



# Fyne news

Summer 2018

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

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# WINNERS

## Tenant Reward Scheme

March 2018	Mr K Simpson	Lochgilphead
April 2018	Miss Galloway	Ardrishaig
May 2018	Mr & Mrs Irvine	Rothsay

**£20**  
*Monthly*  
*Draw*

## ELECTORAL REGISTRATION

IMPORTANT REMINDER:

0800 980 0470 | Argyll & Bute

0800 980 0471 | East & West  
Dunbartonshire

## HOUSEHOLD ENQUIRY FORMS WILL BE ISSUED DURING JULY

Make sure you return yours!  
Legally you need to respond to this letter!



You need to register  
every time you move house



Being registered means you  
can vote in elections



In Scotland you can register  
from aged 15 & vote in  
Scottish Elections from 16



It can also help improve  
your credit rating







F U N

Z O N E



Did you know..?

The hottest weather recorded in Scotland was 32.9C in 2003

The hottest weather recorded in Britain was 38.5C also in 2003



FIFA WORLD CUP  
**RUSSIA 2018**

Amazing...!!

Silly Jokes.....

Q. What's the best day to go to the beach.....?

A. SUNday!!!

Q. Where do sheep go on holiday.....?

A. The Baa...hamas !!!

Q. What happened to the ice cream van in the hot weather.....?

A. It melted!!!

Nearly 3.2 billion people (almost half the worlds population) will watch some of the World Cup. The final on 15th July will be held in the 80,000 capacity Luzhniki Stadium in Moscow.

EASY SUMMERTIME MEAL PLANNING:

Breakfast



Lunch



Dinner





# The Nostalgia Café

open 11am to 1pm

11 Argyle St  
Rothesay



## Programme of Events

**Thursday 19<sup>th</sup> July**

**“THE PAVILION – AN UPDATE”**

Iseult Timmermans, Project Manager gives an update, including architect drawings on the progress at The Pavilion.



**Friday 31st August**

**“BYGONE DAYS OF THE BUTEMAN”**

John MacCallum presents a humorous look back at stories in *The Buteman* which might not make today's papers....

The  
**Buteman**

**Thursday 20th September**

**“JUKEBOX MEMORIES”**

Local DJ Mike Blair brings his Jukebox Show to the café. Relive the café culture of the 50s and 60s and listen to some golden oldies.







# Nostalgia Café



Thursday 26<sup>th</sup> April, saw local paddle steamer enthusiast James McMillan present “*A Sail Down Memory Lane*” which was a look back to the halcyon days of the paddle steamers on the Clyde.

The presentation went back to the glory days of people taking a trip “Doon the Watter” right up to the modern age.

A very informative talk was enjoyed by the tenants who were enthralled at the knowledge James had on the subject and promoted a lot of discussion and reminiscence.

A big thank you to James for giving up his time to come along to The Nostalgia Café.

Pupils from Rothesay Joint Campus came along on 17<sup>th</sup> May to a special Nostalgia Café held at The Winter Gardens Cinema. This saw the pupils perform songs from their stage production of “Annie”, the story of a little orphan girl looking for her parents and who meets Billionaire “Daddy” Warbucks. The pupils sang a variety of songs which the audience loved.

A massive thank you to Mrs Lindsay for arranging for the pupils to visit and entertain the tenants.

Congratulations also to all the cast and crew for the 3 shows they put on during June. Well over 1000 tickets were sold for the shows and the performances from all were fantastic!!

# Annie





# DYW

## Developing the Young Workforce



Fyne Homes has entered into a formal partnership agreement for *Developing Young Workforce* with Rothesay Joint Campus.

This agreement will see us assist pupils gain workplace experience as well as experience of interviews, completing application forms and CVs. We have a proven record in working with local young people having successfully been involved with the Modern Apprentice Scheme. Fyne Homes gave the commitment that following successful completion of the Modern Apprentice scheme they would take the apprentice on in a full time capacity. So far this has seen Megan Morrison join us as a Housing Admin Officer and Kalum Ledicott is currently working his way through the scheme to become a Technical Service Operator.

The partnership will also see us support Rothesay Joint Campus deliver the *Pre-Tenancy & Citizenship Award* which is aimed at secondary pupils.

