



Fyne news

Summer 2019

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



40th Anniversary

Fyne

H O M E S
L T D

1979 - 2019

In This Issue:

TRS Winners, Tighnabruaich Development, Nostalgia Café, EPCs, AGM Notice, 40th Anniversary Celebrations, Otter View, Tenant Surgeries, Long Service Awards.



WINNERS

Tenants Reward Scheme

March 2019	Mrs J McCorquodale	Dunoon
April 2019	Miss MacKinnon	Lochgilphead
May 2019	Mr & Mrs Pickett	Dunoon

£20
Monthly
Draw

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



Did you know..?

Watermelons are not a fruit but a vegetable!
They belong to the cucumber family



Summer Wordsearch



Midges are most prevalent during summer months. Midges have been on earth for more than 30 million years...and after all that time are still a nuisance!!

Amazing...!!

- The Eiffel tower actually grows in the heat of the summer. Due to the iron expanding, the tower grows about 6 inches every summer
- Over **37,000** people gather at Stonehenge to see the summer solstice. Druids and pagans are among those who celebrate the longest day of the year



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



Summer Sunshine Beach
Sea Bucket Flip Flop
Ice Cream Parasol
Midge Picnic



Silly Jokes...

Q. Why do bananas use sun cream? A. Because they peel...

Q. What did the air conditioning unit say to its owner? A. I'm your biggest fan...





Befrienders^{SCIO}

Because children's lives are never just black and white



SCO47812

Do you have time to give a helping hand
to a child or young person in your
community?

We are recruiting volunteers on Bute

Phone Cathi on 01546 60 3144

Or email cathibertin@btconnect.com



www.befriendersforchildren.co.uk



Tighnabruaich Development

As part of Fyne Homes 40th Anniversary celebrations, pupils from Tighnabruaich Primary School and Nursery were invited to visit the site of the new 20 unit development currently being built in the village.

The properties which consist of 4 x 1 bedroom flats, 8 x 2 bedroom houses, 6 x 3 bedrooms houses and 2 x 4 bedroom houses are being built by local Argyll company Macleod Construction.

Janet McAlister, Technical Services Director for Fyne Homes and Robert Baxter, Site Manager for Macleod Construction welcomed the pupils on site over 2 days. The nursery was first on site and was followed by the 4 different primary house groups, namely, Elm, Oak, Sycamore and Pine.

Following the visit on site to one of the partially finished properties the children were set a challenge. The nursery children had a "Bob The Builder" colouring challenge whilst the primary pupils were to build a tower as high as possible using only marshmallows and spaghetti!!

Teamwork was the key to the challenge and all groups worked well together to produce quite impressive constructions.

The winning house group was Sycamore with a winning height of 65cm.....well done!! The other tribes managed heights of, Elm- 59cm, Oak - 61cm and Pine - 63cm so it was a close run competition.

Another aspect of the visit was to allow the pupils the opportunity think of a name for the development. Pupils have been given a couple of weeks to think of a name with the suggestions being presented to Fyne Homes Management and Committee to select a winner.





The Nostalgia Café



open 11am to 1pm @ *The Lade Centre*
FREE to attend, enjoy a cuppa, cake & chat

Programme of Events

Monday 15th July

“More Clyde Steamer Memories”

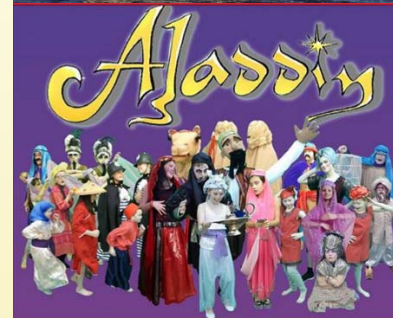
James McMillan takes us on another journey “Doon the Watter”



Monday 19th August

“Aladdin”

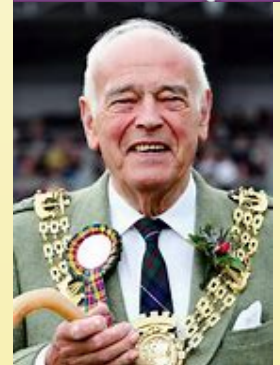
Come and watch a recording of Achievement Butes Panto-mini. It's fantastic!...Oh yes it is!!



