

Fyne news

Summer 2015

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

Changes for Contacting Fyne Homes

In This Issue:

- ◆ New Website
- ◆ Welfare Reform
- ◆ Staff Training Day
- ◆ AGM Notice
- ◆ "Fun Page"
- ◆ Phone Changes

Visit our NEW updated website
www.fynehomes.co.uk

From 1st August 2015 our main
phone number will change from
0845 607 7117 to 0345 607 7117



Tenants Reward Scheme



£20 MONTHLY WINNERS

March 2015	Mr J Slaven	Port Bannatyne
April 2015	Ms A Whitelaw	Rothsary
May 2015	Mrs J Campbell (Pictured)	Dunoon



You will know from our previous newsletters that we are looking at how we can reward those tenants and sharing owners who conduct their tenancies in a satisfactory manner. With this in mind, we would like to invite you to join our Tenant Reward Scheme.

To qualify, we would ask that for the previous three months at least, you:

- * Have not participated in any form of anti-social behaviour
- * Have kept your garden and any common areas around you, tidy and rubbish free
- * Have paid your rent on time and not broken any arrears arrangements
- * Have made any other payments you might be due to us e.g. rechargeable repairs
- * Have not breached the conditions of your tenancy agreement in any way
- * Have allowed us reasonable access to carry out repairs or other essential works such as gas safety checks
- * Have co-operated with us in making sure that you applied for any Housing Benefit you might be entitled to as soon as you could



Since the Tenant Reward Scheme started we have given a total of **£1,040 in cash prizes**, mainly through monthly Scheme draws; held **3 prize draws** and distributed **16 Christmas hampers**.

Of our 1,486 tenancies, 344 of you have joined our Tenant Reward Scheme.

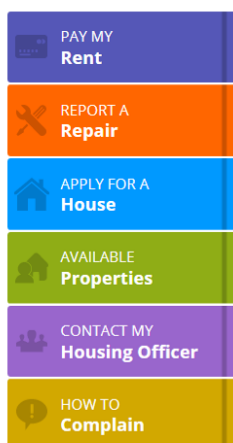
To join the Tenants Reward Scheme contact your local Fyne Homes office.

Our New Website—www.fynehomes.co.uk

We have been working on a new updated version of our website which we hope will be more user friendly and more informative to all the people who visit.

Below are a few of the changes we thought we would point out, but there is a lot more to explore if you wish to have a look around.

[Home](#) [Our Homes >](#) [About Us >](#) [Get Involved >](#) [Owners >](#) [Tenant Info >](#) [Downloads >](#) [Contact Us >](#) [FyneHEAT >](#)



- The first thing you might notice on our new Front Page is 6 large colourful buttons down the left side. Clicking on these will quickly take you to the functions we think are most important to our tenants.
- Near the top of each page you can find a blue strip with our main navigation menu, from this you can get to any page on our site.
- There are some more extracts of new or improved functionality in the pictures below.

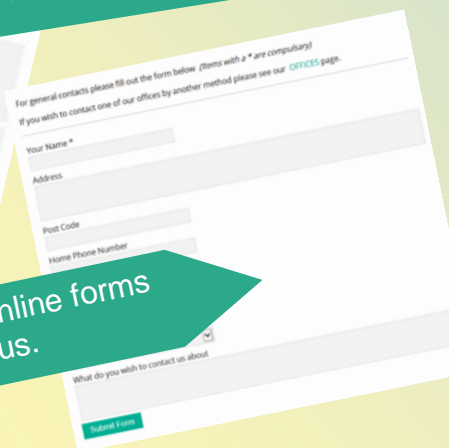
So go and explore the new site you might find some new information or a new function that will be useful to you.



Interactive map showing our areas and types of property



Noticeboard—with the latest news from Fyne Homes



Contact Form—there are various online forms you can use on the site to contact us.



