



Fyne news



Winter 2019

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

In This Issue:

Christmas Hamper
Payment Options
Getting Involved
Christmas Entertainment
Having a “Green” Christmas
Recycle—Christmas Changes
Staff Halloween Pics

Christmas Opening Hours

The Association's
offices will close at
1 p.m. on Tuesday 24th
December and re-open
for business on Monday
6th January 2020





WINNERS

Tenants Reward Scheme

September 2019	Mrs McKerral	Campbeltown
October 2019	Mrs Evans	Lochgilphead
November 2019	Mrs Campbell	Dunoon

£20
*Monthly
Draw*

CHRISTMAS HAMPER DRAW

Members of the Tenant Reward Scheme will be entered into our annual Christmas Hamper Draw.

There will be a draw for the TRS members in each area and the hampers will be delivered to the winner's doors week commencing 16th December 2019.

The Tenant Reward Scheme is open to tenants that have been a tenant with Fyne Homes for at least 3 months and have no rent arrears, outstanding recharges or any tenancy related issues.

For more information on becoming a member of the scheme please contact Craig Baxter, Tenant Participation Officer for an application form cbaxter@fynehomes.co.uk





Can you spot the 10 differences?



Q. Who hides in a bakery at Christmas?

A mince spy

Q. What do snowmen have for breakfast?

Ice Crispies

Q What falls at the North Pole but never gets hurt?

Snow

Q What do you call an old snowman? Water

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



Snowman Cracker Christmas Stocking Holly
Angel Presents Santa Reindeer Tree



Decorate your own
Christmas Tree



SEPTIC TANKS AND BIO DISC SYSTEMS

DO'S AND DON'TS



Some of Fyne Homes domestic properties, in its more rural areas, have septic tanks or bio disc systems installed to deal with their domestic sewage and waste water. These systems do not operate in the same manner as that installed for properties in the urban areas. The systems are basically a biological process and it is very important that tenants, in properties where this system is installed, adopt a procedure of what to do and what not to do to ensure the function of the system operates efficiently.

Do:

- Think about what you are putting down the sink, toilet or drain.
- Use cleaning products little and often rather than intermittently.
- Use liquids, not powders, in washing machines and dishwashers as the liquid dissolves easier and quicker.

Don't:

- Dispose of sanitary towels, tampons, disposable nappies, baby wipes, cotton wool, cotton buds, incontinence pads, rubber products or other non-biodegradable products down the toilet.
- Dispose of waste fat, grease or other cooking oil – put it with your household rubbish in the bin.
- Use household bleach or strong chemicals.

It is important that you, your family and your visitors are made aware that your house is connected to a specialist sewage system and to refrain from disposing of things down the toilet, sink or drains that could harm the bacteria or block the pipes to the system.



It should also be noted in areas where there are septic tanks sited close to the vicinity of your properties all residents are asked to take note that you should not allow children to play inside of the tank's perimeter fence.



PENSION CREDIT GUARANTEE **
UNIVERSAL CREDIT ** warm homes
discount ** **COUNCIL TAX REBATE ****
Attendance allowance ** **council tax exemption**
**** discretionary housing payment **** personal
independence payment ** **child benefit ****
housing benefit ** disability
living allowance ** disability
premiums ** community care
grants ** budgeting loans ** funeral
expenses ** fuel bills ** **carers allowance ****
Best start grant ** job seekers allowance ** *tax*
*credits *** bus passes ** **state**
pension ** blue badge ** hospital
travel costs ** work capability assessments **
employment support allowance ** discretionary
housing payments ** young carer grant **
INCOME SUPPORT ** crisis grants **
CARER PREMIUM **

If you would like any further information on any of the above please
contact Fyne Homes on 0345 6077117



Carbon Monoxide – ‘The Silent Killer’

Although the Association take great care in ensuring that all gas appliances in tenants homes are regularly maintained and safety checked, as well as fitting carbon monoxide detectors, everyone using gas appliances should be aware of the symptoms and effects of carbon monoxide poisoning.

When gas does not burn properly, as with other fuels such as coal, wood or oil, excess carbon monoxide (CO) is produced.

You can't see it, taste it or smell it, but CO can make you really ill, or can even kill.

