

# Fyne news

Autumn 2017

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

## In This Issue:

New Staff

Nostalgia Café

Dogs Trust

Fyne Heat

Qualifying Occupiers Prize Draw





# WINNERS

## Tenants Reward Scheme

June 2017	Ms E Browne {Pictured Below}	Rothesay
July 2017	Mr K McDonald & Ms J Keery	Lochgilphead
August 2017	Mr & Mrs Irvine	Rothesay

**£20**  
*Monthly  
Draw*



Ms E Browne (left)  
and a belated picture  
of Mr D McFie (Right)  
who was our May 2017  
winner. Both presented  
by Craig Baxter our  
Tenant Participation  
Officer.



## Joining our Team

Fyne Homes is pleased to announce the appointment of four new members of staff since the beginning of August.

Lee Hardman has joined the Technical Services team and is working alongside Graham, Kerry and Kari in the Lochgilphead area.

Whilst Caroline Cuddihy, Lynn Finlay and Archie Berry have joined the FyneHEAT team as Energy Advisers for a fixed term period working with Karen Hilton. Fyne HEAT is a project funded by the Climate Challenge Fund to help Fyne Homes tenants reduce use, reduce energy costs and switch energy



*Lee Hardman*



*Caroline Cuddihy*



*Archie Berry*



*Lynn Finlay*

suppliers. The advisers are available to help you do this and supply more information. How to contact them, can be found via our website or over the telephone. We are delighted to welcome Lee, Caroline, Lynn and Archie to the team and wish them every success in their roles.

# THE FUN ZONE



## Did you know..?

**Halloween is thought to have originated around 4000 B.C., which means Halloween has been around for over 6,000 years**



## Halloween Wordsearch

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

SPIDER	HALLOWEEN	NIGHT	SPOOKY	BAT
CAT	TRICK OR TREAT	CANDY	ORANGE	PUMPKIN
GHOST	SKELETON	BLACK	COSTUME	MOON

## Amazing.....

The largest pumpkin ever measured was grown in 1993 and weighed 836 lb.



Scottish girls believed they could see images of their future husband if they hung wet sheets in front of the fire on Halloween



## Silly

Who won the skeleton beauty contest?  
**No body....**



**WHAT DO WITCHES PUT ON THEIR HAIR?**



**WHERE DO MUMMIES GO FOR A SWIM?**



**TO THE DEAD SEA**

Why didn't Dracula have any friends?  
**Because he was a pain in the neck...**





# The Nostalgia Café

Over the months of August and September, Fyne Homes Tenant Participation ran a café for our older tenants.

The Nostalgia Café is a chance for tenants to pop in and view slides of "Old Rothesay" and have a cuppa and cake, meet other tenants and have a blether and reminisce.

The café was well attended with tenants enjoying the opportunity of reliving days gone by.

A big thank you to Mr John MacCallum Snr for providing the slides for the events and his time coming along to give a

presentation and share his extensive knowledge.

Another big thank you to all staff that assisted, in particular Caroline Thorburn who kept the café running when other staff were training.

With the café being a success, plans are already under way to hold a café once a month in Rothesay, Campbeltown, Dunoon and Lochgilphead.

More details will be available in our Winter Newsletter and on our website and Facebook page.



## Dunoon Office Opening Hours

Following a consultation of Dunoon tenants, the Dunoon office (**78B John Street, Dunoon, PA23 7NS**) opening hours were agreed as follows:-

Monday to Friday 10:00 –12:30  
and 13:30 –15:30

These hours of operation commenced on September 1<sup>st</sup> and were the preferred option of 57% of the tenants consulted.







## Fyne Homes – Dogs Trust Community Events

Over the summer months, Fyne Homes Tenant Participation hosted a number of Dogs Trust Community events on Bute, in Campbeltown, Lochgilphead and Dunoon.

The events saw staff from the Dogs Trust, including a veterinary nurse, give Fyne Homes tenants pets and members of the public pets free advice on caring for their dogs, free dog health checks and free microchipping for those dogs not already chipped as a change in legislation has now made microchipping of dogs a legal requirement.

