



Fyne news

Spring 2018

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

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WINNERS

Tenant Reward Scheme

January 2018	Miss N Lindsay	Rothsay
February 2018	Mrs Brezinova	Lochgilphead

£20 Monthly Draw

Christmas Hamper Winners

Bute	Mr & Mrs Maguire	Rothsay
Cowal	Mr Nichol	Dunoon
Kintyre	Miss Galbraith	Campbeltown
Mid Argyll	Mrs Brezinova	Lochgilphead



Mr and Mrs Maguire with
Fyne Homes Housing Officer
Sam Jamieson



Mr Nichol



Mrs Brezinova with
Fyne Homes
Maintenance Operative
Lee Hardman

Qualifying Occupiers Questionnaire £50 Voucher Winners

Bute	Mr J Fraser (Pictured Right)	Rothsay
Cowal	Mr K McMahon	Dunoon
Kintyre	Miss E Hall	Campbeltown
Mid Argyll	Mrs M McGlynn	Lochgilphead





EASTER EGG DECORATING COMPETITION

Decorate the Easter Egg and return by Friday 20th April.
All returned entries will receive an Easter Egg with the winning designs in 3 age categories*, selected by Fyne Homes committee, receiving a £20 gift voucher.

*(Under 5s, 5 to 10 and 11 to 15)

Did you know...?

Easter is named after the pagan goddess Eostre



The UK's first chocolate egg was produced in 1873 by Fry's of Bristol.

Amazing.....

In 2007, an Easter egg covered in diamonds sold for £9 million !!!
The Faberge Egg was produced for Baron Rothschild .



Silly Jokes.....

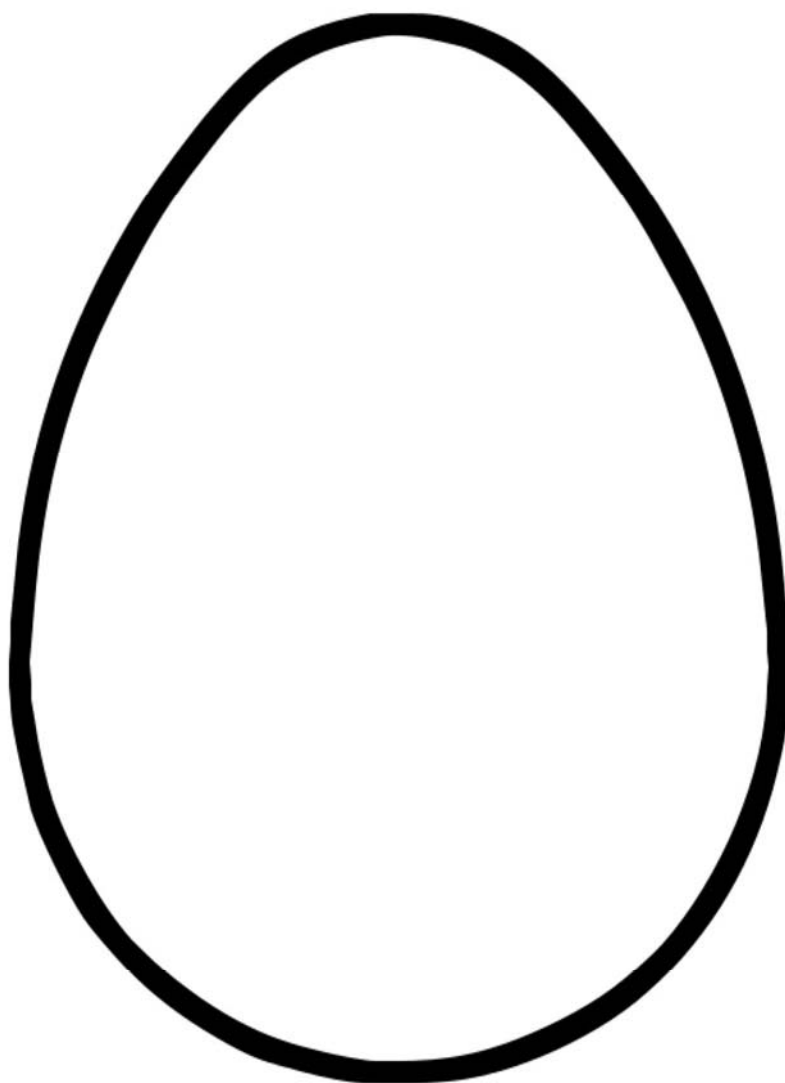
Q. How does the Easter Bunny keep his fur tidy?

