

# Fyne news

Winter 2017

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

**Our  
New  
App**

## In This Issue:

Technology Updates  
Christmas Hamper  
New Starter  
Fun Zone  
TPAS Awards

## Christmas Opening Hours



The Association's offices will close at 4 p.m. on Friday 22<sup>nd</sup> December and re-open for business on Thursday 4<sup>th</sup> January 2018.





# WINNERS

## Tenants Reward Scheme

September 2017	Miss M Honour & Mr P Docherty	Rothsay
October 2017	Miss M MacGregor	Ardishaig
November 2017	Mrs J George	Rothsay

**£20**  
*Monthly*  
*Draw*



## Christmas Hamper Draw

Members of the Tenant Reward Scheme will be entered into our annual Christmas Hamper Draw.

There will be a draw for the TRS members in each area and the hampers will be delivered to the winner's doors week commencing 18<sup>th</sup> December.

The Tenant Reward Scheme is open to tenants

that have been a tenant with Fyne Homes for at least 3 months and have no rent arrears, outstanding recharges or any tenancy related issues.

For more information on becoming a member of the scheme please contact Craig Baxter, Tenant Participation Officer for an application form.

[cbaxter@fynehomes.co.uk](mailto:cbaxter@fynehomes.co.uk)



## New Starter

We would like to welcome Andrew Hynd to Fyne Homes. Andrew is the new Technical Services Officer for the Kintyre area based in our Campbeltown office. Andrew brings a wealth of experience and knowledge to our Technical Services team, welcome Andrew!!





**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

**All tenants are advised that if there are grit bins within their development these will be stocked with rock salt by Fyne Homes, but we will not be spreading it on the pavements.**



## 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 18<sup>th</sup> December, 2017.







# Spot The Difference

Can you spot the 12 changes between the picture above and the picture below.  
The answers are on the next page





# THE FUN ZONE

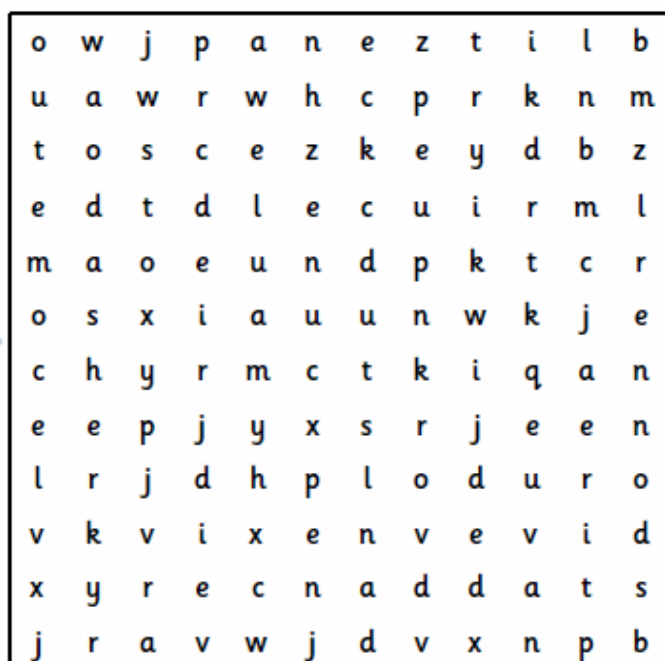


## Did you know..?

The most popular Christmas Song ever is *We Wish You a Merry Christmas*



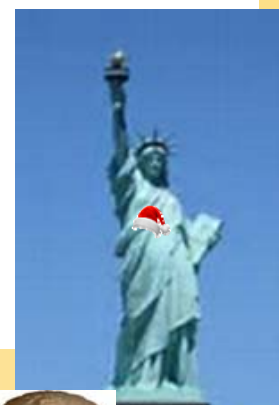
## Santa's Reindeer



Blitzen	Comet	Cupid	Dancer
Dasher	Donner	Prancer	
reindeer	Rudolph	Vixen	



**The French gave the *biggest* Christmas present ever in 1886. It was the Statue of Liberty, and they gave it to the United States of America**



According to tradition, you should eat one mince pie on each of the 12 days of Christmas to bring good luck



