



Fyne news

Autumn 2018

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

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- **Tenant Participation**
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WINNERS

Tenant Reward Scheme

June 2018	Mr Rushworth	Rothestay
July 2018	Mr & Mrs McMillan	Lochgilphead
August 2018	Miss Johnson	Tarbert

£20
Monthly
Draw

Dates for your Diary

Lochgilphead

*October 17th - 66 Days @ Community Centre

*October 26th - Welfare Advice @ Grubs Up

*November 23rd - Christmas Crafts @ Grubs Up

*December 17th - Classic Christmas Movies

@ MAYDS Centre - adults 1pm / Kids 4pm

Dunoon

*October - Reel Memories

*November - Reel Memories

*December 21st - Classic Christmas Movie - adults

2pm @ Studio Cinema

Kids Christmas Movie @ Studio Cinema 6pm

Rothestay

*October 25th - Free Bingo

@ The Lade Centre

*November 30th - Christmas Crafts

@ The Lade Centre

*December 20th - Classic Christmas Movies

adults @ 2pm / Kids @ 4:30pm @ The Lade Centre

Campbeltown

*October 23rd - Screen Memories @ Elderberries

*December 4th - Christmas Crafts @ Elderberries

*December 18th - Classic Christmas Movie - adults

@ Campbeltown Picture House 2pm

*December 21st - Kids Christmas Movie

@ Campbeltown Picture House

KEEP AN EYE ON OUR WEBSITE FOR MORE DETAILS

www.fynehomes.co.uk

THE FUN ZONE



Silly Jokes.....



Q. What did the tree say to Autumn...?

A. Leaf me alone....

Q. Why do birds fly South in Autumn..?

A. Because it's too far to walk....

Did you know..?

On November 5th, throughout Britain, we commemorate the capture of Guy Fawkes with bonfires and fireworks



Amazing...!!

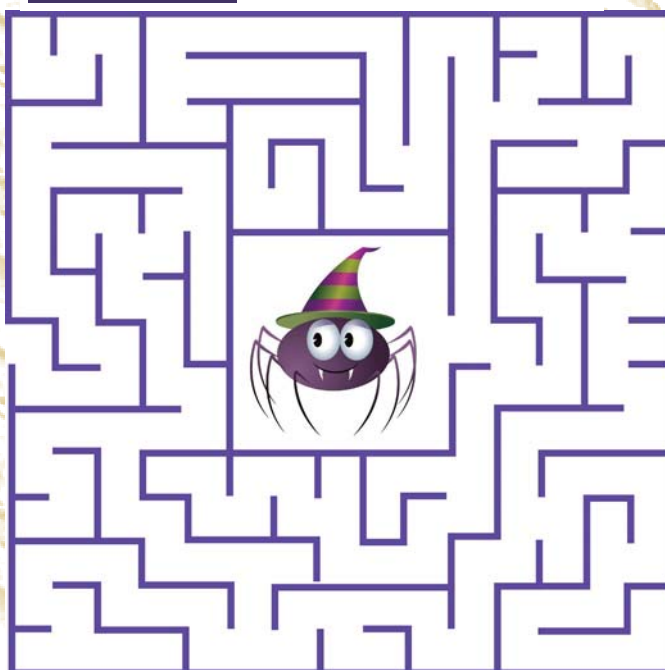
According to tradition, if a person wears his or her clothes inside out and then walks backwards on Halloween, he or she will see a witch at Midnight



Did you know...?

100 years ago at 11am on 11th November 1918 the First World War ended.

Help Spidey find her way out of the maze



Change a habit – change your life!

On average it takes 66 days to change a habit of a lifetime.

Whether it is giving up that packet of crisps you have as a snack or walking to work instead of taking the car or maybe visit a neighbour who doesn't get out much and help them with their shopping.....little changes in your life can have a BIG benefit.

Fyne Homes is supporting this challenge which launches on 17th October and starts the following day and ends on Christmas Eve.