Reporting Repairs

Repairs can be reported Mon - Fri 9.00am - 5.00pm in the following ways:

- By our Technical Services Direct Line Lo-Call number (8845 05 00) which will connect you directly to one of our dedicated repairs staff. They are able to correct most problems on the phone. In order that we can give you the best service possible, we will ask you to provide the details of the problem in order that we can give you the correct category to ensure that it is carried out correctly.
- In person at your local office. A member of staff will contact you to arrange a time to visit your home to explain your repair to them.
- By using the Record & Repair Tool (We would ask that you use this tool to report your problem to us at www.southcoast.net/home/record-repair).

0800 592 276 In the event of an emergency, call this number. Your call will be answered by the Hanover Fire Department. Firefighters will take the details of your repair and arrange the necessary emergency repairs only. Emergency repairs being repairs necessary to prevent danger to health, risk to safety or risk of serious loss or damage to the property are listed below.

SH HYDRO ELECTRIC - 0800 0929290
SH WATER - 0800 0778778

Report a Repair

Property Maintenance

Repair Response Times

Right to Compensation

Aids and Adaptions

Contents Insurance

Report a Repair Tool—One of several ways to let our Maintenance department know that you have a problem



FyneHEAT-A new section to promote fuel saving



and

	File	Size
Annual Report 2012-2013		2657 Kb
Annual Report 2011-2012		2126 Kb
Annual Report 2010-2011		2285 Kb
Annual Report 2009-2010		2798 Kb
Annual Report 2008-2009		2664 Kb
Annual Report 2007-2008		1796 Kb
		1695 Kb

Current Annual Report
Annual Report 2013-2014

Performance Report
2013 - 2014

Just For Fun

Spot The 10 differences (Answers on next page)





Tenant Participation

Getting involved and having your say...

Would you like to get involved in shaping housing policy? What about being part of the decision making process within Fyne Homes? Do you sometimes wonder why we do certain things, or perhaps you would just like to find out how you can raise issues and have your views heard?

There are several ways to become involved and to help shape housing policy and procedure both at a national and local level as well as help with local issues .

Registered Tenants Organisation (RTO) – Be part of our RTO liaising with the Regional Networks and the Scottish Government influencing housing policy and represent the RTO on Tenants Panels.

Better Services Team (BeST) - Be part of our tenant scrutiny team and help Fyne Homes to assess our performance against our key performance indicators, including the Scottish Social Housing Charter's outcomes.

Resident or Focus Groups – Meet with other residents and discuss issues and put forward ideas on improving the neighbourhood for example.

Consultation Register – Want to have your say but limited with time? Register to be consulted and we will contact you for your view on matters that may be of interest to you.



Management Committee Member – Be part of the team responsible for the conduct and control of the Association.

If you are interested in getting involved in any of these ways please contact us through your local office or email us on postmaster@fynehomes.co.uk or call 08456077117