The *Pre-Tenancy & Citizenship Award* is designed to prepare young people for the responsibilities and obligations associated with living on their own. Whilst we believe that the best place for young people is in the family home, some circumstances dictate that young people may have to live on their own and this can include moving away from home for the first time to go to college or university.



l-r Craig Baxter -Tenant Participation Officer – Fyne Homes, Lyn Haemmerle HR Director - Fyne Homes, Callum McGorm 5<sup>th</sup> Year pupil – Rothesay Academy, Dale Somerville Depute Head Rothesay Joint Campus and Megan Morrison Housing Admin Officer – Fyne Homes



# Notice to Members

## Annual General Meeting

Our Annual General Meeting (AGM) of Fyne Homes will be held on Wednesday 19<sup>th</sup> September 2018 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 29<sup>th</sup> August 2018.



## Dogs Trust Community Events

Following very successful community events last year, Fyne Homes once again worked in partnership with The Dogs Trust to promote responsible dog ownership, including providing Free Health Checks and advice and Free Microchipping as failure to have a dog chipped could result in a £500 fine.

This year events were held in Rothesay, Inveraray, Tarbert and Gigha with a total of **59** dogs seen by The Dogs Trust of which **15** were microchipped.

This is a fantastic response and the girls at The Dogs Trust were delighted with the turn out. Pupils from Gigha Primary School attended the local event and a Q&A session with the Dogs Trust Staff was held.

In less than a year, the events have seen **158** dogs examined by a qualified veterinary nurse and of those **68** microchipped.

Plans are already under way to work with The Dogs Trust later this year with dates and venues yet to be decided.

Pictured below with the Dogs Trust team of Ellie and Jillian is "Tilly" the 150<sup>th</sup> dog to be seen at the events and pupils from Gigha Primary School at the Q & A session.



If you are interested in having an event in your area please contact Craig Baxter on [cbaxter@fynehomes.co.uk](mailto:cbaxter@fynehomes.co.uk) or call 0345 6077117.





## **VOULUNTEERS... ...YOUR COMMUNITY NEEDS**

# **YOU!**

- Do you have a free hour or two every month?
- Do you have a skill that you could pass on?
- Do you want to help your local community?

If the answer is yes to any of these questions why not volunteer for local initiatives in Kintyre and on Bute that are providing fantastic services in your local community.



In Kintyre, **Shopper-Aide** provides a variety of services including:

Shopping, Appointments, Housekeeping, Social Groups (including Elderberries and Gary's Gang), Prescription Collection and general advice. The group also runs a shop which sells second hand books, eggs and preserves to name a few.

All services come with a small charge. If you are interested and would like to volunteer, even the odd hour here or there please contact Susan or Joan on:

Phone: 01586 551600

Email: [office@shopper-aide.org.uk](mailto:office@shopper-aide.org.uk)

Web: [www.shopper-aide.org.uk](http://www.shopper-aide.org.uk)



**The Lade Centre (TLC)** on Bute is providing drop in cafes and events for people with life limiting conditions. This new initiative is always looking for volunteers to help in the garden, make a cuppa or offer some skills to their users. If you are interested please contact Beverley



**Stay Hydrated** – Regularly have a cool drink, not ice cold and try to avoid caffeine and alcohol.



**Stay Cool** – Don't stay out in the sun too long and wear loose fitting light weight clothing.



**Stay Covered** – Use sunscreen on exposed skin. Children should use at least factor 30.



**Stay Informed** – Be aware of hot weather alerts and know the symptoms of heat illness

# **Summer Safety Tips**





# Rent Consultation Proposal

Fyne Homes Tenant Participation is consulting tenants on the Association's proposal to develop a new 3 Year Rent Strategy, this is important as we want you to be informed about our services and decisions and give you the opportunity to participate in the decision making process.

During July a *Briefing Paper* will be sent out to all tenants with information on the proposal, along with details of the Association's priorities, planned expenditure and what this may mean for you.

Once you have had the opportunity to read the *Briefing Paper*, Fyne Homes Tenant Participation wants to hear your views and therefore request that you complete and return the questionnaire using the

**FREEPOST** envelope that will be included in the pack. All returned questionnaires will be entered into a draw with the winner getting Decembers rent FREE.

To further assist with any queries that tenants may have about this proposed change, a series of Roadshows will take place throughout August. These Roadshows will give tenants the opportunity to talk to members of Fyne Homes staff about the proposal. Staff from all departments, including a Welfare Advice Officer and an Energy Advisor will be on hand to answer your questions.



