



Spring 2019

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



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Christmas Roundup
Universal Credit
Windfarm
Queens Court Opening
Nostalgia Cafe
Fyne Heat
Changes to Tenancy Rights
Staff Leaving**

WINNERS

Tenants Reward Scheme

January 2019	Mrs McCallum	Campbeltown
February 2019	Miss MacKinnon	Lochgilphead

£20
Monthly
Draw

There was also a draw for Tenant Reward Scheme members in each area for a Christmas Hamper.

Congratulations to the lucky winners who were:-

Mr McCall – Lochgilphead

Mr McInnes – Rothesay

Mrs Thomson – Campbeltown

Ms Templeton – Dunoon

If you want to become a member of the Tenant Reward Scheme, please contact your local Housing Officer for more details or contact Craig Baxter, Tenant Participation Officer on 0345 6077117 or cbaxter@fymehomes.co.uk





The winner of our Christmas Word Search competition was:

Fraser McPhie Rodgers

Well done Fraser!



This Months is "Just for Fun"



Spring Word Search



Let's find the words

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



Watering Can

Sprinkler



Flowers

Calf

Lamb

Shovel

Shrubs



Rhododendron

Plant Pot

Lawnmower

Grass

Chick



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.



Christmas Crackers



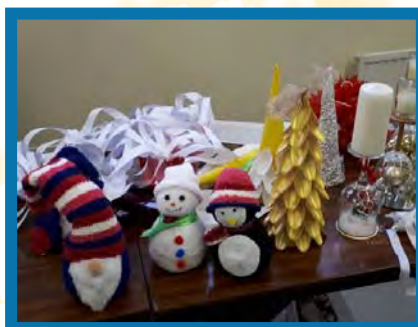
Over the festive period Fyne Homes Tenant Participation was busy with various Christmas events.

Young and older tenants enjoyed the Christmas Craft days hosted by Margaret Thomson, Fyne Homes Corporate Manager.

These days demonstrated how to make easy and fun Christmas decorations out of bits and pieces that you'd have lying round the house.

Thanks to The Lade Centre – Rothesay,

Elderberries – Campbeltown and Grub's Up- Lochgilphead for allowing Fyne Homes to hold these days during their own regular events.



Santa also made a flying visit to Gigha Primary School to deliver some festive treats for the pupils during their Christmas party.



Christmas movies were also organised for Lochgilphead, Campbeltown, Rothesay and Dunoon. Older tenants enjoyed the classic Christmas movie "It's a Wonderful Life" with mince pies and mulled wine.

The children received a selection box whilst they enjoyed a Christmas movie of their own. In Lochgilphead and Rothesay it was "The Polar Express" in Campbeltown it was "The Grinch" and in Dunoon "Wreck It Ralph 2".

Thank you to Mid Argyll Youth Development Service – Lochgilphead, The Lade Centre – Rothesay, Campbeltown Picture House and The Studio Cinema – Dunoon for all their assistance in hosting the movies.





Universal Credit for working age claimants

Since September 2018 Universal Credit has rolled out in our area for any new claims for benefit. This benefit replaces Housing Benefit, Income Support, Income-based Job Seekers allowance, Income related employment and support allowance, working tax credits and child tax credits.

In this time approximately 200 Fyne Homes tenants are now claiming full service Universal Credit.

Some common issues/ changes we have come across are:

- Delays in housing costs being paid as incorrect rents have been advised to DWP. If in doubt about your rent figure please contact us when making your claim for Universal Credit.
- Carer element being missed off the Universal Credit award. –If you care for somebody who is in receipt of Attendance Allowance, PIP Daily Living or Disability Living Allowance –care component at middle rate or above, for 35 hours or more per week and you are not already receiving the carer element, please advise of a change of circumstances on your journal and request the carer element be put in payment and backdated if applicable.
- Severe disability premium- if you are in receipt of the severe disability premium you should **not** now be asked to make a claim for Universal Credit you should remain on your legacy benefit
- The first payment of housing element is commonly being paid direct to claimants rather than direct to Fyne Homes even if it has been agreed for it to be paid to Fyne Homes- if you are unsure of your payment please contact us direct and we can advise you.
- For those who are not working due to sickness please ensure that you are providing FIT notes , if not your claimant commitment will not take into account your ill health and you will not be assessed for work capability which may result in you missing out on premiums later on in your claim. If you do provide FIT notes, on the 29th day of your claim you should be referred for a Work Capability Assessment, you should receive a paper UC50 form- Capability for Work Questionnaire to complete .
- Delays in payments as wages information or details of any other income have not been received on time.
- Pensioners –from 15th May 2019 –mixed age couples who have a partner aged under 65 will not be able to claim Pension Credit Guarantee, they will be asked to claim Universal Credit instead.