You are particularly at risk when you are asleep because you cannot recognise the early symptoms of CO poisoning. These include tiredness, drowsiness, headaches, giddiness, nausea, vomiting, breathlessness, stomach pains, erratic behaviour and visual problems.

If you or your family experience the above symptoms and you believe CO may be involved you must seek urgent medical advice.

Factors which can effect the safe operation of even a regularly maintained gas appliances are:-

- * Appliance not working properly
- * Not enough fresh air in the room
- * Blocked chimney or flue

CARBON MONOXIDE

Signs to look out for include

- * Yellow or brown staining around, or on appliances
- * Pilot lights frequently going out
- * Increased condensation inside windows
- * Yellow rather than blue flame



If you think your appliance is spilling CO

- * Switch off the appliance and contact the Association
- * Open all doors and windows to ventilate the room – do not sleep in it

It is also important that you test your CO detector, following the manufacturers instructions, on a regular basis and advise the Association immediately if it is found to be faulty. The Association will also check it, along with your smoke alarm, during your annual gas servicing and safety check visit

We will fit carbon monoxide detectors in the room your gas appliance is in, and also in any other rooms in your property which your gas flue passes through. Should you have any queries or require further information on this matter, please contact our Technical Services Department at our Rothesay office (**direct line telephone number: 0345 0520039** or e-mail: **techservices@fynehomes.co.uk**)





IMPORTANT INFORMATION

Satisfaction Survey



In early 2020 Fyne Homes will be asking you about the service they provide to you

Your views matter!

Please take time to complete & return the survey

All returned surveys will be placed into a prize draw where 1 winner from each of the 4 areas (Bute, Cowal, Kintyre and Mid Argyll) will win £150.00 in vouchers of their choice



Making Payments



Fyne Homes is introducing some changes to offer you more choices to how you make your payments.



Our internet payment site has been revamped and we also have a new local call number **0330 0416497** if you would prefer to make a payment by phone. 03 numbers are normally charged as a local rate call and are usually included with any standard mobile minutes package.

Other payment options include

- The easiest way to make regular payments is to setup a direct debit, please contact our offices for further details
- Using your swipe card in either your local Post Office or in any Paypoint outlets
- Using the Allpay App - downloadable from either the Apple or Android stores – just search under Allpay
- Internet Payments
- Contacting our offices



Key to using any of our payment services is your payment card with its long number across the top (your PRN number) – if you would like another payment card or just to know your PRN number again please contact our Rothesay office.



Payment can be made by either credit or debit card



**Dementia
Friends
Scotland**

Dementia Friends

Housing staff in all areas were joined by Rothesay reception staff Nicole and Eilidh for Dementia Friends training. A big thank you goes to Sue Pagan, a Dementia Advisor who is based in Argyll & Bute, for delivering the training sessions.

What is a Dementia Friend?

Dementia Friends Scotland is an Alzheimer Scotland initiative to raise awareness of dementia and reduce stigma.

With the right support and understanding, staff learned that people can live well with dementia and contribute to their local community. By taking part in Dementia Friends Scotland, staff were able to learn a little about what it's like to live with dementia and turn that understanding into action.

What does a Dementia Friend do?

Dementia Friends help people living with dementia in lots of ways, both big and small. From being more patient in a shop queue, to helping someone find the right bus, every action counts.

Dementia Friends Scotland allowed staff to gain a better understanding of dementia and the things they can do to help people living with dementia be a valued part of their local community.

It is not an accreditation or a befriending service and Dementia Friends are not asked to visit people living with dementia. If you are interested in other ways to support people with dementia, visit www.alzscot.org

Burst & Frozen Pipes;

To help prevent burst and frozen pipes you should keep your home as warm as possible. Always remember to turn off the water supply and drain down the hot water cylinder if you are leaving your home for any length of time.

If you do get a burst pipe

- * Turn off the water
- * Turn on all taps as quickly as possible
- * Identify where the burst pipe is and telephone the Association's emergency number





Fyne Homes Presents “Frozen II”



Available to children primary 7 age & under

Campbeltown - Picture House from 22nd November 2019 (any showing)

Dunoon – The Studio Cinema from 22nd November 2019 (any showing)

Rothsay – Discovery Cinema – Monday 23rd December @ 2:30pm

(Contact local office to book ticket)

Going Away Over the Holiday Period

If you intend to leave your home unoccupied for any length of time during the Christmas holiday period, please let the Association know where a key can be obtained in the case of an emergency, when access to your property would be required. To allow us to pass this information onto our emergency call out service, if possible, we would be grateful if you could give us these details by Friday 20th December, 2019.