The events were a great success, with over 100 dogs being examined and of that number, 35 dogs being microchipped.

As the events were so successful Fyne Homes will team up with The Dogs Trust in the future to offer other free events. Keep a look out on our Website and Facebook page for more details





# FyneHEAT

FYNE HOMES ENERGY ACTION FOR TENANTS

## The Energy Switch Guarantee

**ecotricity**

Ecotricity

 **SCOTTISHPOWER**

ScottishPower

**octopus**  
energy

Octopus Energy

**tonik**  
The positive energy club

Tonik Energy

**First  
Utility**

First Utility

**bulb**

Bulb

  
**edf**  
ENERGY

EDF Energy

**Sainsbury's Energy**  
Working together with British Gas

Sainsbury's Energy

**British Gas**

British Gas

**e-on**

E.ON

**flow**

Flow Energy

**so ENERGY**

So Energy

**npower**

Just over a year ago, 13 energy companies launched the Energy Switch Guarantee, a commitment that promises a speedy and safe switch from one energy provider to another. They claim to have scotched five myths about switching to help consumers join the 2.6 million people who've already made the smart choice to look for cheaper bills this year.

**'I haven't got time'**. Simply contact your current supplier to make sure you're on the best deal, or use an accredited Price Comparison Website to find another provider that offers you a better deal. Tell them you want to move to them and they will do the rest, or call FyneHEAT where our advisors can help you.

**'It's too much hassle'** The only thing you need is your energy bill. This contains all the information your new supplier will need to have.



**‘They’re all the same’**, Now really is the best time to switch. Whether you’re looking to save money or seeking a better standard of customer service, the Energy Switch Guarantee lets you switch with absolute confidence.

**‘Something is bound to go wrong’** All energy providers use the same wires and pipes so there is no risk of your energy supply being interrupted. Once you have signed up to switch, your new and current energy providers will work together to make sure you are not charged twice for the same energy.

**‘It will cost me money’** Switching won’t cost you a penny. Your new energy provider will send you details of your new energy supply agreement for you to check, and you will have 14 days to change your mind. If you cancel within this time, you will stay with your current provider. If there are any problems with the switch, your new provider will contact you as soon as possible and will be responsible for putting the matter right.



## Hello! Can we Help?

**Fyne HEAT** is a project funded by the Climate Challenge Fund to help Fyne Homes tenants to reduce energy use, reduce energy costs and switch energy suppliers. Our advisors will help you do this at one of our energy saving advice surgeries, in your home or over the telephone.



We will soon be launching the **FyneHEAT App**, where you will be able to input your energy provider, how much you pay and how much energy you use so you can track your energy use and energy switching savings. We will also have a twitter account to give you tips on saving energy and switching supplier. Please give us a follow and look out for the App coming soon!

- We will also be hosting energy saving advice surgeries in Dunoon, Rothesay, Campbeltown & Lochgilphead in late October/early November where you can pop in for a cuppa, cake and energy saving advice!
- Don't forget to bring your energy bills and we will give you a **free LED bulb** which will save you money on your electricity bills!
- If you can't make it to one of these then we can come to you home, so please get in touch to arrange a visit by our energy advisors.
- £140 Warm Home Discount – get in touch with FyneHEAT if you think you may be eligible we can find out for you.



## Staff Training Day

The majority of the Fyne Homes team attended a Staff Day at Inveraray on Friday 8<sup>th</sup> September.