For the most up to date guidance on Universal Credit please use www.Gov.uk/Universal credit the regulations are changing regularly so this is the only place you can rely on to get the most up to date information.

We would like to hear about your experiences of claiming Universal Credit in order to help other tenants, if you have any issues or queries regarding Universal Credit, or indeed any other benefits, please contact Margo Allan on 0345 6077117.



Scottish Housing Regulator

National Panel

Give your views...

Would you like to help improve social landlord services in Scotland? The latest National Panel survey is now available to all service users!

What's involved?

The Panel is one of the ways that the Scottish Housing Regulator hears from people who use social landlord services. Feedback helps the Regulator focus on the important things.

We have more than 400 people already having their say. Members receive occasional surveys, information updates and take part in other feedback exercises. Participation is always optional.

Who can join?

The Panel is open to anyone who uses social landlord services. Members include social tenants, people who have been homeless, home owners who receive factoring or common repairs from a social landlord, and people on social rented Gypsy/Traveller sites.

Take our latest survey and join at:

bit.ly/shr-panel

Call

0800 433 7212

Scan with your
smartphone:



Take the survey for a chance to win £50!

We'll Keep You Right



NHS
SCOTLAND

Fyne Homes is supporting a new campaign providing people in Scotland with guidance on where to go for help when they are feeling unwell.

NHS Scotland's 'We'll Keep you Right' campaign, delivered by NHS 24, highlights the range of services available to help people access the right care at the right time, and where to go if you are not sure which service to access.

The campaign is fronted by a charming, pink cartoon character, who will share this important health information across social media channels, YouTube and STV Player throughout the remainder of the winter months and beyond.

Dr Laura Ryan, Medical Director at NHS 24, said:

"We chose to advertise the campaign digitally, to highlight the range of services that are available online which help people get the advice and care they need at the touch of a button, no matter where they are. NHSinform.scot is a great online

resource, providing information and advice on common illnesses and conditions. Self-help guides on the NHS inform website provide people with the knowledge and advice to take care of themselves at home. They also advise when it's a good idea to seek face to face help.

"We want to let people in Scotland know about the range of help and services that are available to them so they can keep well. For example, if someone is suffering from cold or flu symptoms their local pharmacist would be the best place to seek initial advice and medicines to help with fever, sore throats, ears and muscular aches and pains. Consider seeing the GP only if home remedies have failed and you are getting worse, or you, or someone you are looking after, are very unwell from the outset of your illness."

For more information, visit www.nhsinform.scot

We'll Keep You Right



NHS
SCOTLAND

	NHS 24's health information service includes self-help guides for a range of common conditions. www.nhsinform.scot/self-help-guides When your GP and local pharmacy are closed, and you are too ill to wait, call 111.		NHS 24
	<ul style="list-style-type: none"> Coughs and colds Sore throat Diarrhoea or constipation 	<ul style="list-style-type: none"> Indigestion Aches and pains Help if you run out of your repeat prescription 	Pharmacist
	Breathing space 0800 83 85 87 www.breathingspace.scot	Samaritans 116 123 www.samaritans.org	Mental Well-being
	<ul style="list-style-type: none"> Tooth pain Swelling to your mouth Painful or bleeding gums 	<ul style="list-style-type: none"> Injury to your mouth Advice on oral hygiene 	Dentist
	<ul style="list-style-type: none"> Red or sticky eye Pain in or around your eye 	<ul style="list-style-type: none"> Blurred or reduced vision Flashes and floaters 	Optometrist
	A range of clinicians, including doctors and nurses to help you with both physical and mental health issues.		GP Surgery
	<ul style="list-style-type: none"> Cuts and minor burns Sprains and strains Suspected broken bones and fractures 		Minor Injuries Unit
	<ul style="list-style-type: none"> Suspected heart attack or stroke Breathing difficulties Severe bleeding 		999 or A&E

If you're not sure where to go or who to see visit:

NHSinform.scot

Community Events

Fyne Homes once again ran a number of community events in partnership with the Dogs Trust in Rothesay, Campbeltown, Lochgilphead and Dunoon.