Tenant Participation - Get Involved

Fyne Homes Tenant Participation is dedicated to better communications between tenants and Fyne Homes.

This includes: the overall service you receive, keeping you informed about services and outcomes and also about your opportunities to participate in Fyne Homes decision making. If you would like to get involved in any of the following, please tick the ones you are interested in, complete the form and return to your local office, or if you want more details contact Craig Baxter, Tenant Participation Officer by calling 0345 6077117 or email cbaxter@fynehomes.co.uk



- **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 your local area ☐
- **Service Improvement Group (SIG)** - Be part of our tenant's group and help Fyne Homes to assess our performance against our key performance indicators, including the Scottish Social Housing Charter's outcomes ☐
- **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 ☐

Name:- _____

Address:- _____

Tel/Mobile:- _____ email:- _____

Age Group:-

16 – 24

☐

25-34

☐

35-44

☐

45-54

☐

55-64

☐

Over 65

☐



Fyne Homes Staff: Armistice Day

As well as working full time within our offices, in their own time, our staff fulfil many different roles within our Community. On Sunday 10th November, some of the staff took part in Rothesay's Annual Remembrance Parade.



Craig has been part of HM Coastguard for the last 9 years which involves an intense training programme, weekly refreshers and regular call outs at any time of the day or night which is a huge commitment. A large portion of Craig's call outs are helicopter medical evacuations which is an important and vital service for our community. Craig Baxter: Guarding the Coast since 2010. Big thanks to Craig for his input both within the office and in the community.

Pictured: Craig Baxter, Tenant Participation Officer by day, Coastguard Rescue Officer by night.

Kora is a tenor drummer with Rothesay & District Pipe Band. She is fairly new to the role and has just finished her first season with the band. As well as twirling her sticks and beating her drum, Kora works part-time as a Fitness Instructor which she has done for the last 6 years... now drop and give 10 push ups!

Paul is a Staff Sergeant Instructor (Detachment Commander) within Rothesay Army Cadets. Paul has fulfilled this role for over 9 years and is proud to have been promoted to Parade Commander this year for Rothesay's Remembrance Parade. Paul has also recently just completed his training to be part of the Scottish Fire & Rescue Service and is now a Retained Fire Fighter on top of his many other roles. Who says there aren't enough hours in the day? Well done, Paul!



Megan is a snare drummer with Rothesay & District Pipe Band. Megan has been in the band for over 15 years (must have been drumming whilst still in nappies, eh!?) and is hugely committed to her role. She attends at least two practises a week and is away most weekends in the summer for competitions. Megan has travelled far and wide with the band and has been part of many winning Drum Corps. Megan was also part of HM Coastguard for two years alongside Craig however, switched the waterproofs for her kilt on a full-time basis. Thank you, Megan and well done!

Below we have our very own Fireman Sam! Sam is a Retained Fire Fighter with the Scottish Fire & Rescue Service and has fulfilled this role for over 6 years. The Fire Service put their firefighters through vigorous and intensive training both mentally and physically. Sam attends training every week to keep on top of these essential, lifesaving

Pictured: Kora Nicholson, Housing Administrative Officer; Paul McIntyre, Technical Services Administrative Assistant and Megan Morrison, Housing Administrative Officer.

skills (including tree climbing for all the cat rescues...) You'll often see Sam sprinting out of the office door to attend call outs. We promise he is attending important emergencies and not just running away from the staff! Huge thanks to Sam for his commitment within the Fire Brigade and as Housing Officer. He says he's not sure which job is the most dangerous sometimes...

Over the coming months, we will do some more profiles of our staff and their roles within the community. Big thank you to all of them for their commitments both in the office and out! A hardworking and dedicated bunch.



Pictured: Sam Jamieson, Housing Team Leader.