Monday 16th September

“The Provost”

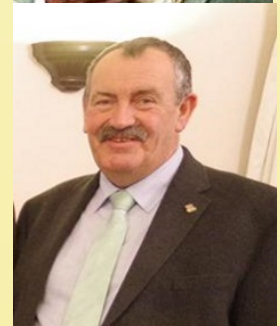
Local councillor Len Scoullar discusses his duties as Provost of Argyll & Bute Council



Monday 21st October

“Depute Lord Lieutenant”

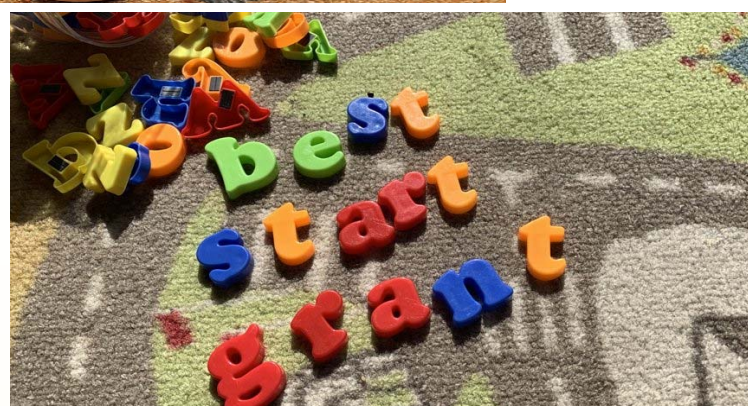
W S Shaw talks about his work as HM Queen's representative for Rothesay & Bute





Best Start Grant

The Best Start Grant is a package of three payments available to young parents and lower income families in Scotland at different stages from pregnancy to school age:



- The pregnancy and baby payment has been available since 10 December 2018, either £300 or £600 dependent on circumstances.
- The early learning payment is now available –introduced from 29 April 2019. It is payable to people responsible for a child aged from 2 to 3.5 years.£250 per child.
- The school age payment is available from 3 June 2019, for people responsible for a child born from 1 March 2014 to 28 February 2015 inclusive.£250 to help with the cost of starting school. Claims can be made from 3rd June 2019 to 29 February 2020.

Best Start grant claims can be made :

Online – www.mygov.scot/best-start-grant/

By calling 0800 182 2222 (Freephone 8am -6pm, Monday to Friday)

If you want further information on the above or any other Welfare Benefits please contact Margo Allan on 0345 6077117 .

For the latest information on any welfare benefits contact Gov.uk

Best Start Grant*



Pregnancy and Baby Payment

£600 for a first child and £300 for other children to help with expenses in pregnancy or having a new child



Early Learning Payment

£250 to help with costs during early years



School Age Payment

£250 to help with costs of preparing for school

* for parents in or out of work and on benefits or tax credits.



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



Our homes, our people,
our problem.

We've signed the **Make a Stand** pledge to support people experiencing domestic abuse, have you?



Energy Performance Certificates (EPCs)

Fyne Homes will be carrying out EPC assessments to our housing stock over the next few months as part of our commitment to achieving the Energy Efficiency in Standard for Social Housing (ESSH).

In order to complete as many as possible between now and October, our assessors will **not** be making appointments they will just knock your door or call you and ask if it is convenient for them to do the assessment. All our assessors will carry ID but if you are unsure, you can call 0345 607 7117 to confirm their identity.

What is involved?

The energy assessor will need to access all rooms. They are required to take room measurements and take photographs of radiators/boiler/windows/meters which are all required for the survey. The survey is non-invasive and a visual inspection is all that is required. The survey will take between 15 – 30 minutes depending on the size of your home.

Fyne Homes has 7 employees who are accredited energy assessors and qualified to conduct an energy assessment. They are –



John MacCallum



James Craig



Karen Hilton



Robert Jardine



Graham Larkin



Andrew Hynd

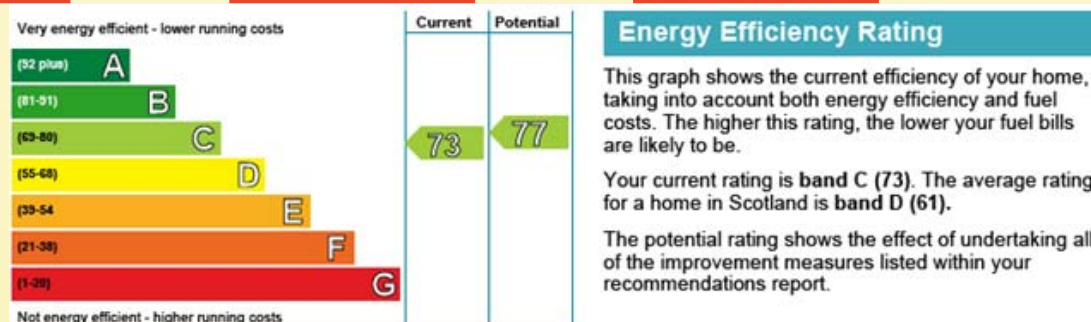


Craig Baxter

Energy efficiency rating

The EPC rating of the house is given on the 'energy efficiency' scale, just like you see