Spot the difference ANSWERS -

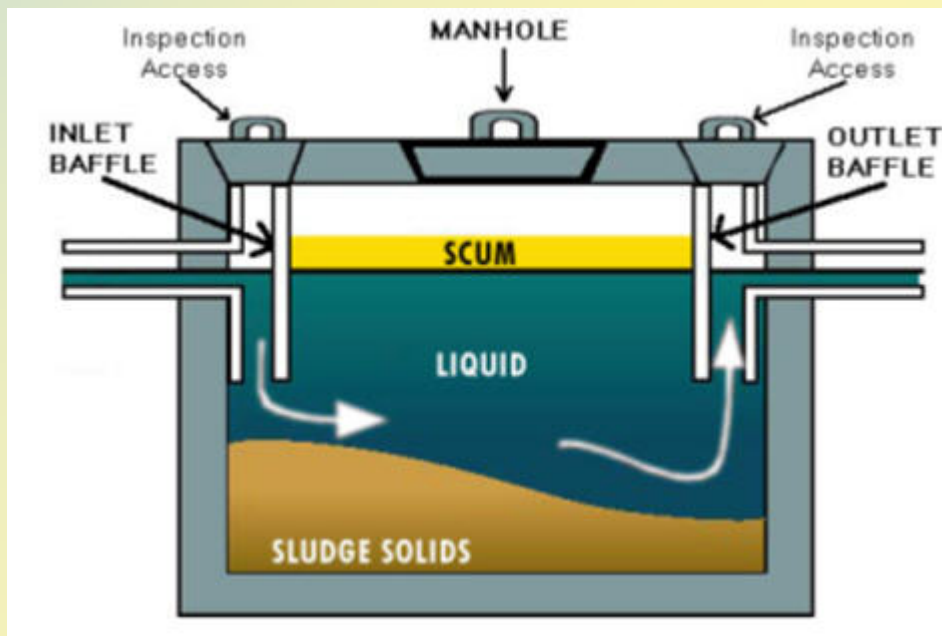
1: Old PowerStation chimney has disappeared. 2: Small Buoy to the right of the yacht has gone. 3: An extra boat has arrived in the bottom right corner. 4: The Cal-Mac Ferry has lost it's Caledonian MacBrayne lettering on the side. 5: The name of the ferry has changed from Argyll to Bute (Need good eyesight for that one). 6: The second tunnel on the Waverly has lost its white stripe. 7: An extra porthole under the Waverly name on the bow. 8: A missing window a little further back. 9: The flag is missing from the Waverly's second mast. 10 One of the lines just above the water on the Waverly has changed from Yellow to Red

SEPTIC TANKS AND BIO DISC SYSTEMS

DO'S AND DON'TS

Some of Fyne Homes domestic properties, in its more rural areas, have septic tanks or bio disc systems installed to deal with their domestic sewage and waste water.

These systems do not operate in the same manner as that installed for properties in the urban areas. The systems are basically a biological process and it is very important that tenants, in properties where this system is installed, adopt a procedure of what to do and what not to do to ensure the function of the system operates efficiently.



Do:

- ✓ Think about what you are putting down the sink, toilet or drain.
- ✓ Use cleaning products little and often rather than frequently.
- ✓ Use liquids, not powders, in washing machines and dishwashers as the liquid dissolves easier and quicker.

Don't:

- ✗ Dispose of sanitary towels, tampons, disposable nappies, baby wipes, cotton wool, cotton buds, incontinence pads, rubber products or other non-biodegradable products down the toilet.
- ✗ Dispose of waste fat, grease or other cooking oil – put it with your household rubbish in the bin.
- ✗ Use household bleach or strong chemicals.

CAUTION THIS TOILET IS ON A SEPTIC TANK

DO NOT DEPOSIT
FEMININE HYGIENE PRODUCTS,
WASTE PAPER OR ANY
NON-BIODEGRADABLE ITEMS

THANK YOU

It is important that you, your family and your visitors are made aware that your house is connected to a specialist sewage system and to refrain from disposing of things down the toilet, sink or drains that could harm the bacteria or block the pipes to the system.



Moving home – then remember to redirect your mail

Not only do you need to inform your relatives and friends you are moving to a new address you should also inform everyone whom you receive mail from on a regular basis e.g. gas and electricity suppliers and the Council Tax Department.

British Telecom should be notified if you have a telephone landline as well as the TV Licensing Authority and possibly SKY – if you have an individual satellite TV reception. If appropriate, insurance and pension companies and the Dept. of Work and Related Pensions should also be advised.

Residents moving to another property are strongly advised to obtain Redirection of Mail forms from their local Post Office. To ensure the safety of your mail being delivered please provide them with the correct address and postcode.

The Post Office will not deliver your mail to an alternative address other than the address on the item of correspondence unless you have instructed them to do so. Please note that any mail, delivered by Royal Mail or any other service provider, found in your property after you have vacated it will not be forwarded on to you at your new address. Fyne Homes will not be responsible for any mail found in your former property.