A kick-off event will be held in Lochgilphead Community Centre on 17th October which will have demonstrations and information from various groups as well as a healthy food café, come along and see what you can do to change your life.

Whether you are part of an existing group or just doing something yourself, why not take up the 66 day challenge and change your life.



Fyne Homes Tenant Participation will advertise up and coming events through local community radio stations.

Tune in to keep up to date with what Fyne Homes is doing in your area and what is happening in your local community.



Dunoon
Community Radio

Bute Island
Radio

Argyll FM

Annual Report 2017-2018

Last year we advised our tenants that in considering our responsibility to the environment together with printing, in-house administration and postage cost we would no longer be posting out a hard copy.

Our Annual Report for 2017-2018 is now available in the download section of the website www.fynehomes.co.uk.

If you would prefer to receive a hard copy, direct to you by email or in alternative format please let us know. You can contact us by phone on 0345 6077117 or via the Contact Us area of our website to let us know your preference.



Scottish Social Housing Charter Performance

The Scottish Social Housing Regulator has published their Landlord Report for Fyne Homes and other housing associations which can be viewed on their website: www.scottishhousingregulator.gov.uk

The website also has a comparison tool which you can compare our performance against other associations.

The Scottish Housing Regulator collects a range of financial and performance information about each landlord which is used to monitor and assess landlord performance against the Scottish Social Housing Charter and to decide on their level of engagement with landlords. We are pleased to report that we continue to have a low level of engagement with the regulator.



The Scottish Social Housing Charter



Nostalgia Cafés

There have been a number of Nostalgia Cafés in Bute over the summer.

Friday 22nd June saw the Nostalgia Café host its first Bingo Day. Tenants and friends came along for a number of games, winning some great prizes and enjoyed a cuppa and a natter.

The competition was fierce but it was all good fun.

Thursday 19th July saw Iseult Timmerman, Heritage Engagement Officer, for the Pavilion attend The Nostalgia Café and look back at the glory days of the Pavilion and update tenants and their friends on the progress being made with the regeneration project.



Pavilion Pearls went down a storm! We had a full house plus many standing as



well. Everyone seemed to really enjoy it. Iseult was lovely and her presentation was fabulous. Attached is a photo- this doesn't even do it justice as there were many standing at the back also.

A big thank you to Kora for hosting these 2 events in my absence and thank you to Areasha and Caroline for their assistance.



Friday 31st saw John MacCallum, local history enthusiast, return to The Nostalgia Cafe with a look back at funny and strange stories from The Buteman that might not make today's papers. John also presented a series of postcards from days gone by which was an insight into life back in the Victorian and Edwardian eras and also great social history.

The audience

thoroughly enjoyed John's delivery with his usual wit and humour. I'm sure John will be back in the future with more interesting slides and stories.

The event was held in The Lade Centre, which proved to be an excellent venue and one that The Nostalgia Cafe will use in the future.



On Friday 7th September a look back at the golden age of the silver screen by Screen Memories Scotland was held in The Lade Centre.

Michael White of Screen Memories Scotland, took tenants on a trip down memory lane by looking at adverts that would have been shown in the cinema back in the day and also a short film called "Pleasure Island" which was about Bute. Many of the attendees were able to recognise local people in the film which created a lot of discussion.



Following a cuppa and cake tenants and friends were entertained with clips of classic movies. This is an absolutely fantastic initiative which will be used in the future.

A big thank you must go out to the volunteers at The Lade Centre for hosting The Nostalgia Café and who are doing a great job providing a fantastic facility for the residents of Bute.



Some of the "Gang" arriving at Fyne Homes

Goodness Gang

Fyne Homes Tenant Participation has been collecting "Goodness Gang" stickers from local Co-op stores. Tenants, staff and the local community have all been working together to collect the stickers to allow Tenant Participation to purchase the cuddly toys for distribution to nurseries and pre – 5 centres throughout Argyll & Bute. Such was the response that additional toys will be purchased and will be distributed to children's charities with connections to Argyll & Bute.

During the next few weeks Fyne Homes will be distributing the "Goodness Gang" along with fresh fruit to local nurseries.

