnes CO2	1.9	1.9	2.5	3.0	3.4	
Paper use (including envelopes). A big jump from last year; much of this caused by additional paper for the Common Housing Register forms. We are now looking into this and actively trying to reduce it. NB: figures are for Rothesay only.	Reams	659	832	709	576	833	
Proportion of recycled paper (including envelopes). A slight increase which is good. However, this masks a trend of increased use of non-recycled envelopes due to poor performance on the recycled ones that we were using. NB: this is Rothesay only.	%	77	87	91	88	91	
Waste from Maintenance Contracts.** Due to difficulties in obtaining meaningful figures this year we have not reported on this. However, we shall try to look into it again.	Tonnes	-	-	28	-	-	

Key for Trends (compared to 2005/6)

- Favourable trend
 Similar to last year
 Unfavourable trend

* The office energy figures are based on utility bills and meter readings which in some cases use estimated readings and may not exactly accord with our reporting period of April 2006 to March 2007.

** Figures were provided by contractors and are partially based on estimates.

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.

Fyne Futures is a recognised Scottish Charity which concentrates on improving the environment and promoting the Association's message of sustainability. Fyne Initiatives is the commercial arm of the "Fyne Group" which is involved in developing the choice of housing available and promoting and expanding ownership initiatives such as Rural Home Ownership Grants (RHOGS), Homestake and selling serviced sites to all people to build their own homes. Some highlights of their achievements follow:



Community Recycling Awards Ceremony

Fyne Futures Ltd

Bute Recycling Centre

The centre was successful in securing additional grant funding which allowed the purchase of two new purpose built recycling vehicles.

This has allowed them to deliver a much more efficient and comprehensive kerbside collection service to almost all householders in Bute and West Cowal and last year almost 314 tonnes of recyclable materials were collected.

REVIVE Rothesay, our furniture project for passing on furniture to people in need continues to go from strength to strength.

Rural Outreach Service

Fyne Homes are launching a project which aims to target the hard to reach communities/groups in Argyll & Bute. Wider Role funding has been awarded which has enabled Fyne Homes to purchase a "mobile home" which will allow the Association along with partner organisations committed to regeneration to take their services and information to the communities in the remote geographic areas that Fyne Homes operate within.

The culmination of the work done in the past year was recognised at the Community Recycling Network for Scotland Awards Ceremony where Fyne Futures was awarded joint first prize for Community Development Member of the Year.

Fyne Initiatives Ltd

Rural Home Ownership Grants (RHOG)

Fyne Initiatives continues to act as the agent on behalf of Communities Scotland to administer delivery of RHOGs throughout Fyne Homes area of operation. This much needed grant assistance for those who aspire to homeownership is becoming more popular, reflecting the ever increasing housing prices in rural areas. In 2006/2007 grants in the sum of £255,000 were approved for Crinan, Gigha, Minard and South Kintyre

Homestake

Shared Equity housing, for those who wish to get a first step onto the housing ladder, now comes under the Homestake scheme. This scheme allows potential owners to raise a mortgage, normally between 60% - 80%, of the value of the property. Homestake requires them to make no payment to the Association in the form of rent. Fyne Initiatives have taken on the role of administering Homestake properties and at present are marketing over 30 properties. It is anticipated that as demand increases for low cost home ownership, more Homestake properties will be required.

IT Investment

VIDEO-CONFERENCING

This year Fyne Homes has invested heavily in renewing and updating our video-conferencing capabilities. Our new equipment is much improved, providing a better meeting experience with the latest standards in audio and video technology.

The equipment is also capable of processing both data and video images simultaneously. This helps facilitate both presentations and training which is of benefit to staff and committee in the wider Argyll area. It also has the benefit of reducing our travel costs making Fyne Homes more efficient.

We can also now connect with up to 8 different sites and have increased the underlying network capacity to support this.

Fyne Homes video conferencing suite is available to hire and is installed in our Rothesay, Campbeltown and Lochgilphead offices.

COMMITTEE CDS

Previously committee members were issued with hard copy papers but over the last year committee members have been gradually migrating to CDs. The CDs contain all the information contained in the papers but in electronic format.

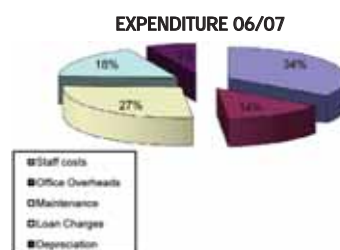
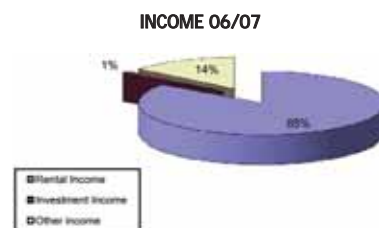
At the committee meeting, laptops are provided for committee's use or they can bring their own. This saves paper, postage and time for Fyne Homes and another benefit is that the meeting quality has improved as there much less rustling of papers.