These events, which are open to the whole community, offer dog owners FREE Microchipping, FREE Health Checks and FREE Health Care Advice for their pet dogs.

This is the 3rd group of sessions we have held over the past 18 months. The events in total have seen over 230 dogs and of that number 85 have received a FREE Microchip.

With the cost of a microchip between £25 - £40 and laws in place that can now fine dog owners £500 for not having their dog microchipped, the potential savings to the community has been over £45,000.

Our thanks go to South Kintyre Development Trust (former Red Cross Hall), Lochgilphead Parish Church Hall and The Burgh Hall, Dunoon, for hosting these events.

Thanks also to the Dogs Trust Team, who as always were fantastic.

More importantly thank you to everyone who supported the events and brought their dogs along.

It is hoped the Dogs Trust will return in the autumn, so keep an eye out for details.



Supported by



Advice Days

A series of events were organised in Campbeltown,

Lochgilphead, Dunoon and Rothesay to allow tenants to come along and find out how Universal Credit may affect them.

A number of tenants attended as did Department of Work & Pensions staff, along with other agencies. The events allowed all that came along to pick up tips and also share their experiences and best practice with our staff.

Our staff are always available to answer any queries tenants may have about Universal Credit during office hours or pop along to one of the Tenant Surgeries in your area.

Supported by



Tenant Participation Burns Events

Fyne Homes Tenant Participation took part in a number of Burns events during January.

In Rothesay at The Nostalgia Café tenants and friends enjoyed entertainment from local children from Appletree Nursery and from Rothesay Joint Campus, Primary and Academy pupils.

The Appletree children sang a number of songs including “Three Crows”, “Ali Bali” and the Burns classic “Red, Red Rose”.

The primary school pupils sang and recited a number of works including the Burns favourites of “Ae Fond Kiss” and “The Wounded Hare”. The children also entertained the audience with “The Ballad Janitor McKay” and “A dug, a dug”.

Highland dancing and piping was provided by the Academy pupils who were later joined by Primary pupils to recite “To a Mouse”.

The event was completed by “The Selkirk Grace” before the “Address tae the Haggis”.

The bill of fayre was haggis pies and cloutie dumpling.

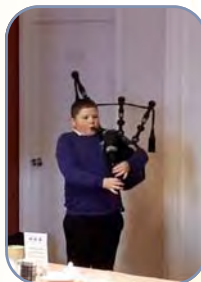


Pupils of St Mun's Primary School in Dunoon entertained attendees at the HubGrub Burns lunch.

Pupils played a melody on the chanter. A choir then sang some Burns songs including “Green grow the rashes” and “Willie Whistle”.

A Highland Fling and a Sword Dance were expertly demonstrated and the entertainment was completed by a skirl of the pipes.

The audience thoroughly enjoyed the entertainment as they tucked into their Burns lunch.



Down in Campbeltown, The Elderberries enjoyed some cloutie dumpling courtesy of Fyne Homes and also enjoyed some piping by a local Grammar school pupil. This added a touch of Burns to The Elderberries lunch club which is organised by Shopper-Aide.

Paul Wheelhouse, Minister for Energy, Connectivity and the Islands officially opens Fyne Energy's three wind turbines development to generate £15.6m of community benefit for Argyll and Bute

6.9-megawatt scheme funded by Triodos Bank and the Renewable Energy Investment Fund (REIF)

After 11 years of planning and development, plus construction over the past year, Fyne Energy's Director Colin Renfrew welcomed Paul Wheelhouse to the Auchadaduie development on the Kintyre Peninsula. The Minister also met with members of the local community along with those involved in supporting the development which has started producing energy estimated to generate £15.6 million of community and charitable benefit over the next 20 years.



The project was born from the motivation that communities in Scotland could and should be able to generate income for community benefit from renewables as was initiated by Fyne Homes and the Fyne Group. The Scottish Government has supported the project as one of a number of pilots to enable Housing Associations to develop renewable projects to generate income for reinvestment in affordable housing and community priorities.

The wind energy project has been realised with £10.80m investment from Triodos Bank, the UK's leading sustainable bank and £2.82m from REIF.

Colin Renfrew, Chief Executive at Fyne Homes and Fyne Energy Director said:

"The Fyne Group is delighted that the three turbines are now producing energy, providing a long term income which will enable the Fyne Group and the Glenbarr Community Development Association to reinvest in our charitable objectives for social housing, local employment sustainability, and local priorities."

