



Spring 2016

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

## In This Issue:

**New Staff**

**Coffee Morning**

**Refuse Collection**

**Compensation for Improvements**

**Fyne Futures**





# WINNERS

## Tenants Reward Scheme

December 2015	Mr & Mrs C Daniels	Campbeltown
January 2016	Mr & Mrs Krausz	Rothsay
February 2016	Mrs S Galloway	Rothsay

**£20  
Monthly  
Draw**

## Christmas Hamper

Mrs Clegg	Isle Of Bute
Miss McGregor & Mr Whyte	Dunoon
Mr & Mrs Hill	Inveraray
Mr & Mrs Angus	Isle of Gigha

## New Member of Staff

We would like to welcome Paul McIntyre to the main Rothsay office where he will be working in the Technical Services department.

Dripping tap or roof blown off, he's now one of the team to help sort your problem and to ensure our properties are kept in tip-top condition.

*"I am looking forward to joining a well-established team, and look forward to assisting tenants with their queries."* - Paul McIntyre





**Fyne Homes Coffee Morning**  
**Friday 22nd April 2016**  
**At**  
**Rothesay Moat Centre**  
**11am until 12.30pm**



**Come along and  
enjoy tea/coffee  
and cake with  
Fyne Homes  
staff.**

**Welfare Rights and  
Energy Advisors  
will be on hand to  
help with any  
queries or  
questions you  
have or just  
to have a  
friendly  
chat.**





# Participate in your Landlords Decision Making



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 a 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 with 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](mailto:postmaster@fynehomes.co.uk) or call 03456077117*





## Abolition of Right to Buy – Guide for tenants

The Right to Buy will end for all tenants of social housing in Scotland on 1<sup>st</sup> August, 2016. Any application made after 31<sup>st</sup> July, 2016 will not be considered but any application submitted prior to that date will be processed as normal. A tenant who purchases a property at a discount will require to repay some or all of that discount in any subsequent sale or disposal of the property within 3 years. The Scottish Government has published a Guide for Scottish Secure Tenants on what the above means and gives general information about their options during the notice period before the Right to Buy ends. A copy of this Guide is available from your local area housing office and also available on-line on the undernoted link:

<http://www.scotland.gov.uk/Publications/2014/11/8564>

Initial enquiries regarding the Right to Buy should be directed to your local housing officer.

## Refuse Collection

Did you know that if your bins are overflowing or you have excess rubbish that they may not be lifted? Here are some useful points to remember:-

- **DO** make sure your bin is available from 8am (or 7am) on your collection day.
- **DO** make sure the lid is fully closed with the handle facing towards the kerb.
- **DO** make sure your bin is returned to your property after rubbish collection
- **DO** maintain access to your street on collection day. If access to your bin is impossible, it will not be collected
- **DO** use the chargeable **special uplift service** for items not suitable for your wheelie bin and contact **01546 605514** for advice.
- **DON'T** leave your bin permanently on the footpath
- **DON'T** pack it too tightly.
- **DON'T** leave excess waste beside it. Waste presented for collection should be contained only in the wheeled bin with the lid fully closed. **EXCESS WASTE WILL NOT BE UPLIFTED.**

Did you know that the council can also provide an **assisted bin collection service** if you are not able to put your wheelie bin out for collection yourself? To apply, please call 01546 605514 or email [enquiries@argyll-bute.gov.uk](mailto:enquiries@argyll-bute.gov.uk).







**Scottish Housing  
Regulator**

## **Help us to improve social landlord services**

The Scottish Housing Regulator's role is to protect the interests of tenants, homeless people and others who use the housing services of councils, housing associations, co-ops and other social landlords.

### **National Panel: what it's for & why it's important**

The National Panel is an important way for us to hear about your priorities and the services you receive. We will use your feedback to help make sure we're focusing on the important things.

### **Who can join**

You can join if you are a tenant of a social landlord, are homeless, a home owner receiving factoring/common repairs services from a social landlord, or a Gypsy/ Traveller who uses a council/housing association site.