A. With a HARE brush!!



Q. What type of gold jewellery does the Easter Bunny wear?

A. 18 Carrot!!!



Name _____ Age _____

Address _____



CAT PROTECTION – FREE NEUTERING

**Neuter (snip/spay)
your cat for **FREE!****

**Neutered males
are less likely to:**

- spray unpleasant urine
- roam and get lost
- fight other cats

**Neutered females
are less likely to:**

- have unplanned kittens
- call or wail
- contract illnesses

Ask inside for details or call

03000 121212







Reg Charity 293644 (England and Wales) and SC037711 (Scotland)

NEU_2349

Fyne Homes is working in partnership with Cats Protection. The initiative will see local vets neuter cats **FREE** of charge. Vouchers are available in your local Fyne Homes office.

(not currently available in Campbeltown area office)



-  FREE Microchipping
-  FREE Information Leaflets
-  FREE Health and Training Advice
-  FREE Health Checks

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

Dogs Trust Community Event

- Monday 16th April – Rothesay, Fyne Homes Boardroom
- Tuesday 17th April – Inveraray, Nicoll Hall
- Monday 23rd April – Tarbert, Templar Arts & Leisure Centre
- Monday 24th April – Gigha, Gigha Trust Hall

All events run from 11am- 3pm



**Working with Fyne Homes
and local communities**



FYNE HOMES CHRISTMAS CARD WISHES FOR CHARITY

Once again this year, Fyne Homes decided that rather than sending Christmas cards to work colleagues and Committee members a donation towards charity would be given instead.

Everyone who took part picked a small card and wrote the name of their chosen charity and a Christmas message on it and added the card to Santa's bag.

At the annual Staff and Committee Christmas lunch, David Wilkinson a member of Fyne Homes Committee selected one of the cards at random and local charity **Bute Stroke Support Group** was chosen to receive the money raised.

Festive jumpers were also worn throughout December with a small donation for the privilege also being added to this good cause.

A fantastic £220 was raised and Mr Frank Baxter, Chairperson, of the Bute Stroke Support Group kindly visited our Head Office to receive the cheque.

Mr Baxter informed us that the group, started 12 years ago, currently has 20-25 members and meets in the Moat Centre, Rothesay every Monday and Thursday afternoons between 2.00 p.m. and 3.30 p.m.



(Mr Baxter pictured with Fiona McLachlan, who once again organised the fundraising initiatives)

Keeping in Touch with Fyne Homes

Fyne Homes like to feel that their tenants are kept well informed and that they can easily contact us whenever they need to.

We have our new smartphone app which we told you about in our last newsletter (just go to your App store and look for Fyne Homes to add it). We are also on Facebook and you can keep up with our latest news on Twitter.

We have lots of information and links to contact us on our website www.fynehomes.co.uk and you can always e-mail us at postmaster@fynehomes.co.uk.

If you are not quite up to date with the latest technology you can still send us a letter or phone us, and we are always happy to see you at any of our offices. It is probably a good idea to phone our main office to check what times would be best for visiting our regional offices as the staff there may be out visiting our properties.

All our contact details are on the back page of this newsletter.

If there is anything you want to say to Fyne Homes or think there is any way we can keep you informed then please let us know.

CONTACT



US





TAKE TIME EVENT

On Wednesday 7th February, Fyne Homes took part at the Take Time event at Rothesay Joint Campus.

Megan Morrison and Kalum Ledicott did a presentation to the school pupils on modern apprenticeships with both telling their stories from leaving school to full-time employment with Fyne Homes.

Megan joined Fyne Homes in August 2015 as a Housing Admin Apprentice and completed her apprenticeship in 2016. Megan won SFHA Apprentice of the Year 2016. She was made a full time member of staff following the successful completion of her course.