*According to the Guinness world records, the tallest Christmas tree ever cut was a 221-foot Douglas fir that was displayed in 1950 at the Northgate Shopping Centre in Seattle,*

**Q. Who delivers presents to baby sharks at Christmas?**

**A. Santa Jaws.....**

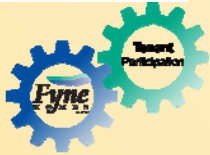
**Q. What athlete is warmest in winter?**

**A. A long jumper.....**

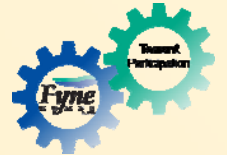


Spot the difference answers:

- |  |  |
|--|--|
| 1. Left red stocking has an extra star         | 1. Left red stocking has an extra star         |
| 2. Middle red stocking has an extra star       | 2. Middle red stocking has an extra star       |
| 3. Right red stocking has an extra star        | 3. Right red stocking has an extra star        |
| 4. Present under the tree                      | 4. Present under the tree                      |
| 5. Fairy on tree changed to star               | 5. Fairy on tree changed to star               |
| 6. Left side green stocking turned around      | 6. Left side green stocking turned around      |
| 7. Handle missing from basket                  | 7. Handle missing from basket                  |
| 8. One less poker iron                         | 8. One less poker iron                         |
| 9. Extra statue of Imp on mantelpiece          | 9. Extra statue of Imp on mantelpiece          |
| 10. Bottom right of tree - 2 extra pink lights | 10. Bottom right of tree - 2 extra pink lights |
| 11. Plant pot has lost its decoration          | 11. Plant pot has lost its decoration          |
| 12. Time on clock has changed                  | 12. Time on clock has changed                  |



# Halloween Ghost Hunt



During the October school holidays, Fyne Homes Tenant Participation ran a Halloween Ghost Hunt for the pupils of Inveraray Primary School. Local businesses displayed a ghost in their shop window and pupils had to match which numbered ghost was displayed in each window.

Over half of the pupils took part and the winning entries were entered into a prize draw for a £20 voucher for **Toys R Us**. All pupils were presented with Halloween goodie bags which were sponsored by Fyne Homes Tenant Participation.



The winning entry was selected by Janet McAlister, Technical Service Director, pictured (left) with Craig Baxter, Tenant Participation Officer. The winning entry was Daisy Cameron, aged 6. Daisy is pictured (right) receiving her prize. Well done Daisy!! Thank you to all pupils who took part and a BIG thank you to all the



local businesses and the staff at Inveraray Primary School for supporting this competition.

Fyne Homes look forward to working with the Inveraray community in the future.

## TPAS Scotland Awards

Friday 3<sup>rd</sup> November saw TPAS Scotland host its Annual Awards Ceremony and Dinner at the Fairmount Hotel, St Andrews.

The ceremony was compered by Jane McCarry and Mark Cox (aka Isa and Tam from "Still Game")

With over 400 tenants, committee members and tenant participation workers in attendance, awards were presented to staff and housing organisations that have demonstrated excellence over the past 12 months.

This year Fyne homes sponsored the *Tenant Participation Champion – Young Person 2017 Award*. Areasha Whitelaw, the winner of the award in 2016, is pictured presenting the award to this year's winner.

Along with Areasha, Fyne Homes was represented by Peter and Mhairi Lingard, committee member and tenant respectively, Sheena Macfie, Housing Administrator and Craig Baxter, Tenant Participation Officer.





# AGM Report

Fyne Homes held its AGM on 20<sup>th</sup> September 2017 at the Discovery Centre, Rothesay. The members



attending received a full report on the Group's activities from the Management Team and Fyne Futures General Manager.

## Key highlights included:

- £2,572,940 spent maintaining and upgrading stock.
- 48 properties adapted with Scottish Government funding of £84,625 enabling tenants to stay in their homes.
- Completion of developments at St Cuthbert's in Dunoon and Riverside Drive Lochgilphead providing at total of 23 much needed affordable energy efficient houses.
- 86.7% of our stock currently meet the Energy Efficiency Standard for Social Housing (EESH) and continual investment through our capital works programme will ensure the remaining 13% of properties are brought up to standard by the 2020 deadline.
- Operating surplus of £1.632M, up from £1.275M last year.