Monday 16th December - Rothesay

10:30am @ The Lade Centre

Tuesday 17th December - Dunoon

2pm @ The Studio Cinema

Thursday 19th December - Campbeltown

2pm @ The Picture House

Come along and enjoy a cuppa and a mince pie

FREE to attend

For more details contact your local office or cbaxter@fynehomes.co.uk or 0345 6077117

Dogs Trust Community Event

In **March 2020**, Fyne Homes will be hosting events in Rothesay, Campbeltown, Lochgilphead and Dunoon.

Keep an eye on local press and social media for details nearer the time.

All events are by a drop-in basis and no appointment is required

FREE Microchipping

FREE Information Leaflets

FREE Health and Training Advice

FREE Health Checks





FREE Home Fire Safety Visit and FREE Smoke Alarms



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



Fire can happen to anyone.

But it is our job to help make sure your home is as safe from fire as it can be. This is why we provide free Home Fire Safety Visits. Our staff can help you spot a possible fire hazard, offer advice and guidance and fit smoke alarms free of charge if your home requires them.

A Home Fire Safety Visit only takes around 20 minutes. And that 20 minutes might just save your life.

Visits are easy to arrange.

A Home Fire Safety Visit can be organised at a time that suits you, day or night. The Service would also like community members to think about anyone they know who could be at risk from fire. It could be a friend, relative, or neighbour.

To book a free Home Fire Safety Visit for you, or for someone you know:

CALL 0800 0731 999

or visit **www.firescotland.gov.uk**

Always ask for official identification - all employees of the Scottish Fire and Rescue Service will be happy to produce this on request.



Fact. Every hour of every day
there's a **house fire** in Scotland.



SCOTTISH
FIRE AND RESCUE SERVICE

Working together for a safer Scotland



How to have a Green Christmas without being a Grinch!

Christmas is a time for families and friends to get together, but it also creates mountains of unnecessary waste and millions of pounds in unnecessary spending.

1. It wouldn't be Christmas without sparkling fairy lights, but you can protect your electricity bill by switching them off when you're not at home and when it's daylight. If the fairy lights are on, switch off the other lights. **TIP: If you're buying new lights this year, switch to energy-efficient LED bulbs.**
2. Have a chat with your family and see if you can make a small resolution to help the environment. Recycle more, using the car less, or even have a weekly meat-free day. **TIP: little ones love taking responsibility for things like collecting paper for recycling – and it means you won't be allowed to forget!**
3. No need to buy new decorations – get creative instead! Painted pinecones look great on a Christmas tree and Christmas wreaths can be made with pretty much anything you can find and recycle.
4. Buy local, make the most of all the fabulous producers here in Argyll & Bute. Buying your Christmas presents and decorations locally will help to sustain the local economy, and reduce carbon emissions. Many local shops sell locally made, bespoke goods, so have a browse – you never know what you might find.
5. Less Really Is More - forego an excess of "stuff" and make every gift count by gifting things with value, purpose and meaning, this could be a gift of your time to do something for a friend or neighbour. Some of your elderly neighbours would place more value on you popping in for a cuppa and a chat once a week than that expensive tin of biscuits.
6. Switch off don't standby and save £30 a year. More than three quarters (78%) of us admit to regularly leaving at least two devices on standby. An advanced set-top box left on standby for 20 hours a day could cost around £20 a year alone just in standby mode.
7. Don't forget to switch off when you're not watching your TV. A survey found that more than half of us (53%) leave the TV on as background noise.