Fyne Energy's three turbines are anticipated to generate an average of £750k community benefit income per annum. The community benefit funding will be distributed equally to three 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 Futures, and;
- one third will be invested in local priorities.

Glenbarr residents have recently established their own Community Development Association and undertaken outreach work across the area to identify priorities for the local investment. The Community Investment Plan includes support for developing woodlands and environmental projects and employment opportunities. The need for investment in local community facilities was also highlighted, including community meeting space, play facilities, road safety and transport provision.



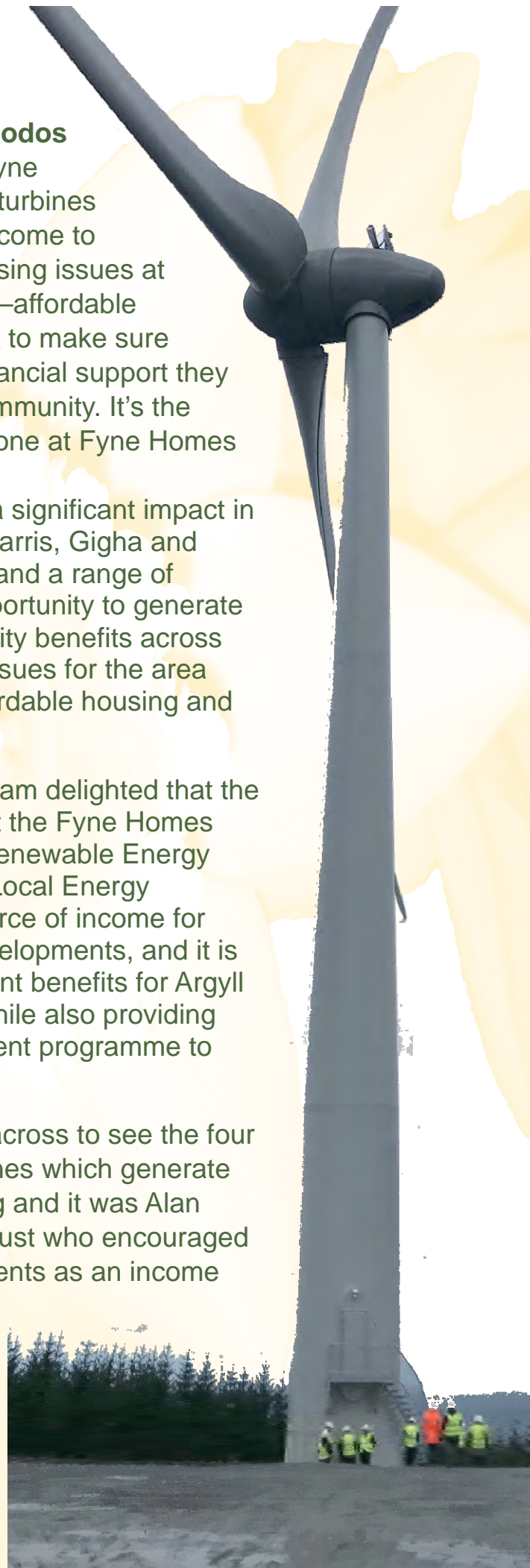
Norrie Cruickshank, relationship manager at Triodos Bank, said: “Fyne Energy’s three turbines will generate income to tackle two pressing issues at the same time—affordable

housing and clean energy. At Triodos, we work to make sure organisations like Fyne get the funding and financial support they need to have a positive impact on the local community. It’s the determination and innovative thinking of everyone at Fyne Homes that will help create a better world for us all.”

Community Renewables can and have made a significant impact in communities across Scotland, such as West Harris, Gigha and Tiree, with reinvestment in local infrastructure and a range of community benefits. This project offers an opportunity to generate significant income for reinvestment in community benefits across Argyll and Bute, tackling some of the priority issues for the area such as depopulation through provision of affordable housing and local employment opportunities.

Energy Minister Paul Wheelhouse added: “I am delighted that the Scottish Government has been able to support the Fyne Homes project through our flagship Community and Renewable Energy Scheme (CARES) delivered on our behalf by Local Energy Scotland. Community benefit is a valuable source of income for local communities located near renewable developments, and it is fantastic that this project will generate significant benefits for Argyll and Bute residents for many years to come, while also providing new revenue to support Fyne Homes’ investment programme to meet local housing priorities.”

