



Fyne news

Autumn 2019

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

In This Issue:

Tenant Participation
Scrutiny Panel
Benefit Updates
40th Anniversary
AGM
Nostalgia Café
Fyne Futures

WINNERS

Tenants Reward Scheme

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|-------------|-----------------|--------------|
| June 2019 | Mr J Dijkslag | Rothesay |
| July 2019 | Miss J McMillan | Campbeltown |
| August 2019 | Mr D MacCalman | Lochgilphead |

£20
*Monthly
Draw*

Next Steps Programme

Fyne Homes TP applied for and have been accepted on the Scottish Government funded 'Next Steps' tenant participation support programme this year.

The programme gives Fyne Homes free consultancy support to review, improve and develop our Tenant Participation and Scrutiny arrangements and will take 8 months to complete.

This will help ensure we have a 360 degree look at what we do and how we can improve.

The steps are:-

- **Review** our existing approaches to tenant participation and scrutiny.
- **Expand** our knowledge of how tenants and staff can work together.
- **Consider** how improvements can be achieved and implemented.
- **Identify** gaps and increase opportunities to get involved.
- **Involve** tenants at the heart of decisions and key priorities.
- **Ensure** the appropriate resources are in place to achieve targets.
- **Shape** an action plan for the future.
- **Agree** how to monitor change and deliver achievements

The programme is supported by TPAS Scotland and the Tenant Information Service. Fyne Homes will be working with the TIS on this occasion. This will benefit us as we will get a flavour of how TIS operates differently to TPAS and it will allow us to share good practice.

Next Steps

Tenant participation support programme

Aimed at housing organisations across Scotland, **Next Steps**, will help landlords and tenants who want to **review, improve, or develop** their current tenant participation and scrutiny arrangements and develop an action plan for doing so.

This is a **free support programme** funded by the Scottish Government and delivered by **TIS** and **TPAS Scotland** which will be tailored to suit the needs of participating organisations.

Next Steps comprises of a series of sessions, which builds on good practice and support for landlords to improve performance against the **Scottish Social Housing Charter** outcomes and standards.





Autumn Word search

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| O | N | O | A | U | T | U | M | N | O | S | L | S | M | I | R | E | E | R | M |
| W | L | R | K | J | T | O | T | W | O | R | L | W | E | O | H | H | T | S | P |
| O | D | E | V | E | X | P | A | R | P | T | Q | T | A | G | M | T | Q | Z | K |
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AUTUMN FIREWORK

LEAVES
TREAT

BONFIRE

PUMPKIN
GUY FAWKES

SPARKLER

HALLOWEEN TRICK

Silly Jokes...

Q. What is a fireworks favourite food? A. Bangers and Mash...

Q. What do you get if you cross a firework and a dinosaur? A. Dinomite...

Amazing...!!



The worlds largest pumpkin weighed 2,624.6 lbs...that's the equivalent of a Mini cooper...!



Did you know..?

....that during Autumn squirrels will collect and store enough food to last them through winter.



Dementia Helpline Volunteers Needed

24 hour Dementia Helpline
Freephone 0808 808 3000

The Alzheimer Scotland Dementia Helpline is a 24-hour service which is always there for people with dementia, their carers, relatives, friends and neighbours, as well as for professionals working in the field of dementia care.

The volunteers come from a wide range of backgrounds. Many have been carers, others have a professional interest in dementia and some simply relish the challenge of this volunteering opportunity.

Working with volunteers allows Alzheimer Scotland to offer a freephone, 24 hour service. Aside from the issue of cost, volunteers working a few hours a week are more able to come to their work fresh. The emotional support side of the work does not lend itself to being done day in and day out.

The Helpline Manager organises training, supervision and support for the volunteers. A four day Volunteer Preparation Programme is held over two weekends, followed by a probationary period and one further day's training. There are also regular training update days for all volunteers.

If you are able to spare a few hours a week and are interested in volunteering, call **Jennifer Hall, Helpline Manager** on **0782 355 6795**.



Support for Bute Pony & Riding Club

Fyne Homes Tenant Participation was delighted to support Bute Pony & Riding Club by sponsoring 3 trophies for their recent annual Championship Show.