### **What's involved**

As a Panel member we will send occasional surveys asking for your views - no more than 2 or 3 a year. Surveys are quick and easy to complete. We also give you the chance to give feedback in other ways such as discussion groups or over the phone.

### **To join or for more info...**

**Call Craigforth  
(who manage the  
Panel) on  
freephone  
0800 027 2245**

**Online at:  
[bit.ly/nat-panel](http://bit.ly/nat-panel)**

**Scan with your  
smartphone:**







## Right to Compensation for Improvements

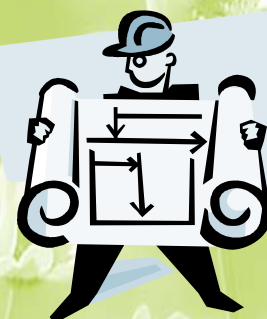
Under the Scottish Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants may be able to receive compensation from their landlord for improvements which they have made to their home on or after 30 September 2002. For you to qualify for this compensation:

**your landlord must have approved the improvement, and your tenancy must have ended**

You can apply for compensation when you know your tenancy is coming to an end. You can also apply if your tenancy comes to an end because your house or flat is being transferred to a new landlord.

If you were a secure tenant and carried out improvements to your home before 30 September 2002, you will continue to have rights to compensation under the old scheme.

If you require further information on this scheme, contact your local Fyne Homes office



## Allowing your pet to harass farm stock is a definite No No.

Believe it or not springtime will soon be with us meaning it is generally a pretty hectic time for farmers and shepherds focusing on the lambing season.

Dog owners, or if you are in charge of a dog, are reminded that if you allow your dog to run free on agricultural land and it starts to worry livestock – chase cattle, sheep or lambs the farmer has the right to have it destroyed and whoever is in charge of the dog may even be prosecuted and fined. Please take responsibility for your dog and ensure it is kept on a lead at all times.

Allowing dogs to foul on private or public areas such as common closes, drying greens, road verges and beaches carries a fixed penalty fine. It is the responsibility of the dog owner or the person in charge of the dog to clear up its faeces and ensure it is disposed of in a suitable receptacle. Pretending to be unaware that the dog has fouled or not having anything suitable to remove the faeces is not an excuse.

Poop scoops and dog poo bags are widely available for sale in shops and supermarkets so when buying your dog food remember to buy some poo bags.







Our Bute 360 Food Chain project, funded by Climate Challenge Fund, has come to a conclusion. It has been a fantastic year of learning. Over 20 tonnes of bio-degradable



waste has been diverted from landfill as we learned the science of composting. Amazingly 9.7 tonnes of green waste converted to compost from Fyne Homes maintenance team who do a wonderful job keeping our neighbourhoods looking so good.

Over 40 workshop participants, 13 volunteers and 13 work-based trainees have had opportunity to learn a variety of skills: Grow Your Own, Seed Saving, Certificate in Practical Horticulture, and Master Composting as well as day to day horticultural skills and knowledge.



Can you believe it? Car Bute will have its 5<sup>th</sup> anniversary this year! How time flies when you are having fun and the members of our community car club seem to do just that! Many a trip 'up the

watter' has been made and lots of miles off the north end of the island where public transport is limited. The car club has also enabled a lot of visitors to explore Bute, and create lovely memories across our beautiful island.







Zero Waste Bute is entering its 2<sup>nd</sup> year. This year

we hope you will support the project by reducing your waste, passing on to others, reusing and recycling. Our recycling teams will collect paper/cardboard in blue bins, all plastics, tins and cans in green weave bag and textiles in green plastic bag. Don't have the kit? Just give us a bell on 01700 503181 and we will arrange to get it to you free of charge.

**ReStyle**  
Part of Fyne Futures Ltd

Great news! Our furniture and white goods reuse has been re-accredited by Revolve. Revolve is a re-use quality standard for shops who sell second hand goods in Scotland. Our ReStyle shop in Montague Street is well worth a browse next time you are planning a

makeover.