## The dates and venues of the Roadshows are as follows:-



**Rothsay** - Friday 3<sup>rd</sup> August – 10am - 2pm Fyne Homes Boardroom, Victoria Street,

**Tarbert** - Tuesday 7<sup>th</sup> August – 11am - 1pm Templar Art & Leisure Centre, Harbour Street

**Dunoon** - Friday 10<sup>th</sup> August – 10am - 2pm Queens Hall, Argyll Street

**Isle of Gigha** - Wednesday 15<sup>th</sup> August - 11am - 1pm Gigha Hotel

**Campbeltown** - Friday 17<sup>th</sup> August – 10am - 2pm Picture House, 26 Hall Street

**Inveraray** - Wednesday 22<sup>nd</sup> August – 11am - 1pm Nicol Hall, Main Street,

**Lochgilphead** - Friday 24<sup>th</sup> August – 10am - 2pm Parish Church Hall, Manse Brae





# Water Safety

## Have Fun This Summer

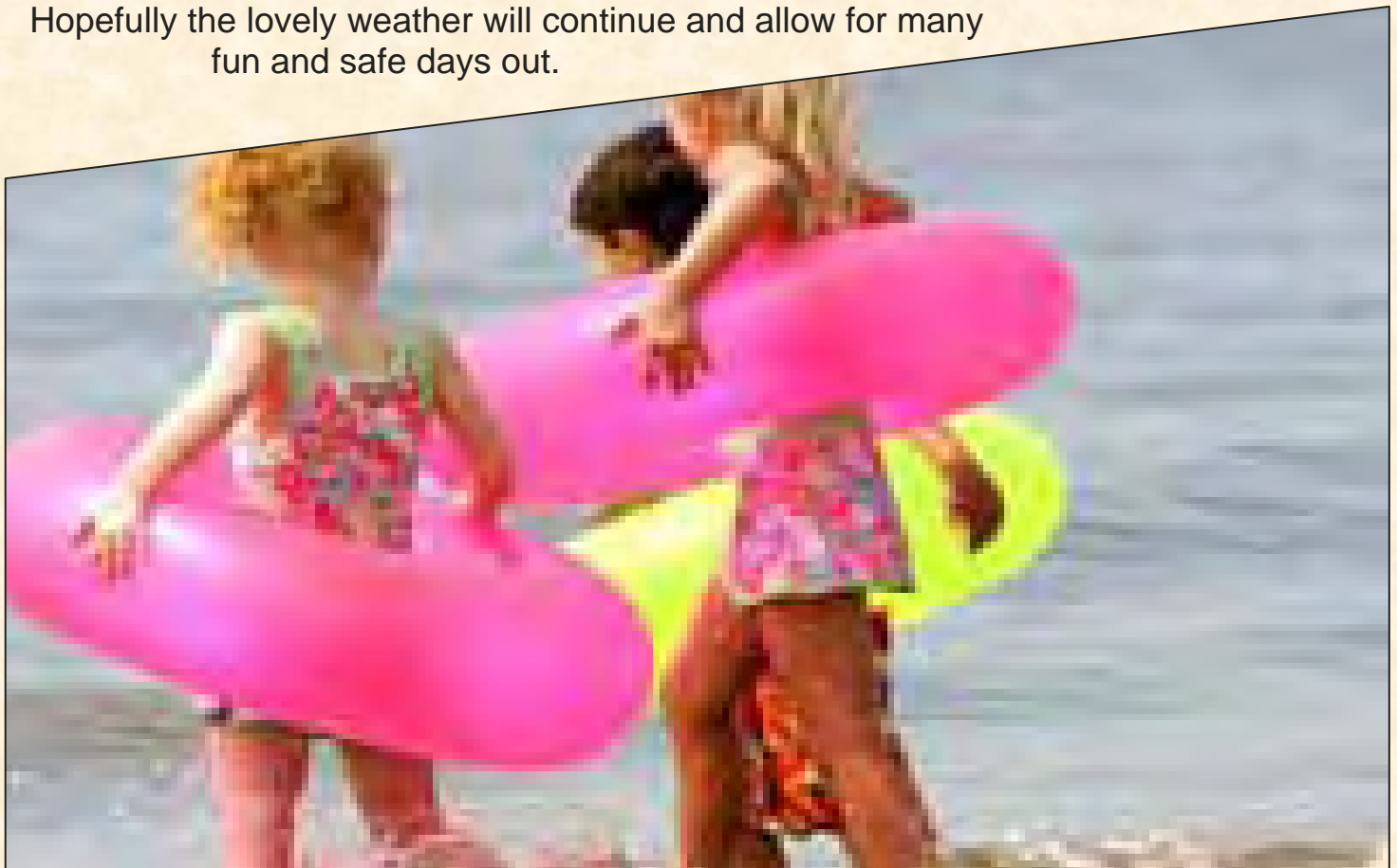
With the majority of their properties near to the coast or inland water ways and the summer just round the corner there is nothing more appealing than a paddle in the sea, a dip in a canal or an afternoon at the side of a loch.

