

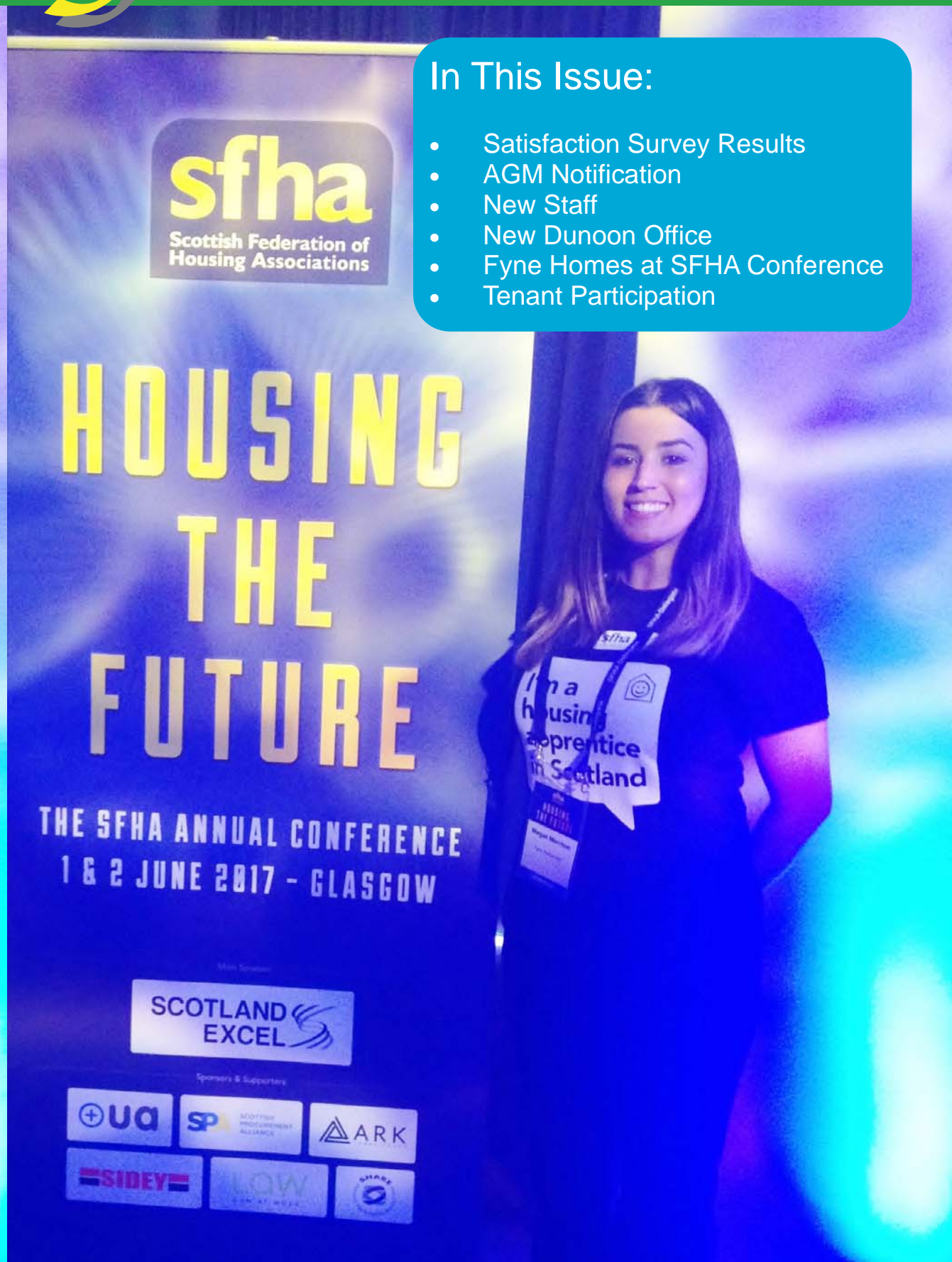
Fyne news

Summer 2017

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

In This Issue:

- Satisfaction Survey Results
- AGM Notification
- New Staff
- New Dunoon Office
- Fyne Homes at SFHA Conference
- Tenant Participation





WINNERS

Tenants Reward Scheme

March 2017	Miss A MacKinnon	Lochgilphead
April 2017	Mr & Mrs Pickett	Dunoon
May 2017	Mr D McFie	Rothsay

**£20
Monthly
Draw**

Leavers, Starters & Movers



Anne-Marie

Anne-Marie Prentice, our Human Resources Manager has left to enjoy her well earned retirement. Our new HR Manager is Lyn Haemmerle. We also have a new starter in our Dunoon office, Jacqui Mathieson. Kora Nicholson joined the Maintenance team after Craig Baxter moved to the Housing department to take over as Tenant Participation Officer.