Kalum joined Fyne Homes in September 2017 and

is working with the Technical Service department as an apprentice Direct Labour Operative.

A stand was also set-up in the main hall to offer advice to students. The stand was also attended by Margo Allan (Tenancy Officer) and Craig Baxter, Tenant Participation Officer who were on hand to offer advice and support on a variety of registered social landlord issues.

It was a great day all round!



Bute Island Radio

On Friday 9th February, Fyne Homes Tenant Participation made its radio debut.

Craig Baxter, Tenant Participation Officer, was invited to Mike Blair's Community Show. The aim of the show is to keep the local community informed of events and services that may be beneficial to them.

Mike was interested to learn about The Nostalgia Café that Fyne Homes run for its older tenants and how the initiative came about.

Craig explained the history and background to the café and the aims and targets to expand the café to other areas in Argyll.

The show will advertise The Nostalgia Café over the coming months and Mike invited Craig to attend in the future to give an update on progress and also for some tenants to come onto his Saturday morning show to select the "oldies" music.



Fyne Homes to build three wind turbines, generating 6.9-megawatt scheme funded by Triodos

After ten years of development, Fyne Homes announced plans to build a three-turbine scheme for the benefit of the local community, generating a charitable benefit over the next 20 years. The 6.9-megawatt windfarm will produce enough energy to power 10,000 homes of a similar kind.

The wind energy project will be built with a £11.4m investment from Triodos Bank, the UK's first ethical bank, due to the bank's experience in renewable and social lending and its mission, which is to provide ethical investment. Scottish Investment Bank, the investment arm of Scotland's enterprise agencies, has also provided initial support for the project. Initial support for the project was provided by the Community and Renewable Energy Scheme (CARES). **Colin Renfrew, chief executive at Fyne Homes, said:** "Fyne Homes and the Fyne Group are delighted to see Triodos Bank and Scottish Investment Bank recognise the economic, social and environmental benefits of the project as a reality. The long term income from the three turbines will ensure the Fyne Group can continue to support employment and sustainability, as well as providing investment for local priorities."

Fyne Energy's three turbines have a projected 6.9-megawatt output, which is anticipated to generate a £750k community benefit income per annum. The community benefit funding will be distributed to support local community initiatives:

- one third will support social housing charitable objectives led by Fyne Homes;
- one third will support charitable employability and environmental priorities led by Fyne Homes;
- one third will be invested in local priorities identified by the local community.

Glenbarr residents will also be encouraged to be involved in developing the local investment strategy. **Norrie Cruickshank, account manager at Triodos Bank, said:** "Fyne Energy is an excellent example of how to tackle two pressing issues at the same time—affordable housing and clean energy. At Triodos Bank, we support organisations like Fyne get the funding and financial support they need to have a positive impact on their local community. It's the determination and innovative thinking of everyone at Fyne Homes that makes this project possible for us all."

The project has been assisted by the Scottish Government, as part of a pilot to develop community renewables. Existing examples of community renewables, such as Islay Energy Trust and Tiree Community Energy, have shown the potential for community benefit. This project offers the opportunity to deliver Community benefit on a larger scale. **Kerry Sharp, director of the Scottish Investment Bank, said:** "After ten years of development, Fyne Energy play an important part in helping grow Scotland's renewable energy generation capacity. The revenue generated will be used to support housing, jobs and other local priorities."

Energy Minister Paul Wheelhouse added: "I am delighted that the Scottish Government's Community Renewables Enterprise Scheme (CARES) delivered on our behalf by Local Energy Scotland has supported this renewable developments, and it is fantastic that this project will generate significant local benefit."



revenue to support Fyne Homes' investment programme. The development at Auchadaduie, Glenbarr in the Kyles of Loch Lomond Heritage Trust. It has been developed by Fyne Future Homes, which has been recognised for their role in supporting communities in the area. The local community will be supported to develop a range of community projects, including consultation work with Glenbarr locals, priorities which include social and environmental projects, as well as village hall improvements, including sports, childcare and transport provision. Further community engagement is planned over the next 20 years.



