



Fyne news

Spring 2020

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

In This Issue:

Christmas winners
Dogs Trust events
Universal Credit / Rent Increase
Tenant Satisfaction Survey
Staff and Committee Insights
Supporting Charities
Bike Bute



WINNERS

Tenants Reward Scheme

January 2020	Mrs Preshous	Rothsay
February 2020	Mr Niven	Port Bannatyne

£20
Monthly
Draw

CHRISTMAS HAMPER DRAW

Congratulations to the lucky winners who were:-



Mrs MacNab – Tarbert
Mr Rega –Campbeltown
Mrs Poole –Rothsay
Mr&Mrs McDougall – Dunoon



Thank you to Sheena and Sam for their help in getting the hampers ready



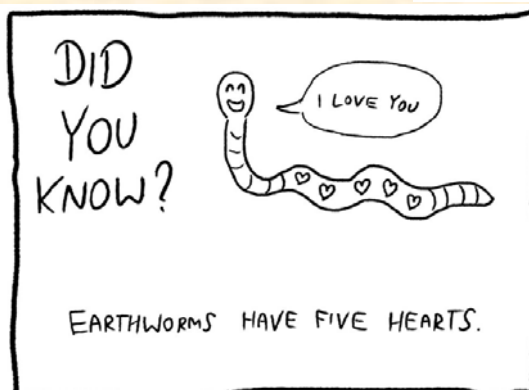
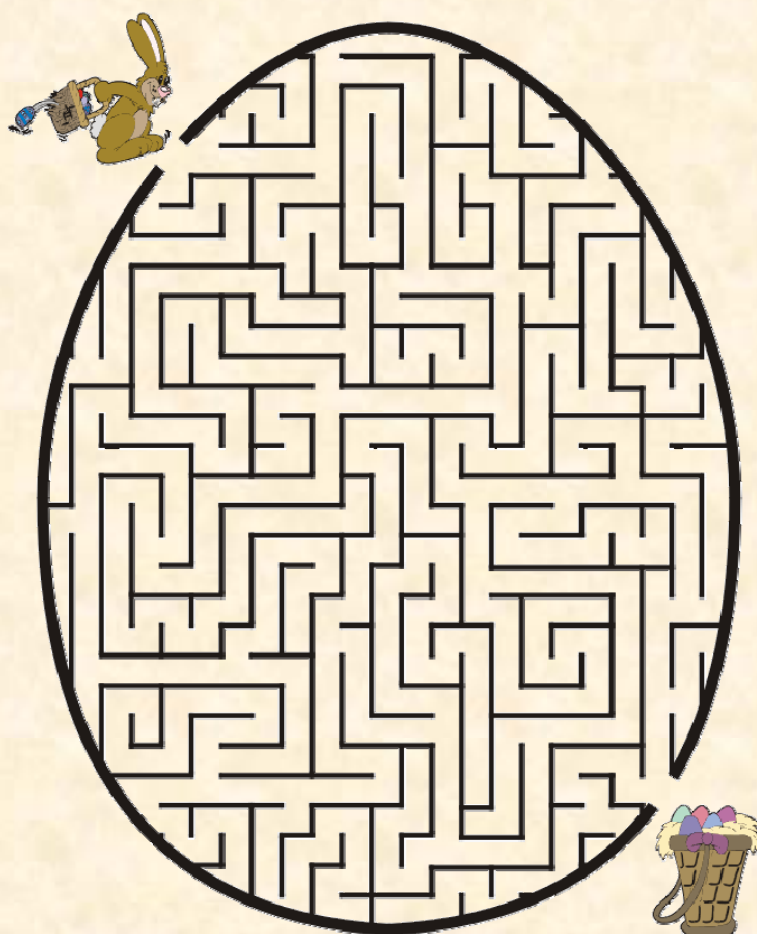
Housing Officer Areasha Whitelaw presenting
Rothsay Winner Mrs Poole with her Hamper



Did you know..?



Australia is the only continent not to have any volcanoes



Amazing...!!