The winners of the inaugural trophies were:-

Mya Zavaroni - Fyne Homes Tenant Participation Trophy Off Lead Rein Turnout (seen right with groom Jessica McAlister)

Sophie McFarlane - Fyne Homes Tenant Participation Trophy Off Lead Rein Ridden Pony and Fyne Homes Tenant Participation Trophy Off Lead Rein Working Hunter (pictured below)



Congratulations girls and well done to all who took part.

Fyne Homes Tenant Participation aims to communicate with its tenants and customers and ensure that their views are used to improve its overall service, including being satisfied with being kept informed of decisions and having opportunities to participate in decision making, however, they also support local communities by arranging community wide events such as Dogs Trust drop in days or sponsoring local events.



Scrutiny Panel – Voids and Hard to Let Properties

A tenant led scrutiny panel was set up on Bute to look at areas of performance. The meeting was held to look at Voids and Hard To Let Properties, including consultation on the Void Management Policy.

Some great discussions were held with the tenants and a lot of good ideas came forward which were passed on to management and committee to consider.

The main points raised were:-

Relatives of tenants that die during a tenancy are unsure of what to do.

The solution is that Fyne Homes have introduced a new 14 day grace period from paying rent and this commences from the date of death of the tenant. Fyne Homes will now also provide an information pack to relatives of deceased tenants to assist them with the conditions of the end of tenancy.

Fyne Homes should look at knocking smaller properties especially bedsit and 1 bed hard to lets into bigger properties.

This idea has now been implemented with 2 hard to let properties, 1 x bedsit and 1 x 1 bedroom flat in Columhill Street being altered to become 1 x 3 bed, much needed family property (see below). Other properties have been surveyed with plans for alterations to more properties.

Suggestions from tenants, which led to these positive outcomes, help shape Fyne Homes policies and procedures and this tenant led approach is invaluable to the organisation and a big thank you goes to those tenants for their input and for giving up their time to take part.





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 to 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.





Volunteers Wanted!!

Volunteer in an Oxfam shop and you'll join a powerful movement of people united by one goal - an end to poverty, for everyone.

Window dressing, serving customers, organising pop up shop events, sorting donations, managing our social media - we need people for all kinds of roles. And you'll join a friendly team at the heart of your community.



OXFAM

You'll learn new skills, make new friends and gain experience.

So go on, join the team – ask in store at Guildford Square, Rothesay – 01700

502135 or 55/57 Hillfoot Street, Dunoon

01369 704188 or visit

www.oxfam.org.uk/jointheteam

JOIN THE TEAM

**VOLUNTEERS
NEEDED**



Give just a few hours per week
JOIN THE TEAM TODAY

OXFAM
WE WON'T
LIVE
WITH
POVERTY



Fyne Homes Tenant Participation will once again be looking to hold events in your area for primary aged children and older tenants.

Keep an eye out on our website, Facebook and Twitter for more details. Posters will also be displayed in local offices and in your local area nearer the time.

Events will take place during week commencing 16th December 2019

We Ho Ho Hope you can come along and join the fun



Benefits Updates

The Scottish Government has taken over responsibility of help with funeral costs since summer 2019

Please see below for the main facts. If you need help with this or any other benefits queries please contact Margo Allan our tenancy support officer on 0345 6077117.

