

Fyne news

Winter 2015

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

FYNE HOMES WINS AWARD



Christmas & New Year Opening Hours

The Association's offices will close at 1 p.m. on
Thursday 24th December
and re-open for business on Wednesday 6th
January 2016.

Tenants Reward Scheme

£20
Winners

September Winner	Mrs J Weir	Rothsay
October Winner	Mr I Stark & Mrs A Boulton	Dunoon
November Winner	Mrs J Sneddon	Port Bannatyne

ANNUAL CHRISTMAS HAMPER COMPETITION



Like last year, the Christmas hamper prize draw will only be open to eligible TRS members.

Four lucky winners will each receive a lovely Christmas hamper. One winner will be drawn from each of our operational areas in Bute, Cowal, Mid Argyll and Kintyre.

If you haven't yet joined and are eligible, please contact your local office or visit our website. Make sure you are a TRS member to be in our monthly prize draw for £20 and to be in with a future chance for a Christmas Hamper.

Social networking sites such as Facebook and Twitter are very popular with young people.

These types of site allow young people to be creative online and keep in touch with their friends and share photos and videos. However, for parents it can be a daunting experience and there is a whole other world to social networking.

Childnet has produced 5 key SMART rules which remind young people to be SMART online.

By going through these tips with your children it will remind them to use the internet correctly and safely.

S SAFE - Keep safe by being careful not to give out personal information when you're chatting online. Personal information includes your emails address, phone number and password.

M MEETING - Meeting someone you have only been in touch with online can be dangerous. Only do so with a responsible adults' permission and even then only when they can be present.

A ACCEPTING - Accepting emails, Instant Messenger (IM) messages or opening files, pictures or text from people you don't know or trust can lead to problems- they may contain viruses or nasty messages.

R RELIABLE - Information you find on the internet may not be true, or someone online may be lying about who they are.

T TELL - Tell your parent, carer, or a trusted adult if someone or something makes you feel uncomfortable or worried, or if you or someone you know is being bullied online.

Christmas Fun

1. What is the chemical formula of snow?
2. US President Franklin Pierce introduced what to White House Christmas tradition in 1856?

Who is Santa's favorite singer?
Elf-is Presley!

3. Which charity in 1949 was the first to produce a Christmas card?

4. Brandy is made from distilling what?

5. What was Girls Aloud's 2002 UK Christmas number one single?

What athlete is warmest in winter?
A long jumper!

6. Which famous comedy double-act partner made the first ever UK mobile phone call, New Year's Day, 1985?

7. White Christmas, a cake made of coconut, crisped rice and dried popular in which country?

8. Who is the narrator in the 2000 film The Grinch Who Stole Christmas?

9. Pine needles are said to be a good source of which vitamin?

10. What drink invented by Francis Showering has a fawn mascot?

11. What is the birth sign of people born on 25 December?

12. 'Full of Eastern Promise' is an advertising slogan of what exotically positioned chocolate product?

13. Which poem written by Clement Moore was originally titled A Visit from Saint Nicholas?

14. Which two states in the US have towns called Christmas?

15. Which author and creator of Jekyll and Hyde, gave his birthday by formal deed to Anne Ide because she disliked her own birthday of December

25th?

16. What animal is the Scandinavian Christmas Julbock symbol?

17. Christmas Crackers was the first Christmas edition of which popular UK comedy series?

18. Which hugely popular actor was born on Christmas day 1899?

19. What British spacecraft was lost on Mars at Christmas 2003?

20. What was Queen's 1984 Christmas single called?

What song do you sing at a snowman's birthday party?
Freeze a jolly good fellow!

What do you get if Santa goes down the chimney when a fire is lit?
Krisp Kringle!