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.
- When using inflatables such as lilos and rubber dinghies ensure that they 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 lovely weather will continue and allow for many fun and safe days out.







# Over 60 or disabled Free Travel for you and a companion!

If you are aged 60 or older and a resident in Scotland –you are eligible for Free bus travel, with a national entitlement card.

## Disabled people eligibility

If you are a resident in Scotland, aged 5 or over and meet one of the following criteria, you are entitled to free bus travel with the National Entitlement Card:

If you receive the higher rate of the mobility component or the higher or middle rate of the care component of Disability Living Allowance, you receive Attendance Allowance or you receive Personal Independence Payment.

You may also be entitled to free bus travel if you – live in a care home or hospital, are a Blue Badge holder, are profoundly deaf, have a sight impairment, have been told not to drive based on medical grounds, have a mental health condition, a learning disability, a terminal illness, have a progressive degenerative condition, or are an injured veteran –the rules for each of these conditions varies so it is best to contact your local authority for further details.

## Companions

The national entitlement card also allows for free travel for companions when required. This can make travel easier, helping you to get on and off buses, carrying shopping and communicating with the driver. Companions can travel for free for all NEC holders who have the companion logo on their card. Your companion is entitled to travel for free if you meet one of the following criteria:

- You receive the higher or middle rate of the care component of Disability Living Allowance
- You receive the standard or enhanced rate of daily living component of Personal Independence Payment
- You receive Attendance Allowance
- You are registered as severely sight impaired (blind)
- You receive war pensions constant attendance allowance

The card also allows people who live in the area covered by Strathclyde's Concessionary Travel Scheme (which includes Argyll & Bute), to get cheaper fares on First ScotRail trains and the Glasgow Subway. Concessionary travel is also available on local ferries for anyone who lives on an island or peninsula and meets the qualifying criteria.

## How to apply

Eligible disabled people can apply for a new National Entitlement Card at their local social work office, where local staff will help complete your application, and send it to SPT who will issue your card:

- **Mid Argyll Area Team** - Mid Argyll Community Hospital and Integrated Care Centre, Blarbuie Road, Lochgilphead PA31 8JZ
- **Kintyre Area Team** - Campbeltown Service Centre, Old Quay Head, Campbeltown PA28 6BA
- **Bute Area Team** - Union Street, Rothesay, Isle of Bute PA20 0HD
- **Cowal Area Team** - Ellis Lodge, Argyll Road, Dunoon PA23 8ES

**Phone:** 01546 605517

## Replacement cards

If your card has been lost or stolen, please contact SPT who will issue you with a new card







# Digital Engagement Group

Fyne Homes already communicate with our tenants via digital platforms i.e. website, facebook, twitter, smartphone app and this list will only grow as new technologies and products develop. Our purpose is to keep tenants up to date with what's happening in Fyne Homes and also make it easier for tenants to contact us eg report repairs.

What we want to know is – do these various platforms work for you?

Craig Baxter, Tenant Participation Officer, is looking for people to get involved in a Digital Engagement Group to look at what we do with our digital platforms and how they could be improved.

The format of the group will be informal meetings either face to face or via video conference and will not last hours on end .

If you are interested please contact Craig on 0345 6077117 or [cbaxter@fynehomes.co.uk](mailto:cbaxter@fynehomes.co.uk)



# Well Done !!



A young tenant at Ross Crescent raised the alarm recently when he saw a fire in one of the play areas at Ross Crescent.

Harris Gallagher-McWhirter, spotted that a fire had been set in the play area and told his mum, who thought at first it was Harris's way of not going to bed. On further investigation Julie Gallagher saw the fire and rushed out with some water to extinguish it. Julie's neighbour, Nicola Taylor noticed this and came out to help.