A huge **THANK YOU** to all who took part in this initiative.

Rent Consultation Update

Thank you to all that replied to the recent consultation on changing Fyne Homes Rent Policy.

The proposal was to replace the existing policy of increasing the annual rent by the Retail Price Index (RPI) + 1% with a fixed 3 year increase, which would allow Fyne Homes to continue to provide its services along with being able to upgrade existing homes.

The proposal was to either have a fixed 2.5%, 3% or 3.5% increase which would allow either 380, 460 or 535 homes to be improved over the 3 year period.

The consultation was supported by 7 Rent Roadshows throughout Argyll & Bute which gave tenants the opportunity to meet staff and clarify any queries they had and address any issues. The Roadshows also gave tenants' access to Welfare Advice and Energy Saving Advice.

At the time of going to print the closing date for questionnaire returns had not yet passed so final results of the consultation cannot be reported at this time.

Full results of the consultation will be made public to tenants in November. Results will also be published on Fyne Homes website and in the Winter Newsletter.





Joint Working

Campbeltown

Fyne Homes continue to work with “Elderberries” in Campbeltown and recently visited with energy advisor, Karen Hilton of Fyne HEAT and Margo Allan Welfare Advice Officer, to give advice to the attendees.

Fyne Homes in partnership with Screen Memories Scotland will be back to Elderberries on October 23rd to look back at the halcyon days of the silver screen. This initiative sees people talk about their favourite movie stars and films and dips into classic movie clips for attendees to reminisce.

December is a busy month with Fyne Homes attending the group twice. On 4th December Margaret Thomson, Fyne Homes Corporate Manager will be on hand to make Christmas decorations with the Elderberries. Margaret is conducting 4 sessions throughout Argyll & Bute in the lead up to Christmas to share her skill and expertise. On 18th December Fyne Homes Tenant Participation are holding a Classic Christmas Movie with mince pies and mulled wine. Campbeltown Picture House are hosting this event. Final details have still to be confirmed.

Lochgilphead

Fyne Homes Tenant Participation is working with both the Drop In Café and Grubs Up which are both based in Lochgilphead Parish Church Hall.

The Drop In Café has hosted a free Bingo session with some fabulous prizes won by those that attended and Kilmartin Museum held a presentation on the work that they are doing at the historic Kilmartin site. A full report will be published in the Winter Newsletter. Fyne Homes will also be attending Grubs Up on 26th October to give welfare and benefits advice with Margo Allan of Argyll Networks in attendance.

Grubs Up will also host Fyne Homes on 23rd November and will see Margaret Thomson demonstrate making Christmas decorations and will take attendees through a step by step process to make their own decorations.

Mid Argyll Youth Development Service are once again involved with hosting our Christmas movie sessions. The movie for older tenants will be held on Monday 17th December in the early afternoon and the kids movie will be on the same day later in the afternoon when school is out. Look out for final details on our website.

Dunoon

The Studio Cinema continues to work with Tenant Participation with it Reel Memories classic films. These films are on a monthly basis and allows tenants and friends to enjoy old movies with a cuppa and a biscuit.

This year The Studio Cinema will host Fyne Homes Christmas movies for both older and younger tenants and friends. The date for the both movies is Friday 21st December, times to be confirmed.

Fyne Homes are discussing a joint working initiative with Hub Grub to host advice days, presentations and demonstrations. More details will be available on our website and in the Winter Newsletter.



FyneHEAT

FYNE HOMES ENERGY ACTION FOR TENANTS

FyneHEAT is funded by the Scottish Governments Climate Challenge Fund to help Fyne Homes tenants to reduce their energy use through energy efficiency advice, help to switch energy suppliers and ultimately reduce bills.



We can help you to -

- Understand your bills
- Manage energy debt
- Take meter readings to monitor your energy use
- Resolve billing errors/Prepayment meters
- Support you to switch energy suppliers
- Better use of heating controls
- Get the cheapest tariffs
- Get information on Winter Fuel Payments, Warm Home Discount, Cold Weather Payments & Priority Services Register.