Our voids, relet times and costs did marginally improve. Last year it was taking us 45 days to relet a property against 56 for the previous two years; however it still falls short of the Scottish average of only 31.5 days. This is mainly due to an oversupply of housing on the island of Bute and also a change in people's preference for non tenemental stock. However, various options are being explored on how we can address this area.

Our 3 yearly customer satisfaction survey undertaken earlier in the year had some highlights and improvements and some disappointments. Despite the work done on Tenant Participation recently satisfaction actually fell, but upon further investigation 30% were neither satisfied or dissatisfied which has an impact on the outcome. Our future focus will be to take tenant participation forward in terms of scrutiny and customer satisfaction. Scrutiny means we will be asking more of our tenants to scrutinize our performance, particularly in areas where we are not doing so well and giving us some real feedback to take forward for positive change.

The Association currently has developments on site at Spence Court, Dunoon; Lochgilphead and Minard which will provide 51 new homes and has plans for future development opportunities in:

Tighnabruaich (20 units) – 2018/19  
Strachur (4units) – 2018/19  
Cairndow (6 units) – 2019/20





# Tenant Participation Up & Coming Events

Tenant Participation has arranged the following events:-

- **Lochgilphead – Monday 11<sup>th</sup> December @ MAYDS, Union Street**
- **Dunoon – Tuesday 12<sup>th</sup> December @ The Studio Cinema, John Street**
- **Rothsay – Thursday 14<sup>th</sup> December @ The Winter Gardens, Victoria Street**

**1pm – over 55s and friends** come along to watch that Christmas Classic “Miracle on 34<sup>th</sup> Street” and enjoy mince pies, mulled wine and a cuppa



**4pm – Children under age of Primary 7** are invited to watch “Arthur Christmas” – Santa will also be there



**Campbeltown – Wednesday 13<sup>th</sup> December**

**1pm – over 55s and friends** come along and enjoy a festive afternoon tea at **Café Bluebell**

**4pm – Children under age of Primary 7** are invited to join the fun at **Kintyre Community Centre Soft Play Area**, the Disco Dome and Bouncy Slide will be available – Santa will also be there

**For availability please contact Craig Baxter on 0345 6077117**

*There will be more TP events in the New Year. Keep an eye on Fyne Homes website, facebook, Twitter or the Fyne Homes phone App for details*



## We want to help

Housing benefit, council tax rebate, job seekers allowance, employment and support allowance, Income support, carers allowance, universal credit, personal independence payment, income support, attendance allowance, warm homes discount – these are a few of the many benefits that are available to help families and individuals to support themselves, their families and their household. If you want to find out if you may be entitled to any additional help please contact Fyne Homes to make an appointment for a welfare benefits check.

We can also help if you are having any problems with benefit application forms or require assistance if you have recently had a claim for benefit turned down.

Contact us on 0345 6077117 and ask for Margo Allan



## Performance Review

2016—2017

**Fyne**  
H O M E S  
L T D  
Building Sustainable Communities



## Annual Report now available online

In the past we have always posted a hard copy Annual Report to our tenants and stakeholders as well as making them available on our website.

In line with other organisations and considering our responsibility to the environment together with printing, in-house administration and postage costs our Annual Report is now available for viewing from the download section of our website.

[www.fynehomes.org.uk](http://www.fynehomes.org.uk)

Where we hold a valid email address and tenants have elected to receive correspondence in this manner a copy will be sent by email. A hard copy can also be requested from our office.

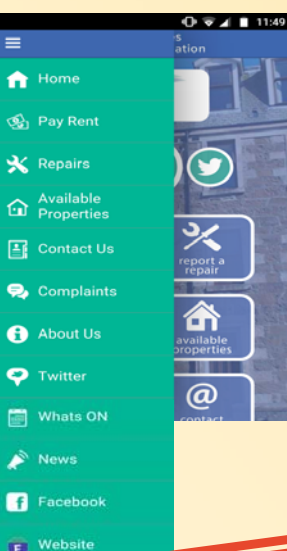


# Fyne Homes App

For all our customers with access to Apple or Android Smartphones/Tablets we have been working with a team at Kiswebs-Design to develop an app to give easier and quicker access to some of our more important services.