Extracts from the Accounts

Income & Expenditure for the year ended 31st March 2007

Income	2005/2006 £,000		2006/2007 £,000	
Rental Income	3152	[87%]	3,455	[85%]
Investment Income	37	[1%]	39	[1%]
Other income	416	[12%]	576	[14%]
Total	3,605		4,070	
Expenditure				
Staff costs	1,266	[35%]	1,400	[35%]
Office Overheads	545	[16%]	562	[14%]
Maintenance	865	[24%]	1,098	[27%]
Loan Charges	642	[18%]	714	[17%]
Depreciation	256	[7%]	273	[7%]
Total	3,574		4,047	
Operating Surplus for year	31		23	



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 2007

- Total investment by Fyne Homes Limited now exceeds £85 million
- Private Finance borrowed now totals £12.5 million
- Communities Scotland funding for 2006/2007 was £5.46 million
- Total reserves at the year end were £3.40 million.

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

Extracts from the Accounts *continued*

Balance Sheet *as at 31st March 2007*

Fixed Assets

Housing Properties at cost	£ 83,987,442	
Less Grants and Depreciation	69,558,167	
	-----	14,429,275

Other Fixed Assets

Heritable Properties	£ 315,158	
Commercial Properties	158,032	
Office Equipment	192,818	
Computer Equipment	11,529	
Motor Vans	16,703	
Other Equipment Investments	147	
	-----	694,387

Current Assets

Debtors and Prepaid Charges	£1,757,603	
Cash and Bank Balances	755,437	
	-----	£ 2,513,040

Current Liabilities

Creditors and Accrued Charges	£ 1,845,484	
	-----	667,556

		£15,791,218

Long Term Loans

Communities Scotland	£ 495,202	
Abbey National Treasury	2,759,874	
Bank of Scotland	789,626	
Clydesdale Bank	1,312,163	
Dunfermline BS	814,436	
Royal Bank of Scotland	6,011,956	
	-----	(£12,183,257)

Retirement Benefit Pension Scheme Deficit		(165,000)
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£ 3,442,961

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Represented by:

Share Capital		209
Designated Reserves for Major Repairs		2,215,076
General Reserve		1,227,676

£ 3,442,961

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Governance

MANAGEMENT COMMITTEE

J. Pemble	Chair
R. Reid	Vice Chair
J.L. Bulloch	Convenor Staffing Committee
P. Lingard	Secretary and Convenor Housing Committee
D. Williams	Convenor Technical Services Committee
S. Davis	
F. Ferguson	

D. Forsyth
F. McCowan
D. McIntyre
J. McKerral
H. Thomson
J. McMillan
B. Paterson

At the AGM in September 2006, Mrs Jan Anderson resigned from the association after 12 years service. During her time with the association Jan held posts as Secretary and Convenor of the Audit Committee and her colleagues on the Management Committee thank her very much for her support over the years.

Freda Ferguson and Fraser McCowan who were previously co-optees were successfully elected onto the Management Committee.

4 people took out membership of Fyne Homes during the year giving us an active membership of 209. 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 14 were approved following review.



Governance *continued*

STRATEGY DAYS

As in previous years, two Strategy Days were held for Committee and senior staff to give them the opportunity to review the Association's organisational strategy. The following strategic objectives will continue to direct the Association's business priorities over the next few years through our Internal Management Plan:

1. To provide, by improvement, new build or purchase, high quality homes in response to housing needs in Argyll and Bute at rents and prices that can be afforded by those in housing need.
2. To provide a high quality and responsive Housing Management service delivered, in an equitable and efficient manner with a tenant consultation and participation strategy underpinning the service.
3. To maintain the Association's properties, and those of other joint owners, to as high a standard as possible in order to ensure the comfort, safety and well-being of current and future tenants and owners, while safeguarding public and private investment.
4. To provide effective financial control over the affairs of the Association, manage all its resources prudently, safeguarding future value of investments, minimising risk and maximum returns.
5. To have efficient and effective management systems which ensure that standards and performance are constantly monitored so that they remain relevant and the Association offers and obtains best value for money.
6. To recognise the contribution made by people to the organisation and adhere to best employment practices for anyone contracted to the Association.
7. To positively enhance the environmental, social and economic effects of our projects and activities on local communities and minimise any negative impacts through the adoption of the principles of sustainable development into the heart of our organisation.

EQUAL OPPORTUNITIES

During the last year Capita Symonds carried out an accessibility audit of all our offices and we are pleased to report that their recommendations have now been completed across the organisation and all our offices are now DDA compliant.

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.

Equal opportunities monitoring was carried out and reported in accordance with our policy.



Tenant Satisfaction

Maintenance

As part of our continued commitment to improving services all repairs requests incorporate a satisfaction slip which allows customers to comment on the quality of service received. The return rate was fractionally down on last year at 22%. However, of those residents who did take time to return the forms, we are delighted to report that 99% are satisfied with the service provided by the Maintenance Department.

Stage 3 Adaptations

During the course of the year, the Association carried out adaptations for 29 residents. 81% of those surveyed felt that the adaptation had increased their level of mobility and independence and 94% were satisfied with the quality of workmanship and conduct of the contractor.

Complaints

The association has a robust complaints procedure in place and during the course of the year 12 formal complaints were received by the Association, an increase of 1 on last year. Nine of the complaints received were upheld and 3 were rejected. We are pleased to report that no complaints were referred to the ombudsman.

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 our developments at Glenburn Court, Campbeltown and Raon Mor, Isle of Gigha. A summary of the results are detailed below:

	Glenburn Court	Raon Mor
Design	100%	100%
Specification	100%	88%
Environment	100%	65%
Rent	100%	100%
Office & Staff	93%	96%
Landlord	100%	100%







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