It is therefore extremely important you give the Post Office sufficient notice of your intended move to ensure your mail is delivered to your new address.



Notice to Members

Annual General Meeting

The Annual General Meeting (AGM) of Fyne Homes will be held on Wednesday 16th September 2015 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 31st August 2015. *(note our telephone prefix will change from 0845 to 0345 on 1st August 2015)*

Lochgilphead NEW Office

Our Lochgilphead office has moved from:
The Attic, Manse Brae, Lochgilphead.
And the new address will be:

**Smiddy House,
Smiddy Lane,
Lochgilphead
PA31 8TA**

Callers will currently be by appointment only, but this is being reviewed.

We hope there was no disruption to our tenants during this move, and expect that the new office will enable us to maintain our high levels of service to customers in this area.



Staff Training Day

The staff at Fyne Homes gathered together to share an informative and motivating awareness day at the Loch Fyne Hotel .

As there had been four new starts in the Association since the last time the staff had a general meeting this was a time for welcomes and an explanation of the Fyne Homes Group.

The day began with a guest speaker from ACAS launching an independently run “well being survey”. There then followed a review of the Fyne Homes Business structure and financial well being .

Next on the agenda was an insight into new developments and pioneering building methods that are key to the new housing to be delivered in the year ahead.

Ailsa Clark of Inspiralba took the staff through the new Corporate Plan and during an interactive session, reinforced to staff the role they each play in helping the Association meet its objectives.

The afternoon session was provided by “Tree of Knowledge “ and in his own unconventional style, Gavin Oattes succeeded in reinforcing the message of the key part that leadership and enthusiasm can play in making the difference when it comes to delivering quality service. This motivational session left the staff feeling uplifted and they were only too happy on one of the rare sunny days so far this summer, to pose for a rare photo opportunity.





The Glebe, Ardfern - Open Day

Fyne Homes staff and Committee were joined by local councillors, contractors, funders and members of the local community for the official opening of our latest development at 1-6 the Glebe, Craignish, Ardfern on 24th April 2015. The ribbon cutting ceremony was performed by one of the new tenants Mr Brian Sutherland and Councillor Robin Currie.



Mr Brian Sutherland and Councillor Robin Currie.

Mr Sutherland said *"We are delighted with our new home after years of waiting"*

The completion of the development is the first social housing in the area for over 50 years and is a combination of the efforts of the Design Team, some members of the local community and lengthy negotiations with the Church of Scotland who owned the site. Although there was much resistance along the way, we eventually succeeded in building 6 much needed affordable family homes for the area. All of the houses were allocated to members of the Ardfern and Craignish community in accordance with our Local Lettings Initiative.

Just under £1M was invested in the project from various funding sources and the works were carried out on time and within budget by MacLeod Construction Ltd of Lochgilphead





Bute Produce

It is estimated that around 264 tonnes of domestic food waste goes to landfill from Bute.

Domestic food waste contributes 1066.64 tonnes CO2e to the island's footprint. 89% embodied emissions,

created during production and transportation. 11% from food waste to landfill.

Meanwhile we have rising food bills and some folk in food poverty resorting to food banks. So what are we going to do about it? We have an exciting new Climate Challenge Fund project. And we would love you to get involved!

- Grow Your Own workshops - fancy learning how to grow your own crops in small spaces and containers? Watch out for news about our practical horticulture events!
- Community Growing Space at Bute Produce - we will be setting up raised beds to support households who would like to Grow Your Own but don't have space!
- Food Waste Collection Service - we are looking for 50 households to get involved in this pilot. This will help us understand better the type of food waste, develop the right service to take it out of general waste, and understand what issues will need to be overcome to get it right for Bute.
- Community Composting area for bio-degradable material. We will trial different methods of composting to establish the most effective and efficient way to turn waste into a valuable resource.
- Community Composting for Local Food Growing - an exciting learning event to close the loop.

If you Love Food and Hate Waste - this is the project for you. Get in touch. Get involved. Let's be the change we want to see.