on the back of modern appliances. This scale spans from A to G, A being the most efficient, and G the worst. The higher the efficiency, the lower the running costs.





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





40th Anniversary Celebrations

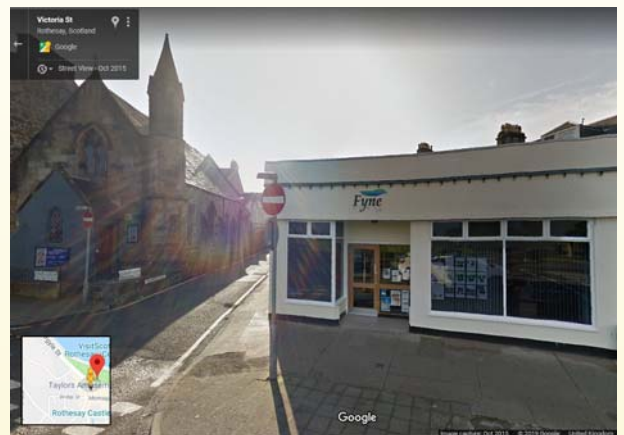


As part of Fyne Homes 40th Anniversary celebrations the Chief Executive, Colin Renfrew, will be visiting every office to meet with tenants, committee members and staff.

A few cakes, some bubbly and free gifts will be available for tenants to enjoy. It would be great to see you and we hope that you can manage along. The dates for the events are as follows:-



Dunoon
9:30am – 12:00pm
Friday 26th July



Rothesay
1:30pm – 4pm
Friday 26th July



Campbeltown
9:30am – 12:00pm
Wednesday 31st July



Lochgilphead
1:30pm – 4:00pm
Wednesday 31st July



FYNE HOMES CELEBRATES 40

May 2019 marked the 40th Anniversary of the Fyne Homes Group

Since the organisation held its first public meeting in 1979 as Isle of Bute Housing Association, it has provided housing for over 1600 households in Bute, Cowal, Mid Argyll, Kintyre and Isle of Gigha.

Fyne Homes is committed not only to provide housing, but is focussed on doing this in the most energy efficient housing, recycling and renewable initiatives and contracting frameworks to encourage sustainable activity in the area.

Furthermore, the organisation plays a very active role in HOME Argyll, the common housing group. In 2012, the group agreed the first common allocation policy in Scotland.

History

Fyne Homes as we know it today didn't come into being until 2002. The organisation is an amalgamation of Dunoon and Cowal, Campbeltown and District and Bute Housing Associations as well as the Kintyre and Isle of Gigha Housing Association. From its roots in tenement rehabilitation starting with Columhill Street in central Rothesay in 1979, it has grown into a group of projects to address housing need across Bute, Cowal, Mid Argyll, Kintyre and Isle of Gigha.

The Housing (Scotland) Act in 1988 brought new challenges and opportunities leading the Association to expand its area of operation into Mid Argyll and Kintyre to address the housing need in those areas.

The venture started with a scheme at Cairndow which won an award for the Association for its innovative approach. The Association's first scheme in Mid Argyll was 24 flats in Orchard Park, Ardrishaig which was completed in 2002.

In 2009 we had a further stock transfer of units in Lochgilphead and Campbeltown from Marine Housing Association to Fyne Homes.

Fyne Homes prides itself in creating attractive, innovative and affordable housing in Argyll and the Islands over the years. eg 1999- Mid Argyll, Kintyre and Islay Area Planning Design Award, 2008 - Scottish Housing National Good Practice Award involving young people, 2016 - TP Champion of the year young person category.

Owner occupiers and commercial properties in the association schemes can take advantage of the Fyne Homes Group's expertise in the private sector.

Fyne Homes Group has also supported the local community in other ways, through the work of its subsidiary Fyne Homes Community Development. The Fyne Homes Group currently employs 63 members of staff some having been here for over 10 years.