Energy Bills going up? Confused by your energy bills?

Book an Energy Audit with one of our City & Guilds Qualified Advisors and you will get free and impartial advice on practical measures to take to help reduce the amount of energy you use in your home. We recognise that everyone's needs are different and our Advisors will provide you with help and advice specific to your home and your circumstances.

So far FyneHEAT has helped tenants save a huge £150,025 by reducing energy use, using LED bulbs, Switching Suppliers, Warm Home Discount, billing and debt resolution.

FyneHEAT

FYNE HOMES ENERGY ACTION FOR TENANTS

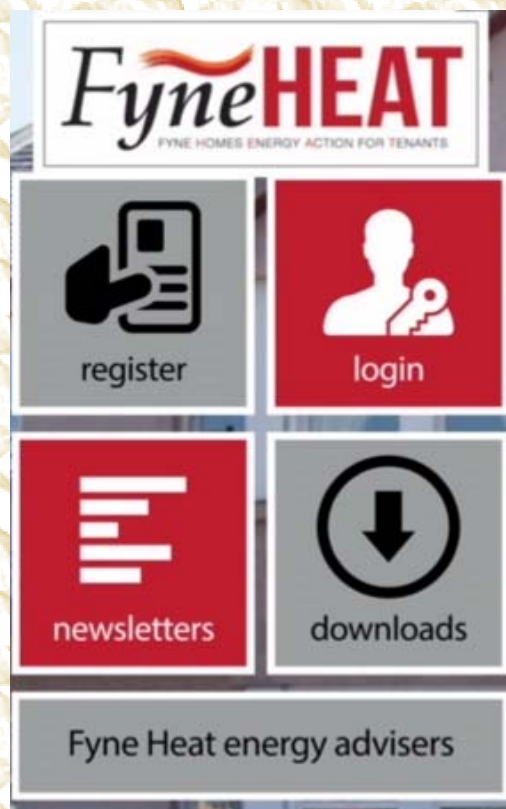


**We have
an App!**



FyneHEAT has developed an App to help you track your energy use, all you have to do is download it and enter your kWh usage from your bills. We need 3 meter readings from you – the first one can be now or if you have it, your kWh total usage from your yearly statement (which you received from your supplier in April) don't worry if you don't have this we can help you to get it from your supplier or you can enter your current reading, one at the end of December and one in March 2019 to be eligible. There are 4 x £50 vouchers to be won, 1 each for Campbeltown, Dunoon, Lochgilphead and Rothesay.

Download the App or Register online to win £50 off your energy bills – 4 x £50 to be won!



If you need help downloading the App, entering details etc., then give us a call, we will help! If you don't have a mobile device or tablet you can register on our website - <https://fynehomes.org.uk/fyneheat/fyne-heat-register/>

Don't miss out on your chance to win £50 off your bills.

If you don't have access to a mobile phone or PC we can register for you and record your meter readings too! Please give us a call on 0345 607 7117

FyneHEAT Energy Survey

WIN £50 off your Energy Bills in December!

Don't forget to complete the survey from FyneHEAT we want to find out about your energy use and your bills, how you pay and what help or assistance you might need. The survey and FREEPOST envelope are in the FyneHEAT Autumn Newsletter. When you return the survey you will be put into a draw to win a £50 energy voucher. Return by Friday 30th November to be eligible for the draw which will be announced on Monday 3rd December.



Fyne Futures Ltd
Scottish Charity No. SC036392

ReStyle
Part of Fyne Futures Ltd



Bute Produce

This summer has seen a flurry of activity for the team at Bute Produce. Whilst the team are used to 'making hay while the sun shines'- and boy has it shined this summer- they have also played host to a variety of teaching and learning activities. In a recent activity in co-operation with Rothesay Joint Campus, Bute Produce welcomed the school's first years and helped them learn about how local, seasonal food growing can be impacted by a variety of factors. From crop rotation to weather, the senior classes were keen to learn and eager to try out the vegetables grown on site. This knowledge they then took back to school to learn about how local growing and seasonal eating helps to reduce our islands carbon footprint.