Generate £15.6m for Argyll and Bute community benefit bank and the Scottish Investment Bank

development in Argyll and Bute that will generate £15.6 million of community and high clean energy to power around 4000 households and is only the second project of its

UK's leading sustainable bank. Triodos was chosen as financial supporter for the project to make money work for positive social, environmental and cultural change. The Scottish bank led £2.82m of investment for the project via the Renewable Energy Investment Fund. Fyne Homes.

Group are delighted that this innovative project is about to start. We are appreciative that the environmental value of our three turbine development, providing essential investment to make the Group can continue to reinvest in our charitable objectives for social housing, local

and to generate an average of 15.6m distributed equally to three

Fyne Futures, and;

investment strategy.

Exciting project that is going to Triodos, we work to make sure we have impact on the local community that will help create a better world



renewable income for reinvestment in affordable housing and community priorities. Community Development Trust, have demonstrated the value of wind energy generation for a much greater scale than the financial model estimates.

development, we are delighted to help secure this investment in Scotland. Projects like Fyne Homes can provide meaningful, long term revenue for communities which can then be

ent has been able to support the Fyne Homes project through our flagship Community and Development Trust. Community benefit is a valuable source of income for local communities located near the project. Benefits for Argyll and Bute residents for many years to come, while also providing new income to meet local housing priorities.”

Kintyre Peninsula was initially conceived by Alan Hobbit, previously of Isle of Gigha Community Development Trust, with support from Fyne Homes, the parent company. Fyne Homes are also active in Argyll and Bute.

an investment strategy to maximise the value of the renewable income locally. From initial stages, which were identified included support for employment opportunities, developing woodlands and other improvements. The need for investment in local community facilities was also highlighted,

in the coming weeks and an outline of the construction phase will be provided.

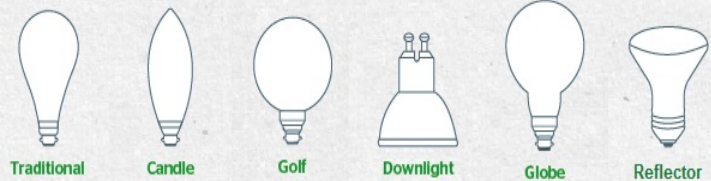
Buying Energy Saving Light Bulbs



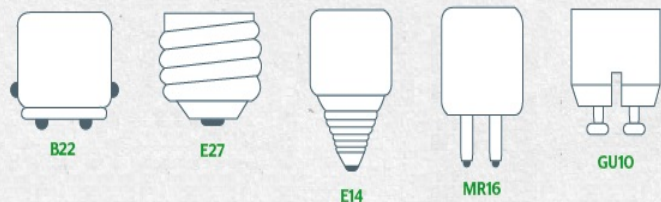
Shape: Decide on the best shape and write down the code of the current bulb.
The design of the bulb determines the direction the light goes.

Brightness: Check how many lumens you actually need!
Instead of focussing on wattage, which measures power or energy use, bulbs now focus on light output. Lumens are a more accurate measurement of how bright your light will be.

BULB SHAPES



BULB CAP TYPES



Standard Bulb	25 W	40W	60W	75W	100W
LED Bulb	4W	6W	10W	13W	18W

Temperature: Warm or Cool

Colour temperature is measured in 'kelvin' on a scale from 1000 – 10000.
The warmer the bulb the lower its temperature will be.

6500K	5000K	4100K	3500K	2700K	2000k
Day-light	Natural White	Cool White	Warm White	Soft White	Candle Light



Note

LED's are a sensible option.
Fitting one energy saving LED can save you on average £25 per year.
Trial a bulb before buying too many as you may not like the brightness/temperature.
LEDs's are not cheap but do last a long time, so make sure you check fitting, shape and lumens before you buy!
If you are still not convinced, give FyneHEAT a call on 0345 607 7117 we may even be able to give you a free LED bulb to try for yourself.