The chance of your fingerprint being the same as someone else's fingerprint is 1 in 64 billion



Grizzly Bears can run up to 30 mph!



Silly Jokes...

Q. What do you call a man with a seagull on his head? A.....Cliff

Q. What do you call a man with a car on his head? A.....Jack

Did you hear about the man who got sacked from the calendar factory?.....
He took a couple of days off.....



- FREE Microchipping
- FREE Information Leaflets
- FREE Health and Training Advice
- FREE Health Checks

The law has
changed! You **MUST**
have your dog
microchipped.

Dogs Trust Community Event

- Rothesay - Tuesday 3rd March 11am – 2pm @ Fyne Homes Boardroom, 11 Victoria Street
- Dunoon – Monday 9th March 11am – 2pm @ Burgh Hall, Argyll Street
- Lochgilphead – Monday 18th May 11am – 3pm @ Lochgilphead Parish Church Hall, Manse Brae
- Campbeltown - Tuesday 19th May 10:30am–1:30pm @ Red Cross Hall, Kirk St

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



**Working with Fyne Homes and
local communities in Argyll & Bute**





Christmas Events



Over 200 people enjoyed some festive cheer thanks to Fyne Homes.

In Rothesay, Dunoon and Campbeltown, Fyne Homes TP worked in partnership with local cinemas and partners to show Irving Berlin's classic *"White Christmas"*. The attendees

enjoyed a cuppa... or something a bit stronger ...and a mince pie.

Thanks to Elderberries for coming along to the Campbeltown showing and to The Lade Centre for hosting the Rothesay showing.

In Lochgilphead an afternoon of music and song was the order of the day for tenants and friends. This was held in Lochgilphead Parish Church Hall and the attendees also enjoyed some festive fayre.

Thank you to MAYDS, who once again hosted the children's Christmas event which this year was *"Pets 2"*. Thank you also to Santa for putting in an appearance who had more than a passing resemblance to our technical services colleague, Graham Larkin.

Children in Rothesay, Dunoon and Gigha were able to attend a showing of *"Frozen II"* and the children in Campbeltown were able to choose between *"Frozen II"* or *"Elf"*.

Thanks to the staff at all cinemas for their help in arranging these events.

A special thank you to Kari, Kerry, Kirsty, Louise, Beverley and Jacqui for their help promoting the events and setting up the days in their local areas.



Shelter Scotland – Charter for Change

Shelter Scotland has launched a new housing rights campaign. Housing is a human right, but not everyone currently has a home. Only by working together can we make a home for everyone a reality in Scotland.

By adopting the "Charter for Change" Fyne Homes is showing its support for housing as a human right and showing our commitment to help make the changes Scotland needs.

Fyne Homes believe everyone should have a safe, secure and affordable home.

Fyne Homes adopt the Charter for Change to show our commitment to a Scotland where:

- Stronger laws ensure there is a right to a safe, secure and affordable homes for all
- Everyone knows and can defend their housing rights
- Laws are not broken and rights are upheld

Fyne Homes pledge to take the following actions to reach this goal:

1. Encourage staff, committee and customers to follow Shelter's Charter for Change progress and show support by signing petitions and sharing their messages on social media
2. Promote the housing options approach and ensure customers are sign posted to independent advisory services where appropriate
3. Ensure staff have a current Shelter housing qualification and are adequately trained on changes to legislation as they arise

Shelter
Scotland



Fyne Homes are collecting old school backpacks and bags for Mary's Meals Backpack Project which sends recycled schoolbags, polo shirts, skirts and shorts to Malawi to help children get the most out of education.

Donations of other items that are needed such as pens, pencils, toothbrushes, toothpaste etc. are also welcome.

If anyone would like to recycle an old school bag or uniform or make a donation, items can be left at your local office and these will be passed on to Mary's Meals in Lochgilphead.