Merry Christmas



1. H₂O
2. Christmas tree
3. UNICEF
4. Wine
5. Sound of the Underground
6. Ernie Wise
7. Australia
8. Anthony Hopkins
9. C
10. Babycham
11. Capricorn
12. Fry's Turkish Delight
13. The Night Before Christmas
14. Arizona and Florida
15. Robert Louis Stevenson
16. Goat
17. Only Fools and Horses
18. Humphrey Bogart
19. Beagle 2
20. Thank God it's Christmas

Emergency Planning for Carers

- Are you a carer?
- Do you look after a family member, friend or neighbour?
- Have you thought about who will pick up the pieces when you can't be there?



We all think we will always be there but what if you were ill, had to go to your doctor or hospital, had a family crisis to deal with or you were even just running late? What would you do?

That's where an emergency plan could help.

Picking up the Pieces



Picking up the Pieces is an ENABLE Scotland project for carers. Picking up the Pieces is funded by the Scottish Government to help carers access emergency and future planning.

An emergency plan details the practical arrangements for interim care when a carer is unexpectedly unavailable. It helps carers to look at what help their friends, family and neighbours could offer in an emergency. It could prevent an emergency situation becoming a crisis.

ENABLE Scotland's rural project worker, Kelly Munro, works across Argyll and Bute. Kelly works with carers to put together an emergency plan and she can also help carers and the individuals they care for to think about planning for the future. Kelly can meet you at a time and place which suits you best. The Picking up the Pieces team will soon be launching a toolkit which will help carers to work through emergency planning at their own pace.

If you would like to speak to Kelly about emergency planning, she can be contacted via:

Mobile 07946 149178 or email Kelly.munro@enable.org.uk



Going Away Over the Holiday Period

If you intend to leave your home unoccupied for any length of time during the Christmas holiday period, please let the Association know where a key can be obtained in the case of an emergency, when access to your property would be required. To allow us to pass this information onto our emergency call out service, if possible, we would be grateful if you could give us these details by Monday 21st December, 2015.



Tenant Participation Award for Fyne Homes

Fyne Homes Housing Association was the winner of an 'Involving All' award at the Tenant Participation Advisory Service (TPAS) event on 6th November. The event held in St Andrews was attended by over 300 representatives of the Scottish social housing sector and celebrated Tenant Involvement and achievement across the country. Areasha Whitelaw, Housing Admin Officer who has recently taken a lead role on Tenant Participation for Fyne Homes attended the awards ceremony to receive the award from Scottish weather personality Sean Batty, on behalf of Fyne Homes.

Teresa Shields, Head of Housing Services said:

"I am delighted to say Fyne Homes won the TPAS 'Involving All' Award for our fun days and hot wheels events. The events involved tenants with young families aged 0-8 years and were held in collaboration with our NHS partners.

This is great recognition in the industry for Fyne Homes and our Tenants, and in particular for Areasha Whitelaw who led on this for us and put a great deal of work and passion into the organisation and promotion of the events.

Thanks also to our NHS Nursery Nurse Tracy Rooney who was our resident child care expert for the events, helping link fun activities to child developmental milestones".



Areasha Whitelaw collecting our TPAS Award

Burst & Frozen Pipes;

To help prevent burst and frozen pipes you should keep your home as warm as possible. Always remember to turn off the water supply and drain down the hot water cylinder if you are leaving your home for any length of time.

If you do get a burst pipe

- ✦ Turn off the water
- ✦ Turn on all taps as quickly as possible
- ✦ Identify where the burst pipe is and telephone the Association's emergency number



Dog fouling has noticeably increased on the pavements in the town centre, the public park and walkways etc.

In partnership with ACHA, Argyll and Bute Council and Police Scotland, Fyne Homes is actively encouraging residents to report anyone who does not clean up after their dog. Reports can be made anonymously by contacting the local authority on 01546 605514 or by accessing Argyll & Bute Council's website and completing the Dog Fouling Form. Complainants should note what has happened as soon as possible, name the person in charge of the dog, if known, and a clear description of the dog, date and time of offence. Police Scotland and Enforcement Officers have the authority to issue fixed penalty notices if a person in charge of a dog has allowed their dog to foul within the common area. Dog owners are therefore reminded to refrain from allowing their dog to foul common areas – **you are being watched.**

Looking for an excuse not to eat Brussel Sprouts this Christmas?