The Nostalgia Café open 11am to 1pm – Fyne Homes Boardroom Programme of Events

Friday 26th April

“A Sail down memory Lane” James McMillan presents a talk on Clyde Steamers, including PS Waverley



Thursday 17th May

Pupils from **Rothsay Primary** perform songs from their forthcoming musical



The Nostalgia Café will be coming to all areas in the next few months. If there is anything in particular that you would like to see or do at the café then please feel free to contact.

Craig Baxter – Tenant Participation Officer on **0345 6077117**
or email cbaxter@fynehomes.co.uk

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
- 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



Recycling

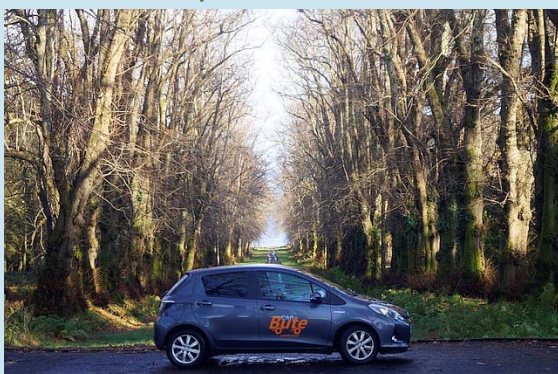
It came on the first day of spring- snow the likes of which rarely comes to Bute and which so many of our youngsters enjoyed. It closed schools and businesses and even held back the recycling team for a day. But only for one day. Recycling is an ongoing task and needs to continue whatever the weather. It certainly has highlighted for many the importance of recycling. Missing one collection- either as a result of the weather or forgetting to put out the bin on time (we've all done it)- is a sure-fire way of showing you exactly how much waste we produce as individuals. One of the questions that was frequently asked in the wake of the snow was 'what can I do until my next collection?'- which is fantastic! Whenever this is asked we know that the message that recycling is the responsibility of everyone is recognized. The answer is simple: we have a number of 'bring sites' around Bute that you can take your recycling to. So if you happen to forget to put your bag out don't fret! Their locations are:

- Port Bannatyne bus turning circle
- Castle St (nr Achievement Bute)
- West Church site
- Public Park (near leisure centre)
- Kilchattan Bay



Car Bute

With the Easter holidays now in full flow it is doubtless that the family will be getting a bit restless. The initial shine of not being at school will have worn off and everyone will be looking for something to do or somewhere to go. This is the time of year where the Car Bute car club can come into it's own. The cars allow freedom of movement that cannot be matched by public transport on island and if you want to take the car off island you are welcome to do so. Whether taking a day trip to Dunoon, visiting the tourist attractions in Glasgow or simply allowing you to see more of Bute our cars are an ideal solution. This is not the only advantage however, as a car sharing club such as Car Bute helps lowering costs for its members in comparison with car ownership. Members do not need to cover MOT costs or expensive repair bills. And sharing a car is better for the environment, as reducing the number of cars on the road per person reduces Bute's carbon footprint.



So when you find that the family are getting fractious and looking for something to do then book the car for a day during the holidays and take them on a day trip. You can book the car (or join the car club) at www.fynefutures.org.uk/carbute



Bute Produce

With the change of the season the garden has as ever seen its fair share of changes. As anyone with green fingers knows there is rarely a quiet moment. Over the winter we had young visitors from Achievement Bute join us to learn how to create their very own greenhouse out of recycled materials with great success! The 'wee greenhoose' weathered the snow and storms very well and the kids all enjoyed the learning opportunity.

Our garden as a centre for education is becoming more known too, as we have had visits from Eco groups from North Bute primary and St Andrews primary in late February and have been involved in Rothesay Primary's eco day in early March. Perhaps your daughter or son came home talking about the things we grow and what they have learnt?

There is however no age limit on learning, and as the saying goes, 'every day's a school day'. No matter your age we have a course suitable for you and if you are interested in horticulture but don't know where to start or don't have a garden of your own then we encourage you to drop by and speak to our Lead Horticulturalist. Whether for taking part in one of our courses or simply to sign up for our weekly vegetable 'green box' delivery there's sure to be something to appeal to you.