Social Security Directorate
Social Security Policy Division



Funeral Support Payment - Key Facts

- Funeral Support Payment will provide a one off payment to help people on low income benefits with a contribution towards the cost of a funeral from summer 2019, replacing the Department for Work and Pensions (DWP) Funeral Expenses Payment in Scotland.
- The Scottish Government laid the regulations for this payment in the Scottish Parliament on 18 January 2019¹, and at the same time published the consultation response² and impact assessment.
- Changes to this support compared to the current DWP Funeral Payment include:
 - using a new nearest relative test and more sensitive assessment process to determine who is responsible for the funeral costs; and
 - introducing a 10 working day processing time for completed applications.
- We have widened eligibility for the payment compared to the current DWP Funeral Expenses Payment by around 40% to reach around 4,400 people in total each year, and will help people who would receive nothing at present. This will see an investment of around £2 million of additional funding each year above the budget that will transfer from the UK Government, to take spending to over £6 million each year.
- FUNERAL SUPPORT PAYMENT HAS THREE ELEMENTS:**
 - Uncapped element:** includes costs for the following –
 - burial or cremation;
 - certain medical documents that will allow the burial and cremation to take place (only funerals outside Scotland need this);
 - certain documents to access money of the deceased to help pay for the funeral; and
 - removal of medical devices if the funeral is a cremation.
 - Certain travel cost.**
 - Flat rate** set at £700 for any other costs incurred (or £120 if a funeral plan is in place to help pay for items not covered by the plan).
- Deductions may be made from the payment award level, for example if there is money available from the person who has died or from insurance policies to pay for the funeral etc. Any payment made can also be recovered afterwards from the estate of the person who has died.
- ELIGIBILITY** - will be determined based on the following:
 - Application timeframe** – after the date of death up to 6 months after the funeral has occurred.
 - Residence** –
 - applicant must be ordinarily resident in Scotland, and
 - the person who has died must have been ordinarily resident within the UK.
 - Funeral location** – the payment will only support funerals that take place in the United Kingdom; and in some cases in a member state of the European Union, Iceland, Liechtenstein, Norway or Switzerland.
 - Relationship to the person who has died, and financial responsibility for the funeral** - applicant must have had the nearest relationship to the person who has died, and must be responsible for paying for the funeral.
 - Qualifying benefit** – the applicant or their partner must be in receipt of a qualifying benefit or tax credit, these are:
 - Income Support (IS)
 - Income Based Jobseekers Allowance (JSA)
 - Income related Employment and Support Allowance (ESA)
 - Pension Credit (PC)
 - Child Tax Credit (CTC)
 - Disability or severe disability element of Working Tax Credit
 - Universal Credit (UC)
 - Housing Benefit (HB)

8. THE NEW NEAREST RELATIONSHIP TEST

To make this process less intrusive and clearer in advance who is entitled the Scottish Government will use the family hierarchy lists from the Burial and Cremation (Scotland) Act 2016 as part of the process to determine eligibility for the Funeral Support Payment, this is set out below.

- We will accept the applicant is the appropriate person to take financial responsibility for the funeral if there is either:
 - nobody at a higher level of the hierarchy; or
 - multiple family members at the same level of the list as the applicant, such as other siblings; or
 - a nearer relative of the person who has died who is 16 or 17 years old, unless the 16 or 17 year old explicitly requests to take responsibility for the funeral.

| Adult death (s65): | Child death (s66): | Stillbirth (s74): |
|---|--|--|
| the adult's spouse or civil partner | the child's parent or a person who had parental rights and parental responsibilities in relation to the child (but who is not a local authority) | the still-born child's parent |
| neither married to nor in a civil partnership with the adult but was living with the adult as if they were married to each other and had been so living for a period of at least 6 months (or if the adult was in hospital immediately before death had been so living for such period when the adult was admitted to hospital) | the child's brother or sister | the still-born child's brother or sister |
| the adult's child | the child's grandparent | the still-born child's grandparent |
| the adult's parent | the child's uncle or aunt | the still-born child's uncle or aunt |
| the adult's brother or sister | the child's cousin | the still-born child's cousin |
| the adult's grandparent | the child's niece or nephew | the still-born child's niece or nephew |
| the adult's grandchild | a friend of long standing of the child | |
| the adult's uncle or aunt | | |
| the adult's cousin | | |
| the adult's niece or nephew | | |
| a friend of long standing of the adult | | |

- As set out at s65(4) of the Burial and Cremation (Scotland) Act 2016 an adult's spouse, civil partner, or partner they had been living with as if they were married to each other are to be omitted from the list if they were permanently separated.

- In exceptional circumstances, if the applicant does not have the nearest relationship as set out in the table but they still wish to apply then they can raise any relevant information within their application, such as if there has been estrangement. Social Security Scotland will then consider whether it is reasonable for the applicant to be the person making funeral arrangements.