Lyn



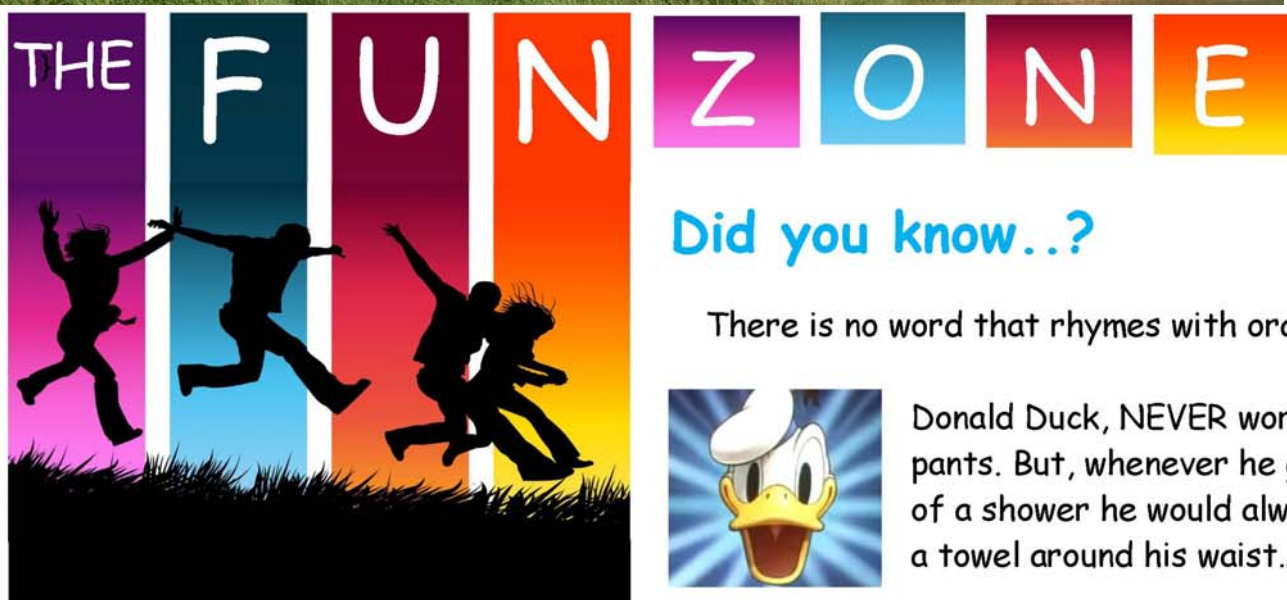
Jacqui



Craig



Kora



Did you know..?

There is no word that rhymes with orange.



Donald Duck, NEVER wore pants. But, whenever he got out of a shower he would always put a towel around his waist.....

RHYMES WITH SCHOOL WORD SEARCH

Find and circle all of the words from the word list below.



COOL
CRUEL
DROOL
DUAL
DUEL

FOOL
GHOUL
GRUEL
JEWEL
MULE

POOL
RULE
SPOOL
STOOL
TOOL

WHO'LL
YOU'LL
YULE

Z O A C L O L J G T T V J E J
R U L E E O D S L O C A I W F
Z W W N O M Q M H O V N X Z S
V E B C E J U D P L Q T G A D
J C D L A L M L U F W H O L L
I J U J L U C M E A U G V M P
Q Y K L P O O L S G L O F N Z
Z Q U D U E L M S R K W U F L
Q O S D X O J B G U U G D O E
Y Y T J R C K Z A E B H O L R
F S O U F O O L A L J P U B Y
U L O U U A O J F D S K H O J
K I L P A L U L G H O U L V V
X B H O J W G R G C R U E L S
P M L L W N H L I X B R K L E



Australia has over 10,000 beaches. You could visit a new beach every-day for over 27 years



There is an uninhabited island in the Bahamas known as Pig Beach, which is populated entirely by swimming pigs

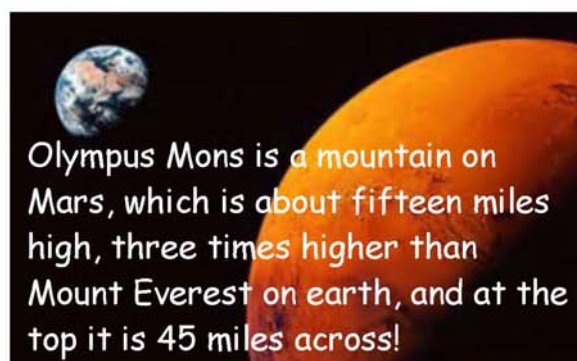


The national animal of Scotland is the Unicorn

Silly Jokes

Q: What did one wall say to the other wall?
A: I'll meet you at the corner.