We work hard to ensure that helping the environment also benefits our local community through job creation, volunteering and work-based training opportunities. From manual handling to customer service there is lots to learn in the business of treating waste as a resource. Over the last 12 months ReStyle and Recycling has supported 5 full time employees, 8 work-based trainees and 6 volunteers to deliver great service.





# PROPERTY UPGRADES



We have recently completed a major works programme at Bridge Park in Rothesay which involved new kitchens being installed, a full rewire of each property and old electric storage heaters being replaced by gas central heating. The tenants are delighted with the results.

## Help & Advice

**Local Offices**

81 Victoria Street  
Rothesay  
PA20 0AP  
Phone: 0345 607 7117  
Fax: 01700 505267

Unit 16J, Highland Avenue  
Sandbank Business Park  
Dunoon  
Argyll  
PA23 8PB  
Phone: 0345 607 7117  
Fax: 01369 703044

42 Ralston Road  
Campbeltown  
PA28 6LE  
Phone: 0345 607 7117  
Fax: 01586 552680

Smiddy House  
Smithy Lane  
Lochgilphead  
Argyll  
PA31 8TA  
Phone: 0345 607 7117  
Fax: 01546 606519

**Fyne HOMES LTD**  
Scottish Charity No. SC091172

**CONTACT DETAILS**

Fyne Homes Limited  
81 Victoria Street  
Rothesay  
Isle of Bute  
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Telephone: 0345 607 7117  
Fax: 01700 505267  
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www.fynehomes.org.uk

Fyne Homes Limited, Registered Office:  
81 Victoria Street, Rothesay, Isle of Bute,  
PA20 0AP  
Registered Social Landlord (REG. No. 321)  
Registered Scottish Charity no. 009152  
Industrial and Provident Societies Act  
(REG. No. 1454 R[0])

Incorporating: William Woodhouse Strain  
Housing Association and Bute Housing  
Association  
V2 03.16

**WAYS TO PAY YOUR RENT**

**FAQs**

*Building Sustainable Communities*

**POST OFFICE**

Payment can be made at any Post Office using your Personal Payment Card. Post Offices will accept cash and cheque payments.

**PP PayPoint**

You can also use your Personal Payment Card at many outlets throughout the country where you see the PayPoint sign.

**STANDING ORDER**

Please contact your bank to arrange payments by standing order

**allpay**

**DIRECT DEBIT**

Direct debits allow our Customers, with bank or building society accounts, to pay bills easily and conveniently without the trouble of having to process cheques or cash on a weekly or monthly basis. For further information please contact your local office.

**TELEPHONE PAYMENTS**  
0844 5578 321

Allpay.net has an automated telephone payment system which uses Interactive Voice Response (IVR) technology to enable tenants to make rent payments from a landline or mobile telephone 24 hours a day, 365 days a year. All that is required to make a payment is your personal payment card along with your debit card.

**allpayments.net**

You can also pay your rent via the internet. All you will need is your payment card. Then log onto <https://www.allpayments.net> and follow the instructions given.

**THE ALLPAY APP**

The allpay app is a brand new mobile app available to download FREE from the Apple App Store or Google Play Store. Once logged into your account you can create a 4 digit pin number for quicker access.

**CALLPAY**

You can now pay your rent via Callpay by contacting your local Fyne Homes office.

**PLEASE NOTE WE DO NOT ACCEPT CREDIT CARDS**

Please call 0345 607 7117 for further information and to make payments.

The leaflet above on "Ways to Pay Your Rent" is one of the many we have available offering information and advice to our tenants. They are freely available from our Reception in Rothesay, or by mail or e-mail on request.

If you have any problems with your rent or any other aspect of your tenancy and you would like to talk to someone in person then please contact us via any of the methods listed on the back page of this publication and we will do our best to help you.



## 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. 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](mailto:postmaster@fynehomes.co.uk) • **Web:** [www.fynehomes.org.uk](http://www.fynehomes.org.uk)

### Rothsay—Head Office

Fyne Homes Ltd  
81 Victoria Street  
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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.*



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