From Turbine 1 at Auchadaduie you can look across to see the four dancing ladies on the Isle of Gigha, wind turbines which generate income for reinvestment in the island’s housing and it was Alan Hobbett previously of Isle of Gigha Heritage Trust who encouraged Fyne Homes to consider renewable developments as an income generator for housing. The project has been developed by Fyne Futures with support from Fyne Homes, the parent company, who established Fyne Energy who own and operate the turbines.

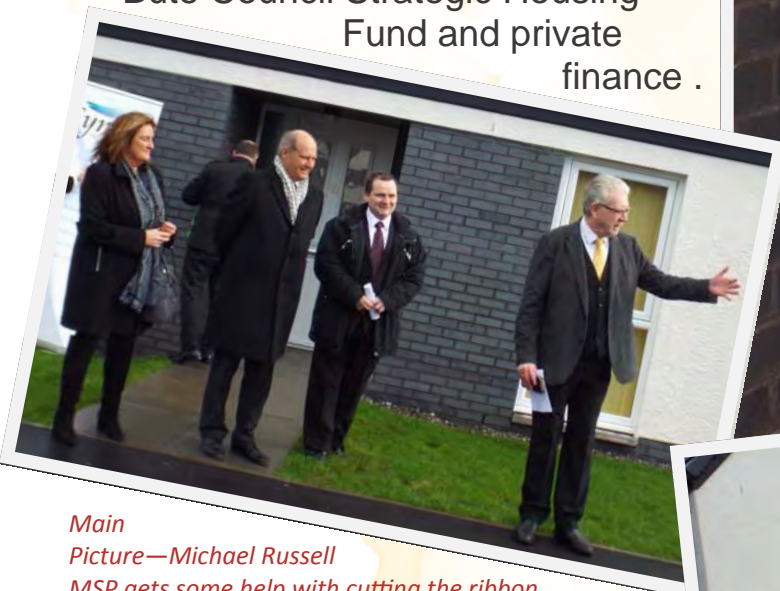


Queens Court, Dunoon

Fyne Homes' £2.5M new build development at Queens Court was officially opened by Michael Russell, MSP. This project has delivered 16 new build affordable homes for rent, which will go some way in addressing the shortfall of affordable housing supply in Dunoon.

Pupils from nearby St Mun's Primary School, who won the competition to name the new development Queens Court, helped Mr Russell to cut the ribbon.

The new homes are a mix of terraced and detached housing with accommodation comprising 7 x 2 bed properties and 9 x 3 bed properties. Just over £2.5m has been invested in the Queens Court project, with funding from Scottish Government, Argyll and Bute Council Strategic Housing Fund and private finance .



*Main
Picture—Michael Russell
MSP gets some help with cutting the ribbon*

*Above—L-R: Janet McAlister, Technical Services
Director, Fyne Homes; Colin Renfrew, Chief Executive
Officer, Fyne Homes; Peter Wallace, Chairman, Fyne
Homes Management Committee; Michael Russell,
MSP*

*Right—Pupils from St Mun's Primary School who won
the competition to name the new development
'Queens Court'*



Don - Official Opening



The Nostalgia Café

open 11am to 1pm

FREE to attend, enjoy a cuppa,
cake & chat

The Lade Centre



FyneHEAT
FYNE HOMES ENERGY ACTION FOR TENANTS

Programme of Events

Monday 20th May

“Pavilion Pearls III”

A further update on the progress at
The Pavilion by Iseult Timmermans



Monday 17th June

“A Trip Down Memory Lane”

John MacCallum takes us on a trip
around the shops of old Rothesay



Monday 15th July

“More Clyde Steamer Memories”

James McMillan takes us on
another journey “Doon the Watter”



Monday 19th August

“Aladdin”

Come and watch a recording of
Achievement Butes Panto-mini. It's
fantastic!...Oh yes it is!!





ROTHESAY PAVILION

Save the date!
Family Friendly Pop Up!
Tuesday 9th April - 12.30 - 2pm

When the Pavilion re-opens in 2019 we want it to be full of activities for kids and young people to do.