Q: Why do bicycles fall over?
A: Because they are two-tired



Olympus Mons is a mountain on Mars, which is about fifteen miles high, three times higher than Mount Everest on earth, and at the top it is 45 miles across!





Tenant and Owner Satisfaction Survey



Fyne Homes recently conducted Satisfaction Surveys of both Tenants and Factored Owners. This work was carried out by Knowledge Partnership an independent company specialising in surveys.

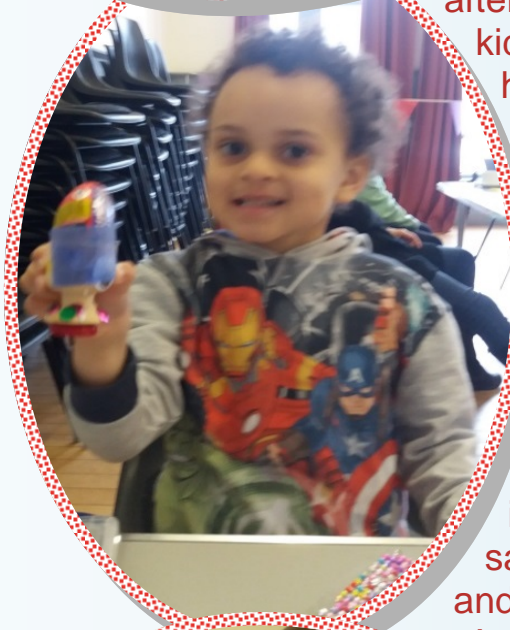
The key results, with a comparison of the previous surveys conducted in 2014, are as follows:-

ARC indicator number	Measure	% tenants very and fairly satisfied 2014 (postal and telephone survey 568 replies)	% tenants very and fairly satisfied 2017 (postal and internet survey 542 replies)
Indicator 1	Satisfaction with Fyne Homes' overall service	87%	87%
Indicator 3	Satisfaction with being kept informed about services and decisions	87%	90%
Indicator 6	Satisfaction with opportunities to participate in decision making	71%	67%
Indicator 9	Satisfaction with re-let standard of home	84%	83%
Indicator 10	Satisfaction with quality of home	81%	79%
Indicator 16	Satisfaction with repairs service	86%	85%
Indicator 17	Satisfaction with management of neighbourhood by Fyne Homes	78%	80%
Indicator 29	Rating of rent as very good or fairly good value for money	71%	75%
Indicator 33	Satisfaction with Fyne Homes overall service - Owners	53%	56%

The winners of the £150 voucher prize draw for surveys returned for each area were as follows:-

TENANT	Miss S Johnstone	Rothsay
TENANT	Mr G Johnstone	Dunoon
TENANT	Mr A McKendrick	Campbeltown
OWNER	Miss A Gillies	Lochgilphead

Fyne Homes Easter Eggstravaganza



A series of coffee mornings / afternoons along with fun kids activities were recently held in Rothesay, Dunoon, Tarbert, Ardrishaig, Campbeltown, Gigha, Lochgilphead and Inveraray. These events proved to be a great success with tenants and their friends and families popping along to chat to Fyne Homes staff and also get advice on a number of topics including:- welfare reform, energy saving, Argyll & Bute Care & Repair and home insurance.

As can be seen from the photos, those that attended had a great time.





Tenant Participation Get Involved

Fyne Homes Tenant Participation is dedicated to improving interaction between tenants and Fyne Homes. This includes: the overall service you receive, keeping you informed about services and outcomes and your opportunities to participate in Fyne Homes decision making.