Colin Renfrew, Fyne Homes' Chief Executive said

"We are extremely proud of what we have achieved over the last 40 years.

From very small beginnings with only 4 staff and no stock we have grown to having 63 staff, a combined turnover in excess of £7.5 million.

Fyne has always considered itself to be innovative, hence the incorporation of its subsidiary Fyne Homes Community Development outwith its core activity of supplying affordable, high quality, energy efficient social housing throughout the region.

None of that could have been achieved without team working from a wide range of partners and stakeholders. I would like to take the opportunity of thanking all Committee and Staff who have contributed to our success over the last 40 years.

I would also like to thank The Scottish Government, Argyll and Bute Council, all our lenders, contractors, consultants and advisors for the financial support and professional expertise they have provided.

We continue to develop and continue to expand, so roll out on our 50th Anniversary".





40TH ANNIVERSARY

on Limited, Fyne Homes now provides housing for almost
most environmentally and socially responsible way, creating
ensure businesses get maximum benefit from Fyne Homes'
register for Argyll and Bute and is very proud of the fact that



amalgamation of previous housing associations including William Woodhouse Strain,
e Dunan Housing Co-operative.
n 1979, Fyne Homes has grown through a programme of rehabilitation and new-build
association to review its strategy resulting in a move away from rehabilitation to new build
eds of these areas.
the Protection of Rural Scotland.
were the first mainstream social rented housing built in the area for almost 20 years.
Margaret Blackwood Housing Association.
nd Bute and has attracted significant attention for some of its landmark housing solutions
ustainable housing award Finalist – Community Involvement – The Gigha Project, 2015 -
ng person award, to name a few
e of the factoring service offered by the Association.
k of its subsidiary companies Fyne Initiatives, Fyne Futures and Fyne Energy.
or more than 30 years!!

almost 1600 properties throughout Argyll and Bute and a group of companies with a
companies Fyne Futures, Fyne Initiatives and Fyne Energy to allow it to develop in areas
throughout Argyll and Bute.

d in any shape or form to our successes over the years.





Notice to Members

Annual General Meeting

The Annual General Meeting (AGM) of Fyne Homes will be held on Wednesday 18th September 2019 in the Discovery Centre, Victoria Street, Rothesay.

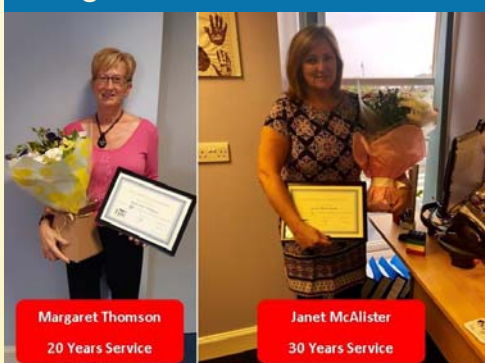
The meeting requires that at least 10% of the membership attend before the meeting can proceed.

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 28th August 2019.

Long Service Awards

Sharon Cole recently celebrated 30 years' service with Fyne Homes! Sharon commenced employment with Fyne Homes in 1989 working mostly within Finance. In 2015 she became Director of Business Services. We thank Sharon for her continuous hard work & dedication to her job! Well done Sharon!

Janet McAllister has also recently celebrated 30 years' of exemplary service with us. Janet has worked in the social housing sector for 30 years with direct involvement in the areas of repairs, maintenance, capital improvements & new build. Congratulations Janet! Thank you for all your hard work!



Margaret Thomson
20 Years Service

Janet McAllister
30 Years Service

Caroline Thorburn recently celebrated 20 Years Service with Fyne Homes. Caroline has become a valued member of the Business Services Team as our Office Cleaner. We would like to thank Caroline for all her hard work and dedication over the last 20 Years. Well done Caroline!

Margaret Thomson celebrated 20 years exemplary service with Fyne Homes. Margaret commenced employment with the Association in 1999 following a 20 year career with the Clydesdale Bank when she decided to take up a new challenge. Her main role as Corporate Manager within the Business Services Department is in relation to governance and legislation and involves working closely with Management Committee and Senior Management team. We thank Margaret for her continuous hard work, commitment and dedication to her job. Congratulations Margaret!