Growing and eating are of course only part of the challenge that we take on at Bute Produce though. We have long been advocates of reducing waste- either through reuse or return to soil eg. Composting. Food waste is an excellent opportunity to do just this, as there are opportunities to reuse your leftovers at every turn. Take a look at our 3 week Food Diary Challenge online at <https://tinyurl.com/BPDiaryChallenge> . And of course there are always opportunities for people who want to take part. If you don't know how to garden but are keen to learn we regularly hold training courses at Bute Produce garden and at the Chapel Hill raised bed gardens. If joining us at the garden is difficult there are a number of accessible raised beds throughout Rothesay that we help Incredible Edible Bute maintain. These public beds contain fruit, veg and herbs that are free for anyone to pick and so far have proven very popular. Whatever the Autumn has in store for us at the garden, you can be sure we will be busy, as the work in a garden doesn't stop. It's a year-round challenge, but is one that we love and is very rewarding.

ReStyle

We are very lucky in our ReStyle shop that things change so often. No two weeks look the same in the shop because the variety of items that kind members of the public donate is very different. One week you might see that ideal sofa that you had been looking for, the next you might find it replaced by the bureau you never knew you always wanted. And whilst you might miss the sofa you can be safe in the knowledge that another suitable one will come in soon enough.

Tastes change, but some things in the shop don't. You will always be greeted by the same cheery smile, the same high quality of our reuse stock and the same affordable prices. We will always ensure you get the same swift service of delivery and our staff endeavour to uplift suitable donations as soon after viewing as possible.

With the Autumn season approaching you can soon expect to see the usual decorations in some shops: Halloween pumpkins, St Andrews day flags and eventually the Christmas decorations will appear. And in the same way our seasons change based on the kind donations we receive. But regardless of the season you can always expect the same warm welcome and high standards at the ReStyle shop.

Housing (Scotland) Act 2014

You should have received a letter from us last month advising you of important changes to your tenancy rights being introduced under the Housing (Scotland) Act 2014. There was also a Qualifying Occupier which was pre-populated with the information we currently hold for you to check and return to us so we can update our records.

With effect from **1st May 2019** there are changes to the way in which: -

- a tenancy can be ended following a conviction for serious antisocial or criminal behaviour, either by the tenant/joint tenant, a person residing in or visiting the house;
- a tenancy for an adapted property can be ended if it is no longer being occupied by someone who requires the adaptation;
- a Scottish Secure Tenancy can be converted to a Short Scottish Secure Tenancy due to antisocial behaviour.

With effect from **1st November 2019** you cannot:-

- add another person to your tenancy agreement or assign your tenancy to another person unless that person has lived in the property as their principal home for the previous 12 months and you have advised Fyne Homes that they are there (please note the 12 month period begins from the date you notify us not from the date that they have moved in if it is earlier);
- sublet your tenancy to another person unless you have been the tenant for the previous 12 months, or where you were not the tenant throughout the whole of that period, it was your principal home. You must get permission from Fyne Homes before subletting your property.

The Act also brings in new rules on succession (taking over the tenancy following the death of a tenant) with effect from **1st November 2019** for unmarried partners, family members and carers:-

- the property must have been their principal home for 12 months before they qualify to succeed;
- the 12 month period cannot begin unless you have told us that they are living in the property as their principal home.

These are major changes that affect not only you but the people living with you.

If you have not yet checked, completed and returned the Qualifying Occupiers form that was sent to you in September, please do so as soon as possible as the clock is ticking.

TPAS Scotland Workers Conference

The Tenant Participation Advisory Service
Scotland Workers Conference was recently

held in Dundee. Fyne Homes was represented at the conference by Craig Baxter, Tenant Participation Officer and Teresa Robertson, Housing Services Director. The conference heard from a number of key note speakers and a number of informative and interesting workshops were held.