- Funeral Support Payment will be made to clients, unless the client provides consent to pay the funeral director directly. This is because the Social Security (Scotland) Act 2018 set into primary legislation that if a client will not be paid directly then the client will need to confirm they agree that another person or organisation can receive the award.

¹ Regulations (the legal title is Funeral Expense Assistance):

<http://www.legislation.gov.uk/sdsi/2019/9780111040461/contents>

² Consultation response: <https://www.gov.scot/publications/scottish-government-response-consultation-funeral-expense-assistance-scotland-regulations-2019/pages/5/>



Universal Credit Updates

Change to Universal Credit from 1st Feb 2019, Universal Credit will now be open to families with three or more children, extra amounts for children will be payable if they were born before April 2017.

Mixed age couples, new ruling from 15th May 2019, UK pensioners who have a partner aged under 65 will no longer be allowed to apply for pension credit guarantee, they need to claim Universal Credit instead, this has an applicable amount of £114.81 per couple rather than £255.25 on Pension Credit Guarantee.

Claimants with severe disability premium can now claim Housing Benefit rather than Universal Credit, even if the Severe Disability Premium has only been applied for. This will end in January 2021.

From 22nd July 2020, there will be a two week run-on of income support, income based job seekers allowance and income related employment and support allowance for those who have to claim Universal Credit.

EU Settlement Scheme Applications

Citizens Advice Bureau has been awarded a contract to help European Economic Area and Swiss citizens to apply for settled status should you need help with an application for this you can contact Citizens Advice Bureau on 01546 605550

Post Office Card Account Updates

Currently the Department of Work and Pensions will pay benefits in to a Post Office Card Account for those who do not have a bank account this service is ending. DWP will write to all Post Office Card Account customers encouraging them to open a bank account.

Warm Homes Discount

Schemes have reopened, if you are in receipt of Pension Credit Guarantee and received the discount last year you should automatically receive it this year. If you are in receipt of disability benefits you will probably need to reapply, check with your energy supplier for details. If you need assistance we are happy to help please bring details of your energy supplier and your electricity account number and details of which benefits you are in receipt of.

40th Anniversary Chief Executive Tour

As part of Fyne Homes 40th Anniversary celebrations, Colin Renfrew, Chief Executive, visited each of Fyne Homes offices to meet with tenants, committee members and staff.



The tour commenced on Friday 26th July, 2019 in our Dunoon office in the morning before heading on to Bute in the afternoon.



Wednesday 31st July, 2019 saw the tour visit Campbeltown and then on to Lochgilphead to finish the tour.

Despite flash floods, landslips and detours around Argyll the tour was a great success with many visitors enjoying the hospitality of a cuppa, cake, prosecco and a chat with Colin.



Colin was ably assisted by the staff at each office and was joined on different days of the tour by Megan Morrison and Kora Nicholson, both Housing Admin Officers, and they were driven by Craig Baxter, Tenant Participation Officer.

Thank you to all that attended and here's to many more years of Fyne Homes.



AGM Report

Fyne Homes held its AGM on 18th September 2019 at the Discovery Centre, Rothesay.

The meeting was well attended by members, staff and guests who received a full report on performance across all sections of the organisation.

Key highlights included:

- £2.6M spent maintaining and upgrading stock
- 20 properties adapted with Scottish Government funding of £66,000 enabling tenants to stay in their homes
- 94% of stock meets the Scottish Housing Quality standard and 86% currently meets the Energy Efficiency Standard for Social Housing (EESH)
- Arrears of 1.2% against a 2.5% target
- Positive feedback on Tenant Participation events
- Operating surplus of £1.7M an increase from £988K last year
- Long Service Recognition awards for 3 members of staff
- 3 Developments off site at Lochgilphead, Dunoon and Minard



The financial year 2018/19 also saw the completion of the Fyne Energy wind turbine project at Glenbarr. All three turbines were commissioned and generating electricity between December 2018 and January 2019. The project was 11 years in the making with investment of £14M. The profits will be split between Fyne Homes, Fyne Futures and the Glenbarr Community Development Association.