The day was extremely participative and gave everyone an opportunity to gain insight into their unique workplace styles and competences so that we can use the knowledge to work together better as a team to enhance the services provided to our tenants. Everyone completed an online questionnaire before the day which generated their own unique Discovery Personal Profile. Insights Discovery Profile is a simple and accessible four colour model that helps us understand ourselves and others. Every person has all the four colour energies within them; it is the combination of these colour energies which creates each unique personality. The colour energies refer to a set of characteristics that tend to be a person's most preferred or most natural way to be when at work. Understanding and sharing these preferences can help people at work to improve team working, enhance communication, resolve conflict, see the value in each-others contribution and ultimately achieve our aims of providing well-managed, affordable and well-maintained homes for our tenants



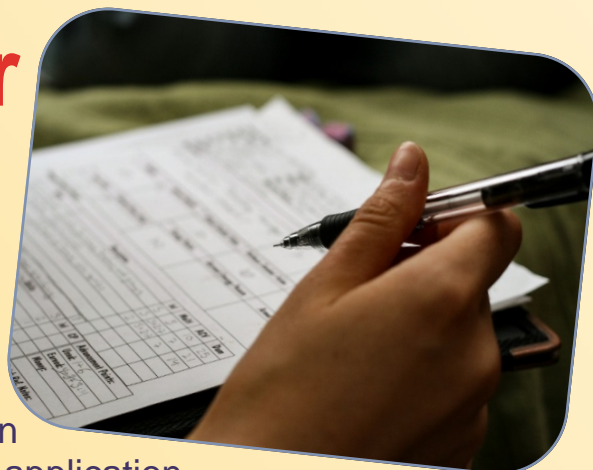
## Qualifying Occupier Prize Draw

The tragedy at the Grenfell Tower on 14<sup>th</sup> June 2017 has highlighted how important it is that landlords are aware of who is living in their properties.

We know who is going to be living in the property when you sign up for your tenancy from information on your application form however circumstances change over time e.g. a partner moving in, children move away etc.

Each year we send out the Qualifying Occupier questionnaire to try to update our tenant profile and although the response is normally good, we'd like to do better. All responses will be entered into an area draw for £50 of vouchers of your choice, courtesy of Fyne Homes' Tenant Participation.

We've pre-populated some sections with information we currently hold however if this is wrong please put a line through it and enter the correct information. Thank you for your co-operation and good luck.







## Car Bute

Throughout the summer Car Bute continued to rise in popularity with tourists. The temporary membership offers visitors to the island excellent value for money, and can serve as a useful way for them to reach areas of the island otherwise inaccessible and at their own convenience. But this is not something reserved for island guests. Residents are always welcome to join the car club,

and for drivers who only need to use their car for an occasional trip around town for shopping or such it can work out as far more economically viable. With no MOT to pay, no tax and no servicing and repairs, the car club becomes a very attractive option for the occasional motorist. No doubt you have seen our cars around town; one automatic and one manual. This October our car club celebrates six years on the road and continues to grow from strength to strength. Perhaps this is because of its appeal or maybe it's because we are easy to access. You can book a car online, you can come into our office or you can drop into the Restyle shop and book a car with Rob our sales assistant. With the freedom of a car you regain the freedom to go where you wish!



## Recycling

It has now been a year since the introduction of three weekly refuse collections to the island. The recycling team has risen to the challenge and continue to meet a rise in demand for blue bins. The increased need for recycling has been a task for all to take on, and you can do your bit too! Remembering to wash and squash your plastics means you can fit more in your bag and that we can fit more in our lorry. The green bag also takes cartons, tin foil, pots and tubs but please no food waste, glass, crisp packets, plastic bags or packaging. Your paper waste and cardboard goes in the blue bin. Please have them out on your day of collection by 9am. We have a number of

bring sites for you to take your recycling which are located all over the island so you are never far from one. With your help, Fyne Futures have been able to recycle 410 tonnes of waste, diverting it from landfill and improving the environment. This allows us to create local jobs and volunteering opportunities.





# 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.**

**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  
Rothsay  
Isle of Bute  
PA20 0AP  
Fax: 01700 505267

### Dunoon

78 B John Street  
Dunoon  
Argyll  
PA23 7NS

### Campbeltown

42 Ralston Road  
Campbeltown  
Argyll  
PA28 6LE

### Lochgilphead

Smiddy House  
Smithy 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