Here it is

Don't like Brussels sprouts? Don't eat them – and here's the ethical excuse.

Part of the Brassica family, Brussels sprouts as the name suggests are thought to have come to the UK from their native Belgium in the sixteenth century.

Unfortunately, the sprout is high in what nutritionists call 'fermentable substrates' much loved by methane generating bacteria and leading to flatulence, or flatulence. Not only is this anti-social, but methane as a greenhouse gas is 25 times more powerful than carbon dioxide!



To celebrate 35 years of service, TPAS (Tenant Participation Advisory Service) have been running a landscape photograph of Scotland competition. Areasha Whitelaw, Housing Admin Officer submitted the photograph below of Rothesay and the photograph received the runner up award for September. We really do live in on a beautiful Island!



Carbon Monoxide – 'The Silent Killer'

Although the Association take great care in ensuring that all gas appliances in tenants homes are regularly maintained and safety checked, as well as fitting carbon monoxide detectors, everyone using gas appliances should be aware of the symptoms and effects of carbon monoxide poisoning.

When gas does not burn properly, as with other fuels such as coal, wood or oil, excess carbon monoxide (CO) is produced.

You can't see it, taste it or smell it, but CO can make you really ill, or can even kill.

You are particularly at risk when you are asleep because you cannot recognise the early symptoms of CO poisoning. These include tiredness, drowsiness, headaches, giddiness, nausea, vomiting, breathlessness, stomach pains, erratic behaviour and visual problems. If you or your family experience the above symptoms and you believe CO may be involved you must seek urgent medical advice.

Factors which can effect the safe operation of even a regularly maintained gas appliances are:-

- Appliance not working properly
- Not enough fresh air in the room
- Blocked chimney or flue

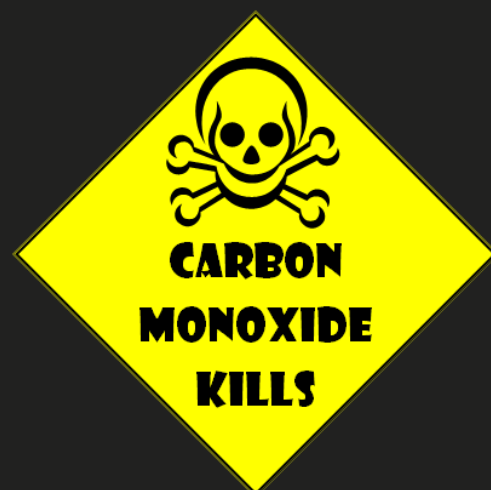
Signs to look out for include

- Yellow or brown staining around, or on appliances
- Pilot lights frequently going out
- Increased condensation inside windows
- Yellow rather than blue flame

If you think your appliance is spilling CO

- Switch off the appliance and contact the Association
- Open all doors and windows to ventilate the room – do not sleep in it

It is also important that you test your CO detector, following the manufacturers instructions, on a regular basis and advise the Association immediately if it is found to be faulty. The Association will also check it, along with your smoke alarm, during your annual gas servicing and safety check visit





Fyne Homes

January 2016

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February 2016

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29						

May 2016

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June 2016

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September 2016

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October 2016

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24	25	26	27	28	29	30
31						



Contacting

Housing and General Enquiries
Repairs and Maintenance
Fax Number
E-Mail
Website

EMERGENCY Repairs

0800

Calendar 2016

 Office Closed

March 2016

MON	TUE	WED	THU	FRI	SAT	SUN
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April 2016

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July 2016

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August 2016

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November 2016

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December 2016

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Fyne Homes

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postmaster@fynehomes.co.uk

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When our Office is Closed

592276



FyneHEAT

FYNE HOMES ENERGY ACTION FOR TENANTS

Keep warm,
keep well this winter
Keep your home warm

If you have reduced mobility, are 65 or over, or have a health condition, you should heat your home to at least 18C. During the day you may prefer your living room to be slightly warmer. Make sure you wear enough clothes to stay warm.