Opportunities To Be Involved

Registered Tenants Organisation (RTO)

Be part of an RTO liaising with the Regional Networks and the Scottish Government influencing housing policy and represent the RTO on Tenants Panels

Consultation Register

Be consulted with and you will be contacted 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

Resident or Focus Groups

Meet with other residents and discuss issues and put forward ideas on improving your neighbourhood for example

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



Fire Safety

Fire can have a devastating effect on people's lives. To ensure that the risk to you, your family and your property is reduced here are some tips:

- » Test your smoke alarm **at least once a week** – report any issues **immediately**
- » **Never** leave mobile phones, tablets, ipods etc charging while unattended – especially overnight
- » **Do not** leave hairdryers, hair straighteners, tongs etc plugged in when not in use
- » Ensure fire doors are closed at **all** times
- » **Do not** leave any items in common closes or stairwells – these could cause an obstruction as well as be a fire risk
- » Make an **escape plan** and ensure those that live in the property know what to do in the event of a fire

For more information on Fire Safety visit www.firescotland.gov.uk

In the event of a fire call 999

Gigha Science Week

On Thursday 30th March, Fyne Homes joined the pupils and staff of Gigha Primary as part of their science week.

Along with pupils, family and friends, Craig Baxter – Tenant Participation Officer and Karen Hilton – Fyne HEAT Energy Advisor, learned about Chromatography – using Skittles... Discovered how your senses work - using fruit, marshmallows and chocolate... Learned about various rock formations, with the aid of Mars Bars, Crunchies and Blue Ribbon biscuits.... Found out how chocolate solids turn to liquid and back again by making Rice Crispie cakes and finally watching a demonstration on how to make tempered chocolate, with the chance to sample some delicious chocolate bunnies.... The event was great fun and also very informative, with all that attended showing great enthusiasm.

A presentation of chemistry sets to two young innovators was made by Craig Baxter to Ruby Beagan and Bailey Bannatyne for their upcycling ideas of Book / Magazine files made from old cereal boxes and spare wrapping paper and a peg bag made from an old coat hanger and an old t-shirt.

The day was rounded off by an Easter Egg hunt which was sponsored by Fyne Homes.



All in all it was an **eggcellent** day!

Notice to Members

Annual General Meeting

The Annual General Meeting (AGM) of Fyne Homes will be held on Wednesday 20th September 2017 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 0345 607 7117 by 16th August 2017.



Fyne Homes Scottish Apprentice Challenge



Megan Morrison from our Housing Department attended the Scottish Federation of Housing Associations Annual Conference as a guest speaker.

After winning the Scottish Federation of Housing Associations Apprentice Challenge, I was asked to attend the Annual Conference this year. I was honoured to present my journey through a presentation and to help launch the Housing Apprentice Action Plan for Scotland. This is an attractive employment destination for young people and a prestigious path to a successful career.

I told my own story about what my apprenticeship has meant for me, what I've given to others, and what I'm doing now. The main message was that the housing sector needs to increase the number and type of apprenticeships. I gave every young person, like me, a chance on becoming successful. Recently I have been informed that Fyne Homes has accepted me as an apprentice.

Apprentice to be recruited in our Technical Services Department on Bute. I'm very excited for this enrolment to happen!

I really hope that I can encourage young people to apply for apprenticeships; as you can gain a lot of experience and skills.

The SFHA has launched an ambitious plan for apprenticeships.

The *Housing Apprentice Action Plan for Scotland 2017–2020* aims to increase the amount of apprenticeships in the housing sector and ensure the housing sector is viewed as an attractive employment destination for young people. The action plan aligns with the Scottish Government's commitment to growing and widening employment opportunities, addressing issues around gender, additional support and complex needs, and minority groups. The *Housing Apprentice Action Plan for Scotland 2017–2020* builds on SFHA initiatives since winning the Apprentice Challenge, a competition for young workers, which ran for three years.

A steering group, led by SFHA, and consisting of Skills Development Scotland, Chartered Institute of Housing, EVH, Construction Industry Training Board and PATH Scotland helped to inform the plan. The plan will be implemented by the housing sector and local authorities as well as a group of recent and current apprentices.



and local authorities as well as a group of recent and current apprentices.

Speaker at SFHA Apprentice Challenge Conference

attended the Scottish Federation of Housing Associations (SFHA) Apprentice Challenge Conference—here is her report.

I attended the Scottish Federation of Housing Associations (SFHA) Apprentice Challenge Conference 2016; I was in Glasgow, as one of the guest speakers. I felt very honoured to give a speech to the conference delegates, to help support the housing sector in Scotland. I also demonstrated that the housing sector is a place where young people can aspire to, providing a high quality and

experience. I was involved, highlights, what I learned, advice I would give to young people on an issue that I wanted to raise was that the housing sector is a place where young people can aspire to, providing a high quality and successful.