There will be a cafe, workshop spaces, new studio theatre, gallery and of course a *huge* dance hall and we are looking for your ideas and wishes for what goes on, inside and out. If you have youngsters or something to talk to us about to make sure there's something for you in the Pavilion when it opens, then join in our family friendly pop up on Tuesday 9th April (Rothesay venue tbc) from 12.30 - 2.00pm or get in touch by emailing jackie@rothesaypavilion.co.uk or iseult@rothesaypavilion.co.uk

Tenant Surgeries



REQUIRE WELFARE BENEFITS ADVICE?
NEED ENERGY SAVING ADVICE?
WANT TO IMPROVE YOUR AREA?
THEN COME ALONG AND SEE US
(BETWEEN 12PM-2PM IN YOUR LOCAL OFFICE)



Campbeltown – *Last Monday of January, March, May, July, September, November

Lochgilphead - *Last Monday of February, April, June, August, October, December

Rothesay - *Last Friday of January, March, May, July, September, November

Dunoon - *Last Friday of February, April, June, August, October, December **(Held in the Burgh Hall)**

*(EXCEPT PUBLIC HOLIDAYS)

Screening Saves Lives

NHS Highland Screening Saves Lives – look out for your invitations to the following health screening programmes

NHS

Highland

Aortic Aneurysm screening

(Men once—during the year you are 65)

You will automatically be sent an appointment when you become eligible to take part in this screening programme. For more information visit NHS Inform.

Bowel screening

(Men and women aged 50-74 every 2 years)

A kit will be sent to your home address. The new bowel screening test requires **one** small sample and can be done in the privacy of your own home. If you didn't take part last time you were invited you can call the Bowel Screening Centre Helpline to request a new kit: **0800 0121 833**.

Breast Screening

(Women aged 50-70 every 3 years)

You will automatically be sent an appointment when you become eligible to take part in this screening programme. If you did not take part in breast screening when last invited you do not have to wait until you next receive an invitation letter – call The West of Scotland Breast Screening Centre for more information: **0141 800 8800**.

Cervical screening

(Women aged 25-49 every 3 years; women 50-64 every 5 years).

A letter will be sent automatically inviting you to make an appointment to take part in cervical screening at your GP practice. If you did not take part in cervical screening when last invited you do not have to wait until you next receive an invitation letter – you can call your GP practice to make an appointment.

Act when you get your invite

See your GP if you have any concerns

For more information on screening visit

<http://www.nhsinform.scot/healthy-living/screening/>



Tenant Participation

Get Involved.....



Fyne Homes Tenant Participation is dedicated to improving interaction between tenants and Fyne Homes.

This includes: the overall service you receive, keeping you informed about services and outcomes and your opportunities to participate in Fyne Homes decision making. If you would like to get involved in any of the following, please contact Craig Baxter on 0345 6077117 or email cbaxter@fynehomes.co.uk

- **Registered Tenants Organisation (RTO)** - Be part of our RTO liaising with the Regional Networks and the Scottish Government influencing housing policy and represent the RTO on Tenants Panels
- **Consultation Register** - Register to be consulted with and we will contact you for your view on matters that may be of interest to you
- **Management Committee Member** - Be part of the team responsible for the conduct and control of the Association
- **Resident or Focus Groups** - Meet with other residents and discuss issues and put forward ideas on improving the neighbourhood for example
- **Better Services Team (BeST)** - Be part of our tenant scrutiny team and help Fyne Homes to assess our performance against our key performance indicators, including the Scottish Social Housing Charter's outcomes

Fyne Homes and the People in Communities Project continue to deliver employability support activities. Over the past 2 years these activities, which are delivered with support from local charity InspirAlba have assisted 46 people who were previously unemployed to gain employment and training with a range of social enterprises. This includes support to projects such as beach survey work in Kintyre with InspirAlba, (Bernie and Shona employed to undertake this work during the long hot summer of 2018—pictured below), or working with Bute based charity Calum's Cabin to assist with holiday cottage turnaround or charity shop sales. Placements also include administrative support with South Kintyre Development Trust as well as Recycling Operations with Kintyre Recycling. The opportunities are varied, but the experience along with support from host organisations provides an opportunity to learn a range of work based skills.

"My time spent working with South Kintyre Development Trust and the Town Hall has given me a new outlook on life. I find that I am more confident, especially when meeting new people, and am able to better handle aspects of my job by myself. SKDT afforded me new skill sets, as well as encouraging the growth of skills I already had."

Tina



Energy Price Caps - Why have price caps been introduced?

Energy price caps make sure you pay a fairer price for your energy. They limit how much suppliers can charge you per

unit of energy if you use a prepayment meter or are on a basic 'default' or 'standard variable' energy tariff. **This limit isn't on your total bill, which will vary depending on how many units of energy you use in a billing period.**

What next?