The app can be downloaded from the Android Play Store or the Apple App Store, just search for Fyne Homes in the store, and it should only be a small download.

The main screen gives you access to some of our frequently used functions and also a button to call us directly from your mobile phone. There are also links to our Facebook and Twitter feeds (which we have more information about on the next page).



The app is free to download and use (not including any standard data charges from your service provider) and as it becomes available we will be adding extra functionality which we will keep you informed about via our website and newsletters.

Hopefully this will be a useful extra tool to help you to keep in touch with us and for us to let you know what is happening. Give it a try and let us know how you get on with it.

You can send any feedback to [postmaster@fynehomes.co.uk](mailto:postmaster@fynehomes.co.uk), and we will take all your opinions into consideration as we develop the app.



If you are around **Rothsay on Thursday 21st December 2017** we will be running a **"Drop-In-Centre"** between 11:00 am and 2:00 pm at our Boardroom (Next to the Chemists on the front). Tenants are welcome to pop in anytime, a team of advisors from Fyne Homes and Kiswebs will be there if you need any help to install or use the new app. We can also give you information on our Facebook page and Twitter feeds, and will try to let you know how Fyne Homes is using modern technology to keep in touch with our tenants and give them the best service possible. We will be running similar sessions in all our area offices next year, we will let you know the details nearer the time.



# Call Recording

Fyne Homes is introducing a call recording system from 1<sup>st</sup> December where calls may be recorded. The primary reason for doing this is to maintain good communications between our staff and our customers by both building on our customer service and also creating a record of the call.

Fyne Homes prides itself on the good relations we already have with our customers but sometimes it can be hard for both parties to accurately recall the contents of a call and also gives us the opportunity to address something that maybe isn't quite right. Call recording will also be very useful as a training tool when new members of staff join the organisation.

You can request that your call is not recorded by asking to be transferred to an unrecorded extension, just let us know as soon as you contact reception or alternatively you can contact us by email, letter, face to face or try our new social media channels –Facebook and Twitter.

When making payments by card, the recorder software recognises a payment is about to take place and applies automatic suppression so the card details aren't recorded. Calls are held securely and will have permissions applied so that nobody can listen to a call other than the member of staff involved and their manager without due reason. You can also request access to calls you have made. The call recorder uses very strong encryption and is located within our secure server room so calls stored cannot be tampered with and will be routinely held for 12 months before being deleted, unless the call is involved in any ongoing matters or demonstrates exceptional service for training purposes.

Craig Baxter, Tenant Participation Officer held a scrutiny lunch on Monday 20<sup>th</sup> November 2017 where a handful of tenants were invited along to consult and scrutinise the new Fyne Homes social media policy and give feedback and ideas on how social media should be promoted and managed.

Since then the policy has been agreed by Fyne Homes management committee and from 1<sup>st</sup> December 2017 Fyne Homes will be active on their social media platforms.

You can find us at

<https://www.facebook.com/FyneHomes>

and

<https://twitter.com/FyneHomes>



**Fyne**  
H O M E S  
L T D  
are now on

**twitter**

&

**facebook**





# Money Skills Argyll

Fyne Homes is delighted to announce that our tenants are able to access the Money Skills Argyll Project.

Money Skills Argyll is a three year, £3.75million project which is joint funded by the European Social Fund and the Big Lottery. Money Skills Argyll Project is about helping people who live across Argyll and Bute, aged 16 and over, **living in a jobless household, living in a single adult household with dependent children, or low income employed.** We will help you to be more in control of

your money with help, advice and support with Debt Advice, Money Advice, Computer Skills, Money Management, Income Maximisation and Affordable Warmth / Fuel Poverty.

We help people claim the benefits they are entitled to and to access the financial services they need to run their lives. We provide training and support to help people take control of their own futures by helping them to manage their household budgets, access financial services online and to shop around for the best energy deals available to them.

We provide debt advice to help people manage their finances and keep their spending habits on track. Most of all, we help and encourage people to remove the barriers and obstacles which debt and money worries have put in the way of them living active lives and participating in their local communities.

Money Skills Argyll is a partnership of local organisations in Argyll and Bute funded by [European Social Fund](#) and [BIG Lottery Fund](#).