Both ladies were presented with flowers by Craig Baxter, Tenant Participation Officer who also presented Harris with a Fireman Sam DVD for him and his brothers to enjoy.

Well done to all, their swift actions ensured that no harm came to anyone and that the play area was not damaged.

Pictured above is Harris with his brother William.

# Universal Credit Full Service is Coming to Argyll and Bute

19<sup>th</sup> September 2018

After many delays in the roll out of Universal Credit (UC) it is finally going to be rolled out in our area in September this year.

Universal Credit is a new benefit for **working age** claimants that can help to meet your **living and housing costs**. You make a claim for Universal Credit from the Department of Work and Pensions.

It is paid to claimants who meet various conditions of entitlement.

Universal Credit **replaces several other social security benefits**:

- Housing Benefit
- Income-based JSA
- Income-related ESA
- Income Support
- Child Tax Credit; and
- Working Tax Credit



Depending on your financial and other circumstances, you can get UC towards your basic living needs and your housing costs. The amount of UC takes into account whether you have a partner and/ or children or young persons who live with you. It also takes into account whether you have limited capability for work, are a carer, and/ or have childcare costs. UC includes a "housing costs element" which can help pay any of the following : your rent, your mortgage interest or similar costs, your service charges.

In each case there are limits to how much you can get. Also the amount towards your rent can be reduced if you have one or more non-dependents living with you. To get UC you make a claim to the DWP. If you are claiming UC as a couple you make a joint claim. UC is a monthly benefit based on 'assessment periods' which begin on the same day each month. It is paid to you at the end of each assessment period, or in some cases the housing element is paid to the landlord. If you are overpaid UC you may have to repay it.

UC does not cover council tax, therefore anybody who is in receipt of UC also needs to make a claim to Argyll and Bute Council for council tax rebate, there is a special form for UC claimants.

For more information on Universal Credit please check Gov.UK website as this is the official source of information and details are updated frequently.

If you are concerned about how Universal Credit will affect you please contact Margo Allan at Fyne Homes on 0345 6077117 to discuss.



UC *Universal  
Credit*

**ARE YOU READY?**





## Travelling to Europe this summer?

Are you planning a holiday in the EU this summer? If so remember to take a European Health Insurance Card (EHIC) with you.

The card is free of charge and you can apply online using the official EHIC online application form at <https://www.ehic.org.uk/Internet/startApplication.do>. You should be aware that this card ***is not*** an alternative to travel insurance and it is therefore important to have both an EHIC and valid private travel insurance in place before your travel.

***Beware of unofficial websites which may charge if you apply through them.***

A valid EHIC gives you the right to access state-provided healthcare during a temporary stay in another European Economic Area (EEA) country or Switzerland. It covers treatment that is medically necessary until your planned return home. Treatment should be provided on the same basis as it would to a resident of that country, either at a reduced cost or, in many cases, for free.

The EHIC also covers the treatment of pre-existing medical conditions and routine maternity care, provided the reason for your visit is not specifically to give birth or seek treatment.

For more information about the EHIC and what is covered in each country, visit [www.nhs.uk](http://www.nhs.uk) and search for EHIC.



## Keeping in Touch with Fyne Homes

We like to feel our 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](http://www.fynehomes.co.uk) and you can always e-mail us at

[postmaster@fynehomes.co.uk](mailto: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.

CONTACT  
f @  US



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

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





# 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 – Completed 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.





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

**ReStyle**  
Part of Fyne Futures Ltd

**BUTE  
PRODUCE**

**CAR  
Bute**

This year Fyne Futures and Incredible Edible Bute are bringing a range of activities to the island, from courses at Bute Produce to farm visits, helping to teach about where our food comes from. We will be launching our brand new accessible, edible garden on the site of the demolished West Church from which future training will be delivered.

We will be holding a variety of events this year to bring the very best of our community together- its local food, its shared flavour and rich variety. Look out for us at a number of other local events such as ButeFest and the Agricultural Show.

Here are the summer dates for your diary:

**Bute Produce Training:**

03/07/18 & 04/07/18: Master Composter Training

10/07/18-31/07/18: Grow Your Own workshop (every Tuesday)

23/07/18: Bee Talk

**24/06/18: Opening of accessible edible garden (site of old West Church)**

01/08/18: Visit to two local farms 'Where Our Food Comes From'

23/07/18: Mount Stuart cookery demo and garden visit (booking reqd.)