Fyne Futures Ltd
Scottish Charity No. SC036392

ReStyle
Part of Fyne Futures Ltd



Car Bute

Car Bute the Island Community Car Club has taken ownership of its latest car. It is a Toyota Yaris (manual), and will be replacing the older Ford Fusion. The new car features the standout front end design; it is very zippy for a manual and contains a high-value infotainment system.

The ethos behind the car club is to help our members to create environmental benefit, reduce car ownership and save our members money while allowing access to the facility of a vehicle to members who might not otherwise be able to.

Car Bute has two Yaris vehicles, one being an automatic hybrid and the other manual. Membership of the community car club is £60 per annum, (£20 per temporary membership) together with a £50 refundable insurance deposit. Thereafter the hire costs are £3.50 per hour (1-9 hours) or £35 flat rate (24 hours inclusive) together with mileage of 21p per mile. An example might be:

1 hour hire	£3.50
6 miles	£1.26
Total	£4.76

Car Bute takes the worry of car ownership away, you only pay for what you use, no need to worry about road tax, insurance, servicing, MOT, fuel, depreciation, cleaning, washing to name a few!!

For more information contact Fyne Futures on 01700 503181 or email at admin@fynefutures.org.uk



Autism awareness session

Fyne Homes ran an awareness session for their own staff and other associated agencies who are involved in regularly meeting with members of the public. This was delivered by Heather Wright who has extensive experience of working in Occupational Therapy with members of the public who have autism and require specific adaptations to help them cope. The session was intended to encourage staff to consider difficulties in communication and interaction experienced by people on the Autistic spectrum.

The meeting had three basic objectives:

- ⇒ To increase knowledge of autism as a condition.
- ⇒ To begin to see the world through the eyes of those with autism.
- ⇒ To be able to apply knowledge and improve the quality of interactions with people with ASD (Autistic Spectrum Disorder)

Our thanks to Heather who delivered the training in an extremely innovative way which helped us to appreciate the practical difficulties in carrying out many activities which most of us take for granted.



Fyne Homes NEW Phone Numbers

From 1st August 2015

The prefix for both our Main Line and our Maintenance Line will change:

FROM—0845
TO—0345

So our new numbers will be:

General Contact	0345 607 7117
Maintenance / Repairs	0345 052 0039

We are changing to 03 numbers so that our customers can benefit from lower call charges.

The cost to call 0345 numbers is the same as calling a standard 01 or 02 number. If your tariff or call package offers free or inclusive calls to landlines, numbers starting with 03 will be included in the exact same way.



Fyne HEAT Energy Advice Surgeries

Dunoon – Argyll Hotel – Argyll Street – Wednesday 22 July 2015 11am – 4pm
Rothsay – Green Tree Cafe – The Moat, Stuart Street – Thursday 23 July 11am – 4pm

Campbeltown – Ardshiel Hotel – Kilkerran Road – Wednesday 29 July 11am – 4pm

Lochgilphead – Parish Church Hall – Manse Brae – Thursday 30 July 11am – 4pm

Come along for a cuppa, cake and some energy saving advice, If you want some advice but are not able to make it to one of our advice surgeries, please call 01700 501655 and speak to one of our advisors.

Impartial advice & assistance

- **Struggling to pay your energy bills?**
- **Do you want to get the best deal and switch supplier?**
- **Need help & advice on how to reduce your energy use and your bills?**
- **Confused by your electricity/gas bill?**
- **Not sure how to read your meter?**
- **Do you know how much it costs YOU to keep TV, laptop/PC, Xbox, on standby 24/7?**



FyneHEAT advisors have now completed their training and are waiting for your call!

Call Fyne HEAT 01700 501655

You are probably thinking summertime is not associated with energy saving actions. Most people think that energy efficiency is to do with keeping warm in winter and being able to afford the bills, which is true, but there are plenty of energy saving actions you can take summer & winter to be more efficient, For example, if you hang your washing outside instead of using the tumble dryer it could save you over £100 a year.