**Have a Merry Green Christmas and a
Happy New Year!**

FyneHEAT
FYNE HOMES ENERGY ACTION FOR TENANTS





FYNE HOMES PRESENTS



IN PARTNERSHIP WITH

MAYDS

and Support Youth Development Network



**THE SECRET
LIFE OF**

PETS 2

TUESDAY 17TH DECEMBER – 4PM

@ MAYDS CENTRE FOR CHILDREN P7 AGE & YOUNGER

CONTACT OFFICE TO BOOK A PLACE



Next Steps Programme

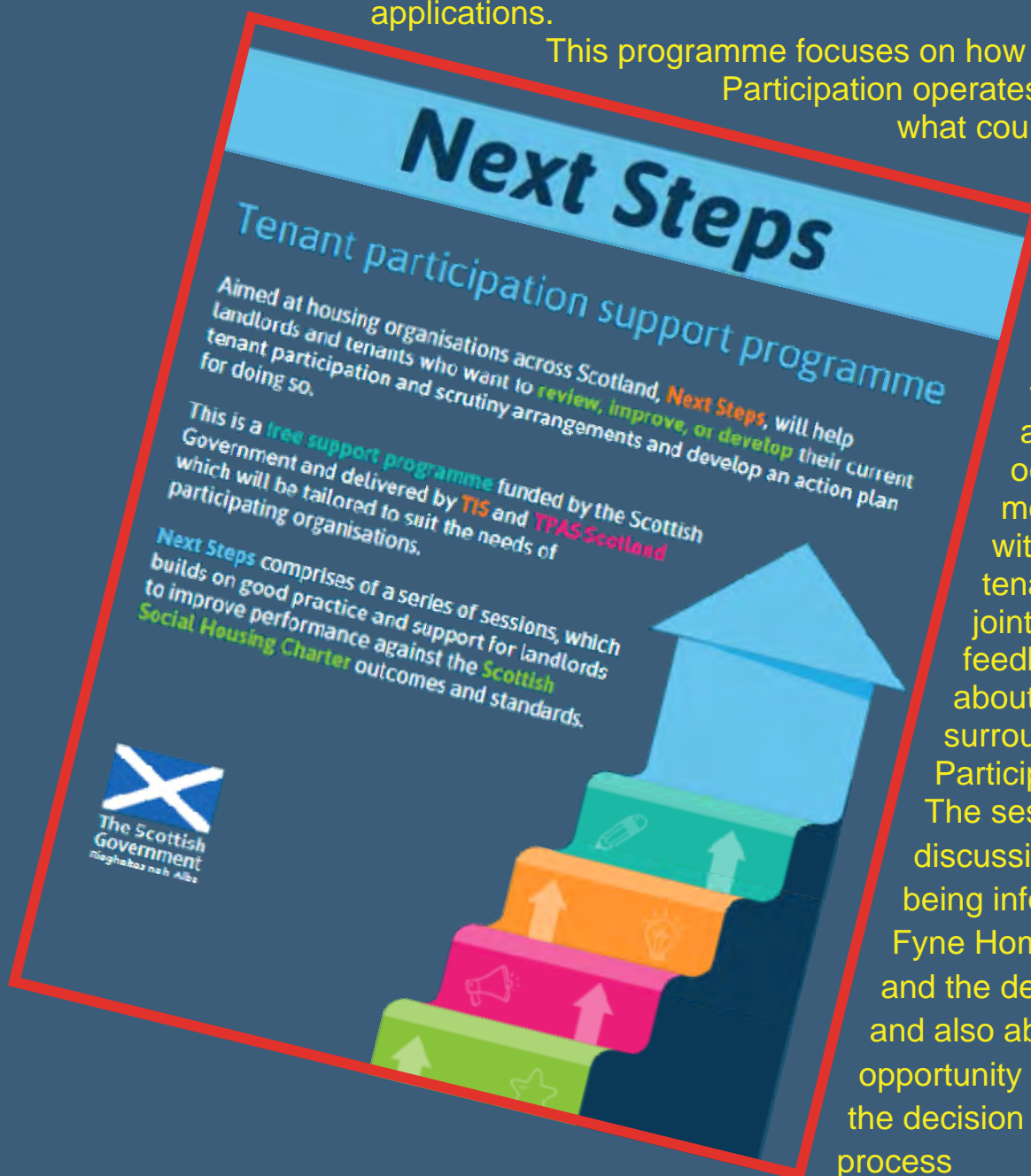
Fyne Homes was successful in applying to The Scottish Governments “*Next Steps Programme*”. Only 8 associations were selected out of over 40 applications.

This programme focuses on how Tenant Participation operates just now and what could be made

better for the future.

Susan Morris from Tenant Information Service (TIS) visited Bute on a number of occasions to meet separately with staff and tenants and also a joint meeting to get feedback and talk about any issues surrounding Tenant Participation.

The sessions included discussions on tenants being informed about Fyne Homes services and the decisions made and also about the opportunity to participate in the decision making process



The sessions were very informative and the majority of points raised were agreed by both parties.