If you're under 65 and healthy and active, you can safely have your house cooler than 18C. If you can't afford to heat all the rooms, heat the main living room throughout the day and the bedrooms before you go to bed.

If you use a thermostat you can set the temperature to about 18-21 degrees in your living room and at least 16 degrees in the rest of the house. This will make sure you don't waste money but also mean you and your family won't get too cold and risk ill health.

Eat well in winter

Food is a vital source of energy, which helps keep your body warm. Try to make sure that you have hot meals and drinks regularly throughout the day and keep active in the home if you can.

Warm your tummies. Soups, stews and casseroles are brilliant meals for when it is cold. They are not only healthy but will warm you up too. Eating well will help you fight off winter bugs and needn't cost the earth.



Make the most of other warm places



Turn your heating down and head out and about. Make the most of the heat in the library, local museum, swimming pool, cafe or shops (or a nice friend's house!).

Stay active

We all know that exercise is good for your overall health - and it can keep you warm in winter. If you can stay active, even moderate exercise can bring health benefits. If possible, try not to sit still for more than an hour or so. Remember to speak to your GP before starting any exercise plan.

Jump around. Exercise not only warms you up but will keep the whole family fit and healthy and help you fight off any winter bugs too. Turn the heating down and then head out on a brisk walk or a bike ride. Or get moving inside too, pop on some good music and get the kids up and dancing. Keep busy with a quick burst of activity - even doing the housework keeps you warm!





Wear warm clothes

Wrap up warm, inside and out. Wear lots of thin layers - clothes made from cotton, wool or fleecy fibres are particularly good and help to maintain body heat. Wear shoes with a good grip to prevent slips and falls when walking outside. If possible, stay inside during a cold period if you have heart or respiratory problems.

Grab a hottie. A hot water bottle is a cheap and effective way of keeping warm. You can pop one in beds before everyone tucks up for the night, curl up with them on the sofa or even use them to warm up clothes.

Help your neighbours in winter

Check on older neighbours or relatives to make sure they're safe and well. Make sure they're warm enough, especially at night, and have stocks of food and medicines so they don't need to go out during very cold weather.



Cold weather benefits



You may also be able to claim financial and practical help with heating your home. Grants available include the Winter Fuel Payment and Cold Weather Payment.

Get the best deal on energy

Make sure you are getting the best deal on your energy bills. Switching to a different company can shave pounds off your monthly bills. It is really worth shopping around and checking comparison websites to see how much you can reduce your bills this winter. Read your meters often to make keep track of the energy you are using and make sure you are not paying too much.

FyneHEAT have advisors in your area, if you would like a home visit to help reduce your energy use and your bills, to help you get a better deal or switch suppliers, or for a free energy monitor please contact FyneHEAT on 0345 607 7117.

FyneHEAT
FYNE HOMES ENERGY ACTION FOR TENANTS

Growing Skills and Confidence - Community

Horticulture – Fyne Homes continues to support Community Horticulture activities. People and Communities funding has assisted community gardens in Campbeltown, Rothesay and Bridgend have provided employment training and volunteer opportunities for people facing a range of barriers, including; young unemployed, people with health issues, including mental health and learning difficulties, offenders, carers and young parents.

Employment training placements have been supported for 12 people who have been able to gain valuable work experience and training, with 2 young people progressing to further education or employment to date. A range of events have been delivered, including Strawberry Tea afternoon, Volunteer Days, Open Days, Grow Your Own Workshops as well as outreach at various events including Farmers Market, Agricultural Shows, Music Festival, etc.