The Committee has approved another Modern

on great success, just like mine.

and range of Modern Apprenticeships that are available. It aims to help build a motivated workforce for young people who are looking for a fulfilling career.

Modern Apprenticeships across Scotland, with the aim to increase equality and diversity by encouraging participation – including BME young people.

Since 2014 to highlight the importance of apprenticeships. One such initiative was the award-

Institute of Housing Scotland, Association of Local Authority Chief Housing Officers, SHARE, and the SFHA also received support and input from representatives from housing associations





Water Safety

With Fyne Homes having the majority of their properties near to the coast or inland water ways and the summer just round the corner there is nothing more appealing than a paddle in the sea, a dip in a canal or an afternoon at the side of a loch. Everyone is relaxed and having fun and thinking more about excitement rather than safety and that's when accidents are most likely to happen.

By following some simple safety precautions serious injuries, near drowning or drowning can be avoided.

- Never consume alcohol and go swimming
- Never consume alcohol and supervise anyone who is swimming
- Always watch your child while near any body of water and don't let them play in or around water unsupervised.
- If using inflatables such as lilos and rubber dinghies ensure that these are secured to the beach or bank with a rope to prevent them floating out with the tide.
- Never swim in areas such as quarries, canals or ponds – these can be dangerous to swim in.
- Never dive into water unless you know that the depth is more than 5m.
- Never jump from height into water, "tomb stoning" as it known is dangerous and can lead to serious injury and even death.



Hopefully the weather will allow for many fun and safe days out over the summer.

Are you having money problems?

All Fyne Homes tenants are able to get a welfare benefits check to see if they may be entitled to any benefits they are not already claiming.

Our benefits worker Margo Allan is employed by Argyll Networks to offer a free, impartial and confidential service to all Fyne Homes tenants.

If you would like an appointment call Margo on 0345 6077117

Be A Good Neighbour

As the song goes ...“*neighbours, everybody needs good neighbours...*”. Being a good neighbour is important as it promotes a happy, friendly and safe neighbourhood.

Being a good neighbour means:-



- ♦ Being mindful and respectful of the fact we don't all have the same lifestyles, working hours, sleep patterns and hobbies etc. and consider this when it comes to noise.
- ♦ Keeping the common areas clean, tidy and rubbish free and perhaps offering to help your neighbours out if they are unable to manage themselves.
- ♦ Being understanding of the fact that children need to play, explore and develop, but letting Mum or Dad or your housing officer know if things do get a little too much.
- ♦ Being a responsible pet owner and respecting the common areas, even offer to take a neighbour's pet for a walk, when your neighbour may be unable to do so.
- ♦ Keeping an eye out for elderly or vulnerable neighbours and helping each other when you can.
- ♦ Respecting your home, your neighbours and your neighbourhood.

If you do have any issue with anti-social behaviour or criminality, please report these in the first instance to the police and also inform Fyne Homes.

If you have any other issues concerning estate management or non-criminal issues, please speak to your Housing Officer about these concerns.

On the other hand, if you have a neighbour who you feel is particularly good let your Housing Officer know and they will be recognised by our Tenant Participation Officer.



New Office – Dunoon

Fyne Homes has moved offices to a new and more accessible location in Dunoon town centre.

The office is located at: 78B John Street, Dunoon, PA23 7NS – top floor office above “*The Dunoon Observer*”. A lift is available to allow access for all tenants.

Fyne Homes offices are open Monday to Friday 9am – 5pm, however our local staff Beverley and Jacqui are often out and about during the day visiting tenants and inspecting our estates so please call 0345 6077117 to make an appointment





Summer Programme

Fyne HEAT

FYNE HOMES ENERGY ACTION FOR TENANTS

Fyne Homes Tenant Participation in conjunction with Fyne HEAT will be attending various shows throughout the summer to bring advice and help to its tenants. Look out for our stall at:-

- * Dunoon Police Football 5s - Friday 2nd June
- * Tarbert Sea Festival - Saturday 1st July
- * Inveraray Highland Games - Tuesday 18th July
- * Kintyre Show - Friday 4th August
- * Bute Agricultural Show - Wednesday 9th August
- * Mid Argyll Show - Saturday 12th August

COMING SOON!

FREE microchipping
 FREE information leaflets
 FREE health and training advice
 FREE basic health check

The law has changed! You **MUST** have your dog microchipped.