Following the AGM a buffet reception was held at the Victoria Hotel to celebrate the Association's 40th Anniversary which was earlier in the year.

The Association also recognised Mr. C Renfrew (longest serving staff member, 36 years); Mrs E

Russell (longest tenancy held, 37 years) and Mr R Reid (longest serving committee member, 58 years).



Mr C Renfrew



Mrs E Russell



Mr R Reid



Winter Fuel Payments (WFP)

and some other benefits, but some may have to make a claim. The payment is £100 - £300 per household depending on circumstances. Most payments are made automatically between November and December and you should get your money by 13 January 2020.

You need to claim Winter Fuel Payment if you've not had it before and either of the following apply:

- you don't get benefits or a State Pension
- you only get Housing Benefit, Council Tax Reduction or Child Benefit

If you've claimed before: You should get your Winter Fuel Payment automatically from the organisation that pays your benefits. Contact them if you have any questions or there's a change in your circumstances. You can find their details on any letters they've sent you.

Claim first time by phone:

Telephone: 0800 731 0160

Text phone: 08007310464

You'll need to know:

- your National Insurance number
- your bank or building society details
- the date you were married or entered into a civil partnership (if appropriate)

Warm Home Discount

The Warm Home Discount is a programme of support aimed at households who may struggle with their energy bills. Electricity suppliers will deliver the scheme and will primarily help qualifying customers by providing rebates on electricity accounts to help when bills may be higher over the winter period.

Some customers will qualify automatically for a rebate and if you do, you'll receive a letter from the Department of Work and Pensions telling you this. Otherwise you can apply to your electricity supplier for the rebate if you meet certain eligibility criteria.

- If you have a prepayment electricity meter you'll receive a bar coded voucher to the value of £140.
- If you've applied for the rebate payment and are eligible to receive it, your rebate will be paid by 31st March 2020.

Warm Home Discount Scheme

Contact your electricity supplier.

If you don't qualify for the discount

You may be able to apply directly to your electricity supplier for help if you don't qualify because you don't get the Guarantee Credit element of Pension Credit.

Warm Home Discount Helpline 0800 731 0214

If you need help to claim contact FyneHEAT on 0345 607 7117



Waste Collection Calendars Move Online

The council has introduced new, simple to use on-line information services which allow house holders to check their next bin collection day on the website.

The Bin Collection Day Lookup on the council website works equally well on PCs or mobile devices. In addition, customers who have enrolled in the council's personalised My Account online service will automatically see their next bin collection day each time they logon.

Improved on-line information will save council resources as printed waste collection calendars will no longer be automatically mailed to all homes. The money saved will be used to fund front-line services at a time when the council is facing even more cuts to its funding.

People who prefer a permanent reminder of bin collection days are able to download their calendar and print copies at home.

New downloadable calendars will be available on the website when your current calendar runs out.

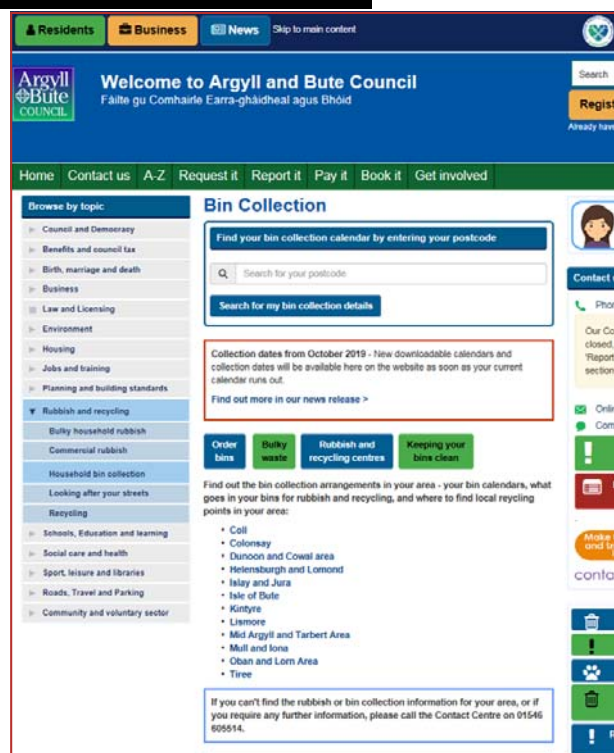
Anyone who does not have access to a computer, or the internet, can contact the council's call center on 01546 605514 and arrange to have a printed calendar sent out to them. Alternatively, customers can also visit their local Customer Service Point to request a printed calendar.