Susan produced an action plan that was sent to all participants to review and feedback.

This action plan will be the main focus for the Tenant Participation Strategy and will be launched on 16th December at 10:30am in The Lade Centre, prior to the screening of “White Christmas”



Between 4th November – 11th November



Supported
the

poppy 
scotland

LIGHTING UP CAMPAIGN.
"Lest We Forget"

Fyne Homes presents...

**...an afternoon of local
musical entertainment**

Thursday 19th December 2019

@ 1pm – 3pm

In Lochgilphead

Parish Church Hall

**Enjoy a cuppa, cake,
mince pie and mulled wine**

Free to attend





Recycle

As you will be aware by now the recycling calendar has not made a return through your letterbox. This is owing to a decision by Argyll and Bute council to save resources and move the calendar online. The calendar serves as a helpful reminder for when your kerbside collection takes place, coupled with a note of when your general waste is collected.

This announcement came in early September and the change came into effect at the beginning of October, with articles appearing in local newspaper, on local radio and across social media. In an increasingly digital world the move to reduce the use of resource is from an environmental perspective certainly a positive one.

The good news however; there is currently no change to the frequency of your recycling collection, which remains fortnightly. Further to this, if you require a copy of your calendar to be sent to you it is possible to contact the council on 01546 605514 to arrange for this.

If you are online you can download a copy of your calendar at <https://www.argyll-bute.gov.uk/bute>

With Christmas fast approaching there will inevitably also be some collections affected as our recycling team have their rare day off. This year collections on Wednesday and Thursday will be impacted, but never fear!

As with any year there will be plenty of notification prior to the festive period of what alternative arrangements will be in place, and our popular 'bring sites' will continue to be in operation, offering another solution if you need a place for your recyclable materials. The table on the next page shows dates affected and available nearby bring sites, together with additional uplift dates.

**We wish you Seasons
Greetings from all at
Fyne Futures.**





Bush/Serpentine (Thursday recycling)

Thu 12 th Dec	Kerbside uplift
Thu 26th Dec	No Kerbside Uplift
Thu 9 th Jan	Kerbside uplift (return to normal cycle)



Nearest bring site: High St and Meadows will be emptied regularly.

Ardbeg (Wednesday recycling)

Wed 11 th Dec	Kerbside uplift
Wed 25th Dec	No Kerbside Uplift
Wed 8 th Jan	Kerbside uplift (return to normal cycle)



Nearest bring site: Port Bannatyne and West Church Car Park will be emptied regularly.

Ballochgoy/Barone (Thursday recycling)

Thu 19 th Dec	Kerbside uplift
Thu 2nd Jan	No Kerbside Uplift
Tue 16 th Jan	Kerbside uplift (return to normal cycle)



Nearest bring site: West Church Car Park and Meadows will be emptied regularly.

Craigmore (Wednesday recycling)

Wed 18 th Dec	Kerbside uplift
Wed 1st Jan	No Kerbside Uplift
Wed 15 th Jan	Kerbside uplift (return to normal cycle)



Nearest bring site: High Street bring site will be emptied regularly.



Areasha Whitelaw

Janey Jardine

James Martin

Kora Nicholson

Fiona McLachlan

Fiona Zavaroni

Katie Johnston

Mandy Gibson

Deirdre Duncan

Kalum Ledicott

Louise Anderson

John MacCallum

Dougie McDade

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.

Double, double toil and trouble; fire burn and cauldron bubble...

Our staff across all areas got into the Halloween spooooooktacular spirit by dressing up for the day. Staff made donations and all money will be collected at the end of the year, along with all other monies raised, and given to charity.

Our Campbeltown Team:

Andrew Hynd, Louise Anderson & Jimmy Anderson

Our Rothesay Team:

Tracy Robertson, Laura McAlister, Paul McIntyre, Sharon Cole, McLachlan, Fiona Zavaroni, Lyn Haemmerle, Hazel Leitch & Deirdre Duncan.

Our Lochgilphead Team:

Kerry Baxter, Kari Maxwell & Graham Larkin

Halloween Fun



Fiona



CAMPBELTOWN



ROTHESAY



LOCHGILPHEAD



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 over the festive season. 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