**Events you will see us at:**

03/06/18: Port Gala

27/07/18-29/07/18: ButeFest

08/08/18: Agricultural Show

Each Sunday you will find us working in community beds between 2pm and 4pm (either Battery Place or West Church site). Dates of these are below.

**Sunday work party dates- the when and where:**

10/06/18 Chapel Hill

24/06/18 Chapel Hill

08/07/18 Battery Place

22/07/18 Chapel Hill

05/08/18 Battery Place

19/08/18 Chapel Hill

02/09/18 Chapel Hill

16/09/18 Chapel Hill

30/09/18 Chapel Hill

Locations may be subject to change- follow us on Facebook

(@IncredibleEdibleBute) to keep in touch and find out what we will be doing on

the day. You can also call Fyne Futures on 01700

503181 to find out more.





# Shopper Aide

Shopper-Aide in Campbeltown is a project that TP and Fyne Homes are currently working with. Shopper-Aide assists members of the Kintyre Community, including some Fyne Homes tenants, with shopping, delivery of prescriptions, cleaning, small jobs in the house, transport to and from appointments or social events. Shopper-Aide also runs "Elderberries" which is an over 60s club held on Tuesdays and Thursday and includes talks, arts & crafts, bingo etc. This is something that TP will support going forward and details of what Shopper-Aide do and how people can use the service or indeed become a volunteer is available in the local office.

Shopper-Aide run 3 vehicles and Fyne Homes have sponsored one of these vehicles for 10 weeks



TP recently attended Screen Memories which is a dementia friendly initiative which was held at Campbeltown Picture House. This initiative was advertised to our older tenants in Campbeltown and TP will be working in partnership to promote this initiative in the future and will roll out to all areas.

The initiative uses old film clips, stills of film stars and old movie posters to stimulate memory and is aimed at but not exclusive to those with dementia or that are socially isolated.

Screen Memories also run sports specific events covering football, rugby, shinty and golf to name a few.

Tenant Participation will be running Screen Memories events in the coming months in your local area in partnership with other local organisations. Keep an eye out in your local office and our website for details.





**Areasha Whitelaw**  
**Claire McAlister**  
**Eilidh MacCallum**  
**Doug Cochrane**  
**Dougie McDade**  
**Hazel Leitch**  
**Iain McPherson**  
**Jacqui Mathieson**  
**James Martin**  
**Janey Jardine**  
**Jim Pollock**  
**Kalum Ledicott**  
**Laura McAlister**  
**Lee Hardman**  
**Mairi Hamilton**  
**Megan Morrison**  
**Neil Forrester**  
**Nicole Booth**  
**Robert Jardine**  
**Sheena Macfie**

## 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 our 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 our staff always do their best and it is nice to let them know that it is noticed and appreciated.

## Charity Run PLUS

In June, Hazel from our Business Services Department travelled to Drumlarnig Castle near Dumfries with family and friends to take part in the Tough Mudder endurance event.

Hazel ran and conquered 25 obstacles over 11 miles of rough, muddy terrain and raised £430 for The Bute Kidney Group who are fundraising for a Dialysis Unit on the Isle of Bute ([www.butekidney.co.uk](http://www.butekidney.co.uk)).

In 2016 she completed 9 different runs and raised £1760 for the same cause.

Well done to all involved.....  
.....**a fantastic achievement.**





## 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

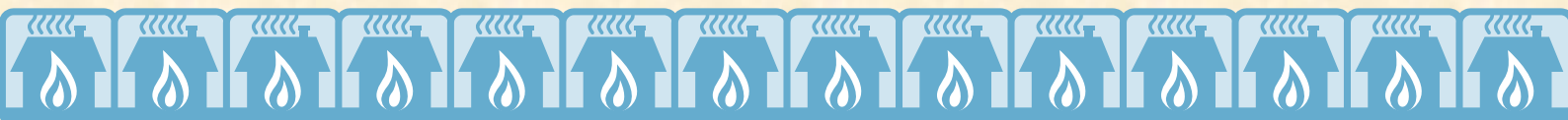


As your landlord, Fyne Homes has a legal responsibility to carry out an annual safety check on all gas appliances owned by us.

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](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