The decision to end issuing printed calendars to all households was made by the council's Environment Development and Infrastructure committee in 2018. This was advertised on the calendars issued last year.

Councilor Ellen Morton, Depute Policy Lead for Roads and Amenity Services, said: "Argyll and Bute is one of three Scottish councils to have seen the greatest cuts to their funding. We have to make savings wherever possible to ensure that we protect the services our communities value most.

"The move also supports our commitment to using digital resources to give quick and efficient access to services so that residents can carry out transactions at the time that suits them.

"We would also remind people that we have our Keep in the Loop service, which provides up-to-date information on our services and alerts. You can register for that at: <http://bit.ly/2OI0u4Y>"





The Nostalgia Café



open 11am to 1pm @ *The Lade Centre*

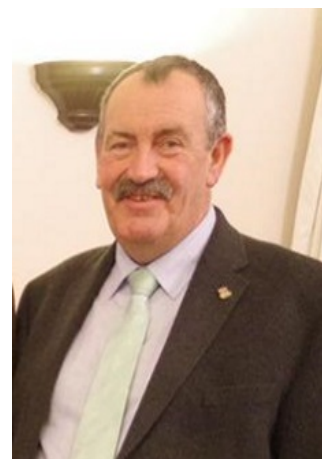
FREE to attend, enjoy a cuppa, cake & chat

Programme of Events

Monday 21st October

“Deputy Lord Lieutenant”

**W S Shaw talks about his work as HM
Queen’s representative for Argyll & Bute**



Monday 18th November

“Christmas Crafts”

**Come along for some easy and fun
Christmas crafts**



Monday 16th December

“Classic Christmas Movie”

**Join us for a mince pie & mulled
Wine and enjoy a Christmas Classic**





Business Services Campbeltown Visit

The Business Services department work mostly in the background at Fyne Homes, ensuring that the frontline staff in Housing and Maintenance have the support they need to provide the best

service for all Fyne Home's tenants. This includes Finance, IT, Corporate Management, and the faces and voices you might recognise on reception.

The department is based in Rothesay, but like to get out every now and then to visit the area offices to meet our colleagues and see first hand the properties that we hear about and see flashing across our computer screens. In previous years we have visited Lochgilphead and Dunoon and this year it was a trip to Campbeltown with a slight detour to visit the three new wind turbines at Glenbarr.

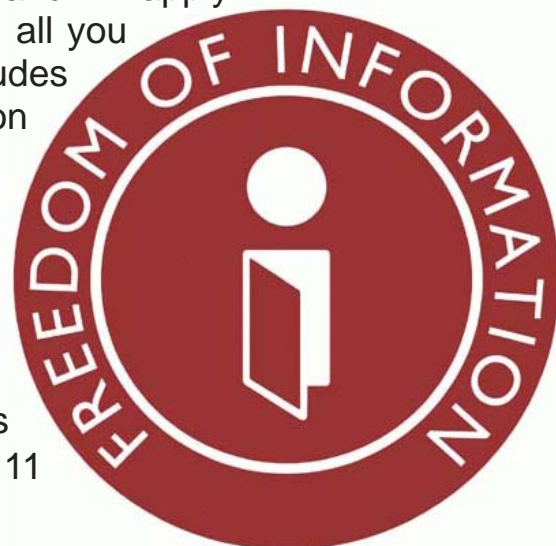


Freedom of Information goes live in November!

Freedom of Information (FOI) law will give you the right to receive information about the housing services we deliver to you as your landlord and will apply to us from 11 November 2019. To receive information, all you need to do is ask by making an FOI request, which includes your name and address and describes the information you would like to access.

We must respond to you within 20 working days of receiving your request and, unless the information is exempt, we must disclose it to you. We may charge you a fee for providing you with information.