Your supplier can tell you if your energy tariff is covered by a price cap. They must also write to tell you if your tariff is changed in a way that could disadvantage you, or if the tariff you are on is no longer available.

Are all energy tariffs price capped?

No. The price of your tariff is capped if:

- you use a prepayment meter
- get the government's Warm Home Discount and/or
- are on a 'standard variable' energy tariff or a tariff you haven't chosen (a 'default' tariff)

If you are on a fixed-term energy tariff you have chosen, your prices will not be protected by the caps. These tariffs are more likely to be good value.

How do energy price cap protections work?

You could be protected by:

- a 'prepayment' price cap (sometimes called a 'safeguard tariff'). This applies if you use a prepayment meter to pay for your energy. It lasts until 2020.
- a 'default tariff' price cap. This applies if you are on a 'standard variable' energy tariff or a tariff you haven't chosen (a 'default' tariff). It started on 1 January 2019.

Will my bills fall?

Yes, if you're on a poor value deal. Suppliers must cut their prices to the level of, or below the price cap. So if you're on one of the tariffs currently priced above the cap, you will save money. **Price caps won't limit your total bill. This will vary depending on how much energy you use.** Your capped tariff under a price cap will depend on many things: how you pay direct debit or standard credit, where you live and what type of meter you have.

Contact FyneHEAT for help to switch as it is likely there will be offers which could save you money on your gas and electricity than staying on an energy tariff covered by the price caps.

FyneHEAT
FYNE HOMES ENERGY ACTION FOR TENANTS



CHANGES TO YOUR SCOTTISH SECURE TENANCY RIGHTS INTRODUCED BY THE HOUSING (SCOTLAND) ACT 2014

Last year we notified all tenants of changes to their tenancy agreement which start to come into force from May 2019. The tenancy agreement you have with us is a Scottish Secure Tenancy Agreement. This table shows the summary of changes to your Scottish Secure Tenancy Rights made by the Housing (Scotland) Act 2014.

If you have any questions or concerns or wish to update your household details please contact your housing officer on 0345 607 7117.

Summary of Changes to your Rights under your Tenancy Agreement

Topic	When it comes into effect	Changes introduced	Current situation	Action required	What happens if you don't take action?
Conversion to SSST	1 May 2019	<p>Circumstances will include any situation where a tenant or someone living with the tenant has acted in an antisocial manner, or pursued a course of conduct amounting to harassment of another person. This conduct must have been in or around the house occupied by the tenant and it must also have happened in the 3 years before the notice is served.</p> <p>In cases where no antisocial behaviour order has been granted by the court, the landlord must include in the notice the actions of the person who has behaved in an antisocial manner, the landlord's reasons for converting the tenancy and details of the tenant's right of appeal to the court.</p>	N/A	None	N/A
Joint Tenancy	1 November 2019	<p>The proposed joint tenant must have lived at the property as their only or principal home for the 12 months before you apply for them to become a joint tenant.</p> <p>The 12-month period only starts when we have received written notification from you that they live there.</p>	No qualifying period	Notify us in writing of who lives in your house	We will not be able to offer a joint tenancy
Subletting	1 November 2019	You must have been the tenant of the house throughout the 12 months immediately before you apply for written permission to sublet your home.	No qualifying period	None	N/A
Assignment	1 November 2019	<p>The house must have been your only or principal home during the 12 months immediately before you apply for written permission to pass your tenancy to someone else.</p> <p>The person you wish to pass your tenancy to must have lived at the property as their only or principal home for the 12 months before you apply.</p> <p>The 12-month period only starts when we have received written notification that the person is living in the property as their only or principal home. We must have been told that by you.</p>	<p>No qualifying period for existing tenant.</p> <p>Six-month qualification period required for assignee</p> <p>Written notification required</p>	Notify us in writing of who lives in your house	We will not be able to assign your tenancy
Succession	1 November 2019	<p>The person who is not the lawful spouse or civil partner of the deceased tenant who wishes to succeed to the tenancy must have lived at the property as their only or principal home for 12 months at the time of the tenant's death.</p> <p>The 12-month period does not begin until we have been notified in writing that the person is living in the property as their only or principal home. We must have been told that by you.</p>	<p>No qualifying period</p> <p>Written notification required</p>	Notify us in writing of who lives in your house	The person will not be entitled to succeed to your tenancy. We will have no discretion to allow such succession.
Ending SST by Court Order following a conviction for serious antisocial behaviour or criminal behaviour	1 May 2019	Court does not have to consider whether it is reasonable to make an order for eviction where the landlord has grounds for recovery of possession under Schedule 2 paragraph 2 of the Housing (Scotland) Act 2001.	Courts need to consider if it is reasonable to evict after a conviction	N/A	N/A
Recovering adapted properties	1 May 2019	Court can be asked to end a tenancy of an adapted property that is not being occupied by anyone who needs the adaptations. This only applies where the landlord requires the property for someone who does need the adaptations. Notice would be required and suitable alternative accommodation would need to be offered.	Adapted properties cannot be recovered	N/A	N/A