Caroline Thorburn
20 Years Service

Sharon Cole
30 Years Service



Wednesday 22nd May saw all Fyne Homes staff meeting in Inveraray to undertake training and development. Firstly they were asked to give their views on how best to invest the income from the Glenbarr Wind Turbines to achieve the best outcomes for tenants. Following this, the group heard interesting and informative talks from representatives of both Deaf Scotland and Alzheimer's Scotland. The sessions aimed to educate and inform staff on how to better manage communication and engagement with tenants and other stakeholders living with these conditions, so that best service can be provided.

The day ended with a celebratory slice of cake to mark the 40th anniversary of Fyne Homes.





OTTER VIEW, MINARD



March 2019 saw the handover of the 2nd phase of our Otter View, Minard housing development.

4 x 2 bedroom affordable energy efficient homes were delivered by local Argyll contractor MacLeod Construction and this adds to the 6 houses previously delivered in February 2018 on the adjacent site.

Have Fun This Summer **Water Safety**

With Fyne Homes having 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.
- **Always** when using inflatables such as lilos and rubber dinghies ensure that there 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.





Download the
Purple Alert
app **now**



Free, community minded, it can help someone living with dementia.

Purple Alert is a free app designed by people living with dementia and carers, Alzheimer Scotland staff, Police Scotland, Social Work, Dementia Friends Scotland, Health and Social Care Partnerships and telecare services.

What people say about Purple Alert:

"I've downloaded Purple Alert and I'm helping people with dementia. Please join me and download the app to be part of the community of support." Ann, Carer

"Only available in Scotland? It should be nationwide." Nicole, Facebook User

"I can't praise you and any others enough for creating the Purple Alert app as this was an example of how vital it is and I have been advising friends and relatives to download it too." Andy, Carer

Summer Safety Tips



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



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

Lochgilthead - *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)



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

Web: 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 Scoullar or by popping into the centre and speaking to one of the volunteers. They would love to see you.

"The greatest gift you can give somebody is your time"



Bute Carbon Free Families

Run by Fyne Futures

Lean more about:

- Growing your own food
- Bees
- Seed Saving
- Composting

Fyne Futures has been awarded a grant from the Scottish Government's Climate Challenge Fund to deliver horticultural and reuse training activities aimed at helping to reduce our carbon footprint.

Find out more: <http://www.fynefutures.org.uk/bute-carbon-free-families/>



Course Dates



Grow Your Own: a 4 date workshop

Spend time getting hands on with the veg while learning practical skills from our experienced staff. The market garden at Bute Produce gives you the perfect opportunity to learn how to grow your own vegetables.

3rd June 2pm-4pm

10th June 2pm-4pm

17th June 2pm-4pm

24th June 2pm-4pm

Bee Talk: 3 individual seasonal talks

Get an introduction from Bute Produce beekeeper on how bees impact upon our environment. Take the opportunity to taste our honey and learn how they survive through the cold winter months. These important pollinators have a huge impact upon our eco-system!

3rd July 2pm-4pm Pollinators

12th August 2pm-4pm Honey Production

14th October 2pm-4pm Winter Preparing

Master Composter: 2 full day courses

Do you see food as a valuable resource? Would you like to learn how to use it to grow more? This workshop explains the science behind composting and gives you practical experience on how to get the best out of what we leave behind.

21st October 10am-4pm

10th March 10am-4pm

Seed Saving: 2 half day courses

Seed Saving is very important to starting and maintaining a sustainable vegetable patch or allotment. This workshop explains why you should practice seedsaving, how to do it and how to get the best results in your garden.

5th August 10am-2pm

20th January 10am-2pm



T: 01786 468779

E: ccfenquiries@keepscotlandbeautiful.org

www.keepscotlandbeautiful.org/ccf

Facebook: facebook.com/ClimateChallengeFund

Twitter: @CCFScot



Kora Nicholson

Kari Maxwell

Doug Cochrane

Dougie McDade

Kalum Ledicott

James Craig

John MacCallum

Sam Jamieson

Areasha Whitelaw

Sheena Macfie

Neil Forrester

Iain McPherson

Kalum Ledicott

Megan Morrison

Andrew Hynd

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.

Lucky Draw!

Twice a year the names of all the nominees go into a hat and someone’s name is drawn out to receive a £50.00 voucher of their choice. The draw was made at the Staff Day on 22nd May by one of the guest speakers and Jacqui Mathieson, Housing Officer in Dunoon was the lucky recipient – we hope Jacqui enjoys her recognition gift!





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

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