Dogs Trust Community Event

Thursday 6th July

Fyne Homes Board Room, Unit 5, 11 Victoria Street, Rothesay Isle of Bute

11am – 2pm

Dogs Trust

Microchipping offer open to dog owners aged 18 or over regardless of benefit status, subject to availability and resources of the charity. All breeds of dogs are welcome; however Dogs Trust will not chip active hunting hounds or litters of puppies. We ask that puppies under 6 months old are fully vaccinated and proof of vaccinations are brought along to the event. If your puppy has recently been vaccinated, they must be carried for the 10 days following their final vaccination. Dogs over 6 months old do not require proof of vaccination. Where offered, the basic health check is for ears, teeth, coat condition and general fitness only. No other veterinary treatment will be available. If your dog requires treatment for any problems found during the basic health check you will be advised to see a Veterinary Surgeon. The Promoter: Dogs Trust, 17 Wakeley Street, London, EC1V 7RQ Reg. Charity Number 227523 and SC037843

www.dogstrust.org.uk/communityevents

Gas Safety

Thank you to everyone who co-operated with our annual gas safety inspection programme during April 2016 to March 2017. With your help, we managed to

achieve 100% success in gaining access to every property to carry out the inspections and safety checks.

The Association is required under Health & Safety legislation to maintain all gas appliances it provides in a safe condition. As well as carrying out necessary repairs and maintenance work on gas appliances we carry out annual inspections in order to check the condition of appliances and flues.

Our contractors, who are all Gas Safe registered engineers, carried out the safety inspections on the Association's behalf.

This safety inspection ensures that gas appliances in your home are safe and that they do not present a danger to you, any other household members and your neighbours. Carbon monoxide poisoning can kill and gas leaks can cause explosions – having a gas safety inspection ensures that your appliances are safe and that any repairs that may be required are identified by the gas engineer and carried out as soon as possible.

We greatly appreciate tenants' full cooperation in allowing contractors access when requested.

We're changing how you will receive our Newsletters and Annual Reports



In the past we have always posted a hard copy of our newsletters and Annual Reports to our tenants and stakeholders as well as making them available in the publications area of

our website, www.fynehomes.co.uk

In considering our responsibility to the environment together with printing, in-house administration and postage costs we will in future be sending our newsletters electronically to tenants where we have an email address. You can unsubscribe from receiving them in this manner should you choose to do so by clicking the relevant link in the email. Where we do not hold an email address or it is invalid a hard copy will be posted.

Our newsletters are published in April, July, October and December.

Our Annual Report is produced in September and our approach this year is to publish the Annual Report online and only send hard copies when requested rather than sending a copy to everyone whether they want it or not. This is in line with other Associations and is more environmentally friendly.

You can contact us any time by phone on 0345 6077117 or via the Contact Us area of our website to let us know your preference.





Our Repairs Categories

In order to provide you with an efficient repairs service, the Association has set “repair categories” with different timescales within which works should be completed.

When you report a repair the person taking your call will tell you the category which your repair has been placed in and the date by which your repair should be completed.

Our categories and timescales are detailed below.



Emergency Repairs – Completed or made safe within 6 Hours

Repairs necessary to prevent serious damage to the building, danger to health, risk safety or risk of serious loss or damage to the occupiers of the property.

Urgent Repairs – Competed within 3 working days (commencing day following reporting)

Repairs which seriously affect the comfort or convenience of the occupier.

Routine Repairs – Completed within 10 working days (commencing day following reporting)

Repairs which will not seriously interfere with the comfort or convenience of the occupier.

Qualifying Repairs

To comply with legislation we also have the “Right to Repair” scheme. This right entitles you to have certain “qualifying repairs” carried out within a specified timescale, or you can bring in another contractor. You may also be eligible for compensation if the work is not completed on time.

You will be advised when reporting a repair if it is included in this scheme. For more information on qualifying repairs please contact our Technical Services Department at our Rothesay Office (direct line telephone number 0345 0520039).

Inspections

Some repairs may need assessed before repair work can be instructed. The member of staff taking your repair will advise you at the time of reporting if an inspection is required to be carried out. Inspections will be done within four working days. Following the inspection we shall advise of the action to be taken.

When you report a repair we will issue you with a repairs request confirmation slip detailing the repair, the contractor who has been instructed to carry out the work, any access arrangements and the target date for completion.

This slip also contains a tenant satisfaction survey. In order to allow us to continually monitor and improve the service we provide we would be grateful if you could complete this and return it to the Association in the freepost envelope that we provide.



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.



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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