Right to buy ended for all tenants of social housing in Scotland who had a right to buy on 1 August 2016.

FYNE HOMES RAISE MONEY FOR CHARITIES/GOOD CAUSES

Last year 2018, yet again saw Fyne Homes staff and Committee doing themselves proud!

Over the year a fantastic **£470 was raised!**

Donations were made from the introduction of Dress Down Friday, dressing up for Halloween, being dressed in festive wear throughout December and taking part in a lucky numbers Christmas draw.

Two members of staff and Committee were selected at random to pick who would receive the money, with the money being split equally, each charity receiving £235. Fyne Homes have received thanks from both charities:

- **Bute Kidney Dialysis Group**
- **Chest Heart & Stroke Scotland**

Well done to all those involved, let's see what we can raise in 2019.



Make a Stand

pledge is a commitment to take action to support people experiencing domestic abuse.

Domestic abuse is one of the biggest issues we face in society today and two women are killed every week in the UK by their partner or ex-partner.

Fyne Homes support **Make a Stand** and have signed the pledge and we are here to support anyone facing domestic abuse.

Useful information and contacts

For more information about the **Make a Stand** pledge visit cih.org/makeastand or email policy.practice@cih.org

Below is a list of other contacts you may find useful:

Domestic Abuse Housing Alliance (DAHA)

dahalliance.org.uk

daha_team@standingtogether.org.uk

Women's Aid Scotland

womensaid.scot

info@womensaid.scot

0131 226 6606

Respect

respect.uk.net

020 7549 0578



"The following are a series of photos demonstrating the learning and sharing that has been taking place as part of the Bute Carbon Free Food project recently at Fyne Futures. This is a project funded by Climate Challenge Fund, aimed at reducing the carbon footprint of Bute, increasing local and seasonal food consumption and raising awareness of ways that these things can be done."



Breadmaking demonstration with Smith and Gray



Alison Sykora delivers a demonstration on cooking with local and seasonal ingredients



Ronnie Armstrong teaches pupils at St Andrews Primary how to care for their wormery



Staff at Bute Produce prepare the weekly green veg box

Claire McAllister

Beverley Fleming

Craig Baxter

Kirsty Johnston

Kora Nicholson

Paul McIntyre

Sheena Macfie

Andrew Hynd

Eilidh MacCallum

Nicole Booth

Sharon Cole

Margaret Thomson

Megan Morrison

Iain MacPherson

Neil Forrester

Jim Pollock

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.

After almost 20 years of service with the Association, Fyne Homes said farewell to our colleague and friend Claire McAllister. Claire, who is one of our Housing Officers based in the Campbeltown office, will be missed by colleagues and customers alike. Pictured (below) is

Claire with her housing colleagues attending her final team meeting, where they had the opportunity to thank her for being a great colleague and say their goodbyes. We thank Claire for her many years of loyal service to the Association and wish her all the best for her new venture.



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

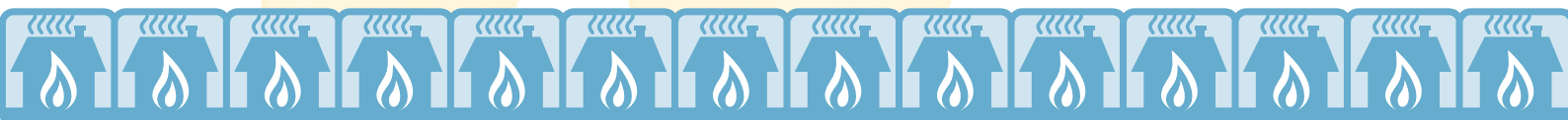


As your landlord, Fyne Homes has a legal responsibility to carry out an annual safety check on all gas appliances owned by us.

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

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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
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produced using
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