Active Kintyre Older People's Hub

- The Active Kintyre Older People's Hub project has assisted 2 local organisations to provide social meeting spaces for older people (over 60's) in South Kintyre as well as a range of activities to engage with older people. People and Communities funding has assisted in providing accessible community space in which activities can be delivered. Support with transport is provided, to assist older people with mobility barriers to participate.

Shopperraide and the Monday Senior Citizens Group have organised activities including; bingo, memory books, crafts, pampering and general discussions. In addition a number of sessions have been supported with input from Kintyre Fit Communities, Physio, NHS Advocacy, Police Services regarding safety, Welfare / Benefits advice Health and Wellbeing activities such as Tai Chi for Arthritis.

Inspiring Enterprise

Fyne Homes has secured People and Communities funding to promote and support social enterprise as an employment option for unemployed people. 10 previously unemployed people have taken up employment training placements with existing social enterprises, including Calums Cabin, South Kintyre Development Trust, Shopperaide and Fyne Futures. Employed trainees have gained work experience and training.

The Vital Spark

Fyne Homes and People and Communities have been able to support The Vital Spark Programme launched in May, which aims to stimulate and support social

entrepreneurs in Argyll and the Islands. The project is led by Firstport in partnership with local social enterprise Inspiralba.

Outreach and engagement activities have been delivered with the wider community to promote the Vital Spark as an opportunity for new social enterprises to be developed to address issues and aspirations in local communities in a bid to boost the local economy and create jobs in Dunoon, Rothesay and Campbeltown. 15 people have been recruited to the Vital Spark programme

who will have access to business space, business development support and training to develop their ideas.

November!

Six members of Fyne Homes staff took up the Movember challenge this year. The aim is to raise money for men's health charities by growing a moustache during the month of November.

To date the boys have raised in excess of £100. Well done to all.





On Friday 23rd of October, Fyne Homes took part in **PINK DAY** for the 10th year running. On Pink Day for a payment of £2 or more staff are 'ALLOWED' to wear **PINK** and raise much need funds for Breast Cancer Research.

This year we raised

the fantastic sum of £152.00 and if you include the Gift Aid amount, that makes a total of £190!

Over the years the amount raised for **PINK DAY** is now around **£1,100.00.**

Everyone knows someone who has had Breast Cancer, so all the staff are pleased to be involved with the charity.

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 July – September 2015 along with a summary from April – September 2015.

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

No complaints progressed to the Ombudsman stage during the period.

	No of Stage 1 Complaints		No of Stage 2 Complaints		Cumulative for period to 30.9.15			
					Stage 1		Stage 2	
Equality related issues	0		0		0		0	
Other issues	3		1		6		4	
Total Number of Complaints	3		1		6		4	
	No	%	No	%	No	%	No	%
Responded to in full	3	100	1	100	6	100	4	100
Upheld	1	33	0	0	4	67	3	75
Responded to within SPSO timescales	3	100	1	100	6	100	4	100

Definitions

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

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

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

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.



Contact Information

Emergency Repairs



We hope that you will not have any problems with your home while our offices are closed over the festive season. However should any problems arise please remember that assistance in a genuine emergency can always be obtained by calling.....

0800 592 276

Your call will be answered by the Hanover Telecare call centre, where one of their trained repair operators will take the details of your repair and arrange the necessary assistance.

Please note that this service is for “emergency” repairs only. Emergency repairs being repairs necessary to prevent serious damage to the building, danger to health, risk of safety or risk of serious loss or damage to the occupiers of the property.

Telephoning Fyne Homes

For General Enquiries 0345 607 7117

For Repairs/Maintenance 0345 052 0039

Calls will be at standard call rates from landlines or mobiles.

Fax: 01700 505267 • E-mail: postmaster@fynehomes.co.uk • Web: www.fynehomes.org.uk

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



This newsletter
has been
produced using
re-cycled paper

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