The aim of Money Skills Argyll is to work with those who are

- **living in a jobless household** - *households where no member is in employment, all members are either unemployed or inactive*
- **living in a single adult household with dependent children** - *households where no member is in employment, all members are either unemployed or inactive. Dependent children are aged 0-16yrs and 16-24yrs if inactive and living with at least one parent*
- **those who are on a low income in employment** - *income below 60% of the national median, 2015/16 figs £288 a week for a couple with no children*

If you think you would like to be part of Money Skills Argyll please contact Margo Allan , Argyll Networks on 01700 501624.



**EUROPE & SCOTLAND**  
European Social Fund  
Investing in a Smart, Sustainable and Inclusive Future



# Staff Recognition

Fyne Homes has recently launched a Recognition Scheme for staff to show appreciation for excellent work demonstrating our core behavioural competences – that achieve a positive result. The core behaviours are Customer Service, Teamwork, Adaptation to Change, Taking Ownership and

Communication. So far 11 members of staff have been nominated – by their colleagues for special recognition. They are (in no particular order);



Caroline Thorburn



Dougie McDade  
(twice)



Jacqui  
Mathieson



Beverley Fleming



Kalum Ledicott



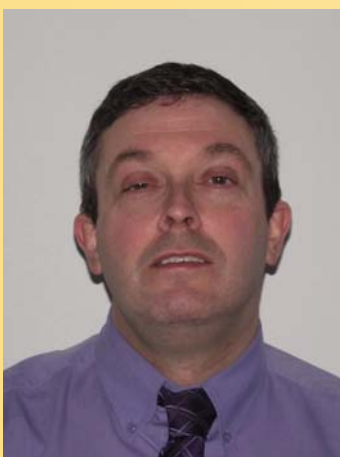
Sheena MacFie



Paul McIntyre



Lee Hardman



James Martin



Lyn Haemmerle



James Craig

**Thanks  
to all!**



# Restyle

With Christmas looming ever closer the team at Fyne Futures are seeing things get busier already. Perhaps it's as a result of the European Week of Waste Reduction during November. Perhaps people are realising they will need an extra seat for the table at Christmas dinner. Whatever the case, Rob in our ReStyle shop is seeing more and more people dropping by. The message of reuse is evidently one appreciated by all, and finding new life for that worn cabinet is a great way of

ensuring  
it finds



a new home. Whether you are planning on a new oven in time for cooking that Christmas dinner or you are expecting someone to stay and are looking for an extra bed, we are able to provide you with a friendly service and a quick delivery. And don't forget- if you need us to collect your previous item then we can do that for free, so

you won't need to worry about how to dispose of it. All the items we sell in our shop are Revolve certified; assessed to a high criteria, repaired or refurbished if necessary and only put for sale after it meets our quality standards. And the shop also has a social media page, where we post new stock as it comes in. Look out for us on Facebook.







**Fyne Futures Ltd**  
Scottish Charity No. SC036392

**ReStyle**  
Part of Fyne Futures Ltd

**BUTE PRODUCE**

**CAR Bute**

# Bute Produce

Usually around this time of year you might imagine a garden winding things down; the season's vegetables have been harvested and the biting winter is starting to set in. Not a bit of it; our garden is as busy as ever and there is always something going on. Each day seems to be different, as on some days the team can be found preparing beds for the following year, and on other days you'll find training courses of all sorts taking place. Our community garden is more than just a space for growing fruit and vegetables. The opportunities for learning are numerous- we have seed



saving courses, composting courses and our popular 'grow-your-own' course. In addition the professional horticulture course is mid-way through and our students are doing great. Our green boxes are still available weekly and can be either collected on Friday or delivered to your door. In them you can expect a selection of delicious organic seasonal fruit and vegetables, locally grown. If you are interested in ordering a green box then give us a call. We also still have spaces left on some of our free training courses, so be sure to get in touch if you are interested in taking part or want to find out more.