Tumble dryers are probably the most energy hungry of all domestic appliances. To dry a full load of washing will cost in the region of 50 pence, therefore the less you use it the more money you will save. The table below shows the annual running costs (Including standing charges) of a tumble dryer for different rates of usage.

5 times a week	4 times a week	3 times a week	2 times a week	1 time a week	Never
£ 156*	£ 125	£ 94	£ 62	£ 31	£ 0

There is over £100 difference a year in your electricity bill if you use your machine once per week as opposed to 5 times a week. You can save £ 26 per year just by using it once less per week. So air dry, either in doors or outside whenever you can!

If you do use your tumble dryer then you can minimise energy costs in the following ways:-

- Part dry your clothes in the tumble dryer, finish them off on a clothes horse or washing line.
- Clean the filter after every use.
- Dry loads in batches to make the most of the heat in the dryer, it may slightly reduce drying time.

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 2015 along with a summary for the year April 2014-2015.

Our Complaints Procedure is available from any of our offices and also from our website.

No complaints progressed to the Ombudsman stage during the period.

	No of Stage 1 Complaints		No of Stage 2 Complaints		Cumulative for period to 31..3.15			
					Stage 1		Stage 2	
Equality related issues	0		0		0		0	
Other issues	5		2		63		17	
Total Number of Complaints	5		2		63		17	
	No	%	No	%	No	%	No	%
Responded to in full	5	100	0	0	63	100	15	88
Upheld	4	80	0	0	54	85	6	35
Responded to within SPSO timescales	4	80	0	0	57	90	10	67

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 timescale 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.

MULL OF KINTYRE 10KM RACE

Claire, our Housing Officer in Campbeltown along with her brother, Alasdair, ran the MOK 10KM on 24th May to raise money for the Beatson Cancer Charity.

This charity is very close to Claire's heart through her grandparents and also her best friend.

Claire and her brother both achieved personal bests despite the windy conditions, Claire took 6.01 mins off last's years time with 53:27 and Al took 2 mins off his time with a 43:41.

All the blood, sweat and tears was well worth it with a total of £2000.00 being raised for the Beatson Cancer Charity.

Claire would like to thank everyone who sponsored them for such a worthy cause.



(Pictured is Claire, her best friend Rhona and wee brother Al, after the race.)



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

Until 1st August 2015



If you are calling from a **Landline 0845 607 7117**

(Calls cost 5p per minute plus your phone company's access charge.)

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)



After 1st August 2015 our number will be:

0345 607 7117

Which will be charged as a local call from a landline or a standard national call from a mobile.

Contact Information

Tel: 08(3)45 607 7117 • E-mail: postmaster@fynehomes.co.uk • Web: www.fynehomes.org.uk

Rothsay—Head Office

Fyne Homes Ltd
81 Victoria Street
Rothsay
Isle of Bute
PA20 0AP
Fax: 01700 505267

Dunoon

Unit 16J Sandbank
Industrial Estate
Sandbank
Dunoon
PA23 8PB

Campbeltown

42 Ralston Road
Campbeltown
Argyll
PA28 6LE

Lochgilphead

Smiddy House
Smiddy Lane
Lochgilphead
Argyll
PA31 8TA

This Newsletter and other documentation can be made available in other formats i.e. large print. We also subscribe to language line and induction loops are available within Fyne Homes offices.



Fyne Homes Limited. Registered Office: 81 Victoria Street, Rothsay, Isle of Bute, PA20 0AP
Registered Social Landlord (REG. No. 321) ; Registered Scottish Charity No. SC 009152 ;
Property Factor Registered Number PF000155

Registered society under the Co-operative and Community Benefit Societies Act 2014 (REG. No. 1454 R[S])
Incorporating: William Woodhouse Strain Housing Association and Bute Housing Association

This newsletter has been
produced using re-cycled paper