Our Data Protection Officer, Daradjeet Jagpal, will assume the role of our Information Officer for FOI and is working with us to ensure we are FOI ready come 11 November.





View from Fyne Futures

In delivering our charitable aims our core team of 14 people have delivered high standards of low carbon goods and services across our 4 enterprises despite challenging economic conditions.

In 2018/19 we undertook projects connected to food poverty and unemployment – Bute Carbon Free Food which had significant achievements

Over 500 participants took part in a wide range of experiences.

42 volunteers took part in horticultural work parties.

905m² of disused or derelict land was brought into food production.

Over 427kg of Bute Carbon Free Food was grown and harvested.

An estimated 131.91 tCO₂e was saved during the year.

People and Communities – employability and training project

12 people were supported with wage-based training opportunities, with a value of circa £49,500 economic benefit.

We have supported other local organisations with resources to enable improved amenity, curriculum for excellence in education from primary to further education and economic regeneration through community effort –

Bute in Bloom, Bute Island Alliance, Achievement Bute, Rothesay Joint Campus, St Andrews Primary School, North Bute Primary School

We have supported social enterprises across Europe by hosting visits from social entrepreneurs from Eastern Europe, North America, Australasia and Scotland.

Bute Produce delivered a full programme of horticultural training events:

- Grow Your Own workshops
- Seed Saving
- Master Composter
- Royal Botanic Gardens Edinburgh accredited Certificate in Practical Horticulture

ReStyle Our retail outlet in Montague Street continues to do well. During 2018/2019 a new system was installed improving inventory, logistics and customer service. 778 items of furniture were processed with 741 items sold at affordable prices to our community, diverting 15,905 kg away from landfill.

Recycling Whilst we have seen a drop in paper/cardboard weight, other materials continue to increase. The recycling team have maintained 100% collection service and overcame challenges relating for example to logistics and weather

Car Bute There has been growth in use by annual resident members which is very encouraging. We continue to welcome visitors who account for 49% of usage.

Despite a challenging year, Fyne Futures had a very successful year in delivering again our social and environmental objectives. We have been shortlisted by Social Enterprise Scotland for Environmental Social Enterprise of the Year.



With Recycle Week now but a memory it is good to see the continuing support with which our community embraces this responsibility toward our environment. More than ever now we see the damaging impact that our waste has upon the climate, but the response to action from businesses and individuals is encouraging.

In recent weeks, Calmac for example have contacted us at Fyne Futures to help them address an increase in recycling from ferry travellers. We have been only too happy to help, providing them with new 'on the go' recycling bins which help separate materials where they are deposited. This serves as a great facility as it helps reduce waste going to landfill from Calmac, and reduces the amount of hand sorting that is required at our recycling centre.

We were delighted also that during Recycle Week our local dentist was keen to begin recycling and sorting in this way too, and we were able to help support this by providing the same tri-compartment recycling container. It's always inspiring when our community place value in caring for the environment.

Perhaps, for example, as a keen recycler at home you have noticed that the waste and recycling calendar upon which our regular route appears has not arrived through your door. This calendar is provided by Argyll and Bute Council, and as part of a move to reduce costs they have moved this to an online only option- see their press release here: <https://www.argyll-bute.gov.uk/news/2019/sep/waste-collection-calendars-move-online>

From a recycling and waste perspective this is a positive move, and at Fyne Futures we feel this decision is the right one. Where we can reduce the resources we use this is always preferable to recycling. The calendar is therefore available to view and download online via the council website. We appreciate however that many people still prefer the physical copy of the calendar and for that reason Argyll and Bute Council will post copies of calendars to anyone who contacts them directly.

And above all, never fear! The fortnightly frequency of our recycling collections is not about to change, and you can still depend on Fyne Futures to make your kerbside recycling uplift.





Megan Morrison

Sheena Macfie

Louise Anderson

Laura McAlister

Mairi Hamilton

Areasha Whitelaw

Eilidh MacCallum

Megan Morrison

Kora Nicholson

Margaret Thomson

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.

Fyne Homes Staff Supporting Scottish Housing Day 18th September 2019



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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