ReStyle

Pass It On Week has now been and gone and we have been really encouraged by the involvement seen by all our local schools and community groups. From toy swaps at the nursery to donation drives at charity shops the message of reuse throughout Bute is as strong as ever. At our ReStyle shop we saw a week of events taking place- everything from focus on beds and sofas to an upcycling demonstration from a visiting crafter.

It is because this message of reuse is so strong on Bute that we understand that reuse is not just a fashion that lasts for a week each year. The ReStyle furniture shop is a fine example of this, as we provide affordable, quality furniture all year round. We accept your kind donations (and collect them for free) and restore them to their former glory. All the items we sell are tested and checked to a high standard so when you buy from ReStyle you can be assured of quality.

Without your help we cannot provide this local support, and we are always grateful for the donations we receive. So whether you are looking to donate your old sofa or are trying to find a new fridge, look first in the ReStyle shop. You'll be surprised what we have in store for you.





Andrew Hynd

Archie Berry

Areasha Whitelaw

Beverley Fleming

Claire McAlister

Craig Baxter

Deirdre Duncan

Doug Cochrane

Dougie McDade

Fiona McLachlan

Frances Coyle

Graham Larkin

Hazel Leitch

Jacqui Mathieson

James Craig

Janey Jardine

John MacCallum

Kalum Ledicott

Karen Hilton

Kari Maxwell

Kathryn Armstrong

Kerry Baxter

Kora Nicolson

Laura McAlister

Lee Hardman

Lynn Finlay

Mairi Hamilton

Mandy Gibson

Margo Allan

Megan Morrison

Michael Cannon

Nicole Booth

Paul McIntyre

Robert Jardine

Sam Jamieson

Sheena McFie

Teresa Robertson

Recognition Scheme

On the left is a list of staff who have been recognised for exemplary demonstration of one or more of the core competences since the last Newsletter.

The scheme recognises staff who have gone that “extra” step for either Tenants or their colleagues. The awards are only token gestures such as a small box of chocolates or a low value gift card, but it is always good to be appreciated by the people you work with or the people we are trying to help.

If you think any of Fyne Homes staff have done more for you than just what was required by their job, then let us know at our main office (contact details on the back page). We like to think Fyne Homes staff always do their best and it is nice to let them know that it is noticed and appreciated.

FYNE HOMES DRESS DOWN FOR CHARITY



Friday 23rd February,

2018 saw the launch of dress down Friday for charity.

Fyne Homes take pride in the involvement of fundraising therefore staff in our Rothesay, Dunoon, Lochgilphead and Campbeltown offices have been given the option to dress down on the last Friday of each month, in turn donating £1. Some staff may decide to dress up so you might see a few sparkly tiaras around!

All money raised throughout the year will be added to the charity pot with a good cause being chosen at the end of the year.

P.S. In the last 3 years Fyne Homes staff have raised over £7600 for various charities and good causes



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

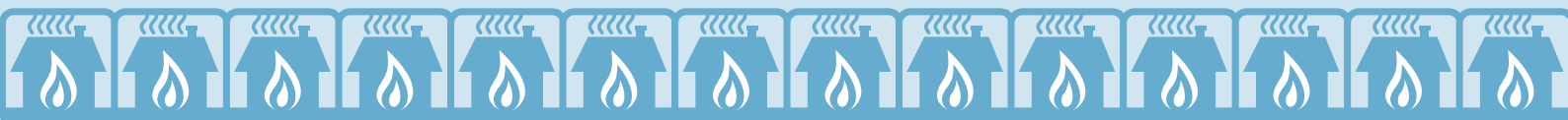


As your landlord, Fyne Homes has a legal responsibility to carry out an annual safety check on all gas appliances owned by us.

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. 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 • **Web:** www.fynehomes.org.uk

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



This newsletter
has been
produced using
re-cycled paper

Fyne Homes Limited. Registered Office: 81 Victoria Street, Rothsay, Isle of Bute, PA20 0AP
Registered Social Landlord (REG. No. 321) ; Registered Scottish Charity No. SC 009152 ;
Property Factor Registered Number PF000155

Registered society under the Co-operative and Community Benefit Societies Act 2014 (REG. No. 1454 R[S])
Incorporating: William Woodhouse Strain Housing Association and Bute Housing Association