## Recycling Christmas run times

The following recycling runs will be affected by the Christmas and New Year period:

- \* Country run- 25<sup>th</sup> December- will resume 8<sup>th</sup> January
- \* Port Bannatyne- 26<sup>th</sup> December- will resume 9<sup>th</sup> January
- \* Kilchattan Bay- 2<sup>nd</sup> January- will resume 16<sup>th</sup> January



Additional 'bring site' collection runs will be made on Friday 22<sup>nd</sup> and Friday 29<sup>th</sup> December. Bring site runs will ALSO run on Monday 18<sup>th</sup> December and Monday 8<sup>th</sup> January. Leaflets reminding residents of this will be given out to affected households in the weeks prior. We wish you a very Merry Christmas and a Happy New Year.



# 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.

We will fit carbon monoxide detectors in the room your gas appliance is in, and also in any other rooms in your property which your gas flue passes through. Should you have any queries or require further information on this matter, please contact our Technical Services Department at our Rothesay office (direct line telephone number: 0345 0520039 or e-mail: [techservices@fynehomes.co.uk](mailto:techservices@fynehomes.co.uk))





# Fyne Homes Wider Community Activities

## Fyne Homes support for community regeneration

Fyne Homes provide more than housing across our operational area. We have supported a range of community activities aligned with our strategic priorities and priorities identified by communities locally. Fyne Homes works with local charity InspirAlba, a social enterprise who are responsible for the delivery of the project working in partnership with a range and diversity of local social enterprises.



Over the past year we have secured resources via the Scottish Governments People and Communities programme with two specific areas of work:

- Employability Opportunities
- Support for older people to address social isolation

## Fyne Homes Employability Support

The focus of this is to give people with employment and health issues and /or disability an opportunity, to gain skills and experience to improve their employability skills. A number of local organisations have been identified who are able to provide a nurturing environment where employed trainees can feel valued and encouraged to develop skills and confidence.

Over the past year we have worked with 9 organisations who have provided work based placements and support. Beneficiaries are offered supportive and inspiring work experience placements with existing social enterprises.

*“Offering work placements to people in need helped us in many ways. We have gained capacity and are a more inclusive organisation. Because the placement programme was well structured, we developed ideas for our own organisation and we feel more professional now. The programme let us meet a variety of individuals raising our awareness and ability to give back to the community. The support has been invaluable for all involved”*

### A participating partner

*“In a small rural area, nobody forgets your past when you have screwed up, it is really difficult to overcome the stigma. The work placement gave me the chance to show my community that I can contribute and make a difference”*

### Employed Trainee



In addition, through a partnership with national organisations Firstport and Unltd, there is support for individuals in starting up their own social enterprise via the Vital Spark project. Over the past year 16 people have been recruited for enterprise support, of whom 8 were unemployed and 5 have care responsibilities.

*“I have started my social enterprise with the help. I employ people and provide work placements for beneficiaries, just like I once was”*

### Vital Spark participant





# Fyne Homes Wider Community Activities

## Fyne Homes Support for Older People

The demographics in Argyll and Bute highlight a growing older population. The rural and remote nature of the area further adds to the issue of isolation for older people, particularly for older people who have limited support from family in the area. Issues of lack of access to services and social meeting space for older people were highlighted as a priority, via community plans and through consultation with older people, the need for transport to provide access from the rural villages and households for older people with mobility issues is also a priority.

Over the past year we have worked with Shopper-Aide to provide services which address social isolation for older people. Shopper-Aide provide opportunities for socialising through their Elderberries group. With over 40 members attending and taking part in a range of activities, with regular speakers, Tai Chai, ball games, walk, crafts, bingo, board games and lots and lots of tea and coffee. 80% of the older people are able to access the club via transport provided by Shopper-Aide.

**'Once again we cannot thank Fyne Homes enough for the support with the funding for this club which is run every Tuesday and Thursday from 12 noon to 4pm.'**

**Joan Stewart - Shopper-Aide**



Elderberries having a sing-a-long with Norman Stewart accompanying them on guitar. We now have our own song books with the content chosen by the members.



All our Elderberry members have been hard at work painting our Fairy Doors.



## 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. SHOULD YOU FAIL TO ALLOW ACCESS FOR THIS CHECK, WE WILL BE FORCED TO TAKE STEPS TO GAIN ACCESS TO YOUR PROPERTY.**





# 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.**

**Calls may be recorded for training and quality purposes**



**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

### 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