The LGBT Youth workshop focused on the issues surrounding young people within the LGBT community securing and maintaining a tenancy. The deafscotland workshop focused on raising hearing impairment awareness was also very thought provoking. Both of these organisations will be invited to address staff in the future so that Fyne Homes can better engage with clients that are affected by these issues.

"Activities with Communities – Older and Younger" was the title of the workshop which Craig presented on behalf of Fyne Homes to highlight the work that is being carried out for our tenants and the wider community. The 2 sessions that were held were very well attended and received some favourable feedback from other RSLs and other organisations.

Following on from the TPAS conference, Craig Baxter has been asked to be part of a working group looking at Young Persons within Tenancies. The initial meeting was held in Glasgow on 6th August with a further meeting on 1st October. This working group is looking at ways for landlords to better engage with its younger tenants or young people living within a Fyne Homes property. Each RSL that is involved invited a young tenant to accompany them to the meeting to get their views. It is anticipated that this will evolve into a national forum.

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 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 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.



Fire Safety



With Halloween and Guy Fawkes Night fast approaching, the use of candles and fireworks increases as does the risk of fire and injury.

Billowing Halloween outfits including capes and wigs can be a risk near naked flames.

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

Never leave a naked flame unattended

Ensure Halloween costumes are fire retardant.

FREE SERVICE.....

**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

**Visit Fyne Homes
office for details**



Follow **instructions** on fireworks and sparklers
Test your smoke alarm **at least once a week** – report any issues **immediately**

Never leave mobile phones, tablets, ipods etc. charging while unattended – especially overnight

Do not leave hairdryers, hair straighteners, tongs etc. plugged in when not in use

Ensure fire doors are closed at **all** times

Do not leave any items in common closes or stairwells – these could cause an obstruction as well as be a fire risk
Make an **escape plan** and ensure those that live in the property know what to do in the event of a fire

For more information on Fire Safety visit

www.firescotland.gov.uk

**In the event of a fire
call 999**

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; and
- 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

Any budding film makers, directors or actors out there?

Rothsay Pavilion were delighted to have film maker/ photographer Basharat Khan working with the 45RPM youth group over the summer at Butefest and Highland Games. The Pavilion will be working with Fyne Homes to offer our young tenants the chance to work with Bash over the next 6 months. Information sessions and workshop dates will be announced soon.



Food Bank Service in Rothsay

As some of you may be aware, Bute Oasis operate the Bute Food Bank from premises at Argyle Street in Rothsay.

Some reasons for using the food bank may include:

- Low income
- Benefit Issues
- Budgeting problems
- Debt



If you or anyone you know feel that you could benefit from the services of Bute Oasis Foodbank, Fyne Homes can make a referral on your behalf.

Bute Oasis opening hours is 9am-5pm, Monday, Tuesday, Thursday and Friday should you need to contact them directly or alternatively, call 01700 502272.

In emergencies, Bute Oasis will provide provisions of food on Wednesday and at the weekend.



Caroline Thorburn

Aresha Whitelaw

Margo Allan

Sheena Macfie

Kora Nicholson

Eilidh MacCallum

James Craig

Fiona McLachlan

Mandy Gibson

Hazel Leitch

Laura McAlister

Janey Jardine

Dougie McDade

Sam Jamieson

Dougie McDade

Kathryn Armstrong

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.

Kalum's Great Achievement

Kalum joined Fyne Homes' team as a Modern Apprentice in Technical Services last September. He has proved himself to be an asset to the team and has worked hard to achieve his SQA qualification within 10 months of starting.

Kalum said he *'took up the modern apprenticeship because in my opinion it's the best way to start a career.'* He continued that *'the training was brilliant I was fully supported the whole way through and I've learned a lot.'*



Kalum says that *'Working for Fyne Homes is fantastic all the staff are very warm and welcoming and also very easy to get along with. I am proud to be part of such a great establishment. The highlight of my year was definitely receiving my certificate as all my hard work had paid off. The Christmas party was also pretty great'*

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

Rothsay—Head Office

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81 Victoria Street
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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