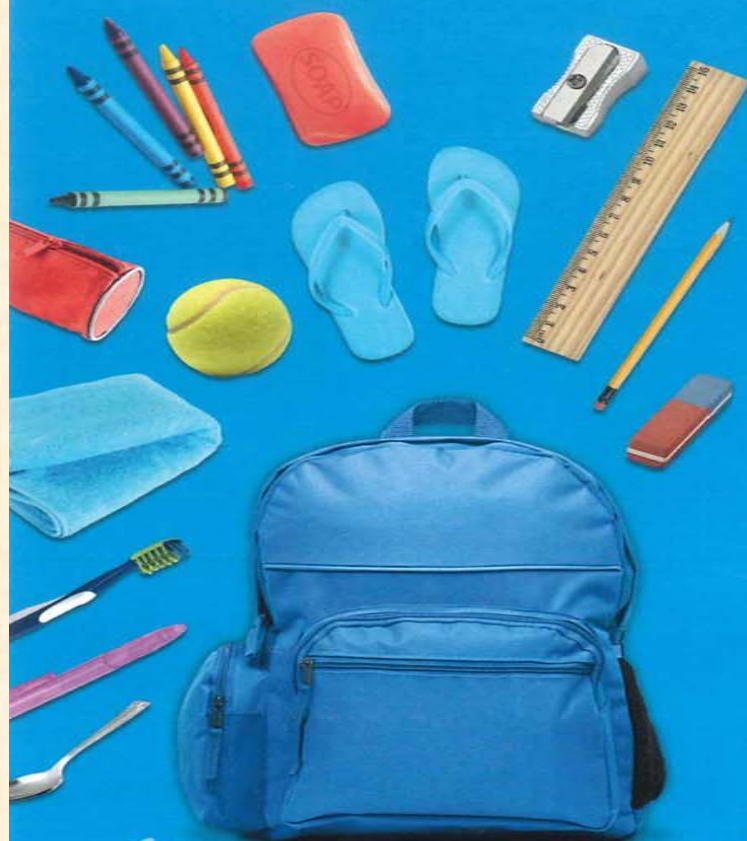
For more information on this fantastic initiative which helps children attend school and get a daily meal visit www.marysmeals.org.uk

Mary's Meals provides daily meals in school for hungry children in some of the world's poorest communities.

The Backpack Project helps the children get the most out of their learning – and it's a great way to recycle your school bag and P.E. kits.

**mary's
meals**

a simple solution
to world hunger



PLEASE FILL YOUR BAG WITH:

Notepads, pencils, pens, crayons, eraser, sharpener, ruler, pencil case, towel, shorts or skirt, t-shirt or dress, flip-flops or sandals, small ball (e.g. tennis ball), soap, toothbrush, toothpaste, spoon.

HANDY HINTS



- Don't buy new, recycle where you can!
- Clothing for children between four and 12 years is suitable.
- Please label filled bags for boy/girl and age e.g. girl, 8.
- Don't be tempted to put in toys or sweets. This can cause problems during delivery.

To find out how to get involved visit:
WWW.MARYSMEALS.ORG.UK



Rent Increase Time

If you are claiming Universal credit it is **your responsibility** to advise DWP of your new rent amount.

This needs to be done once the new rent is in place so on or after 1st April.

To do this on your Universal Credit account, enter the Home page and go to report a change of circumstances, select a change of housing and update your rent figure.

If you have any issues with this please contact Margo Allan on 0345 6077117 or contact your local office and ask for help.



UC Universal
Credit

Satisfaction Survey

The three yearly Tenant and Factored Owner Satisfaction Surveys were conducted in January and February by MI Housing Services.

The results are very positive and show an improvement in each indicator that has to be reported to the Scottish Housing Regulator.

The full results can be viewed on our website www.fynehomes.co.uk

The winners of the £150 vouchers for taking part, which were randomly selected by Fyne Homes chairman James McMillan, are:-

Bute – Mr & Mrs McCabe
Cowal – Ms O'Farrell
Kintyre – Miss Harvey
Mid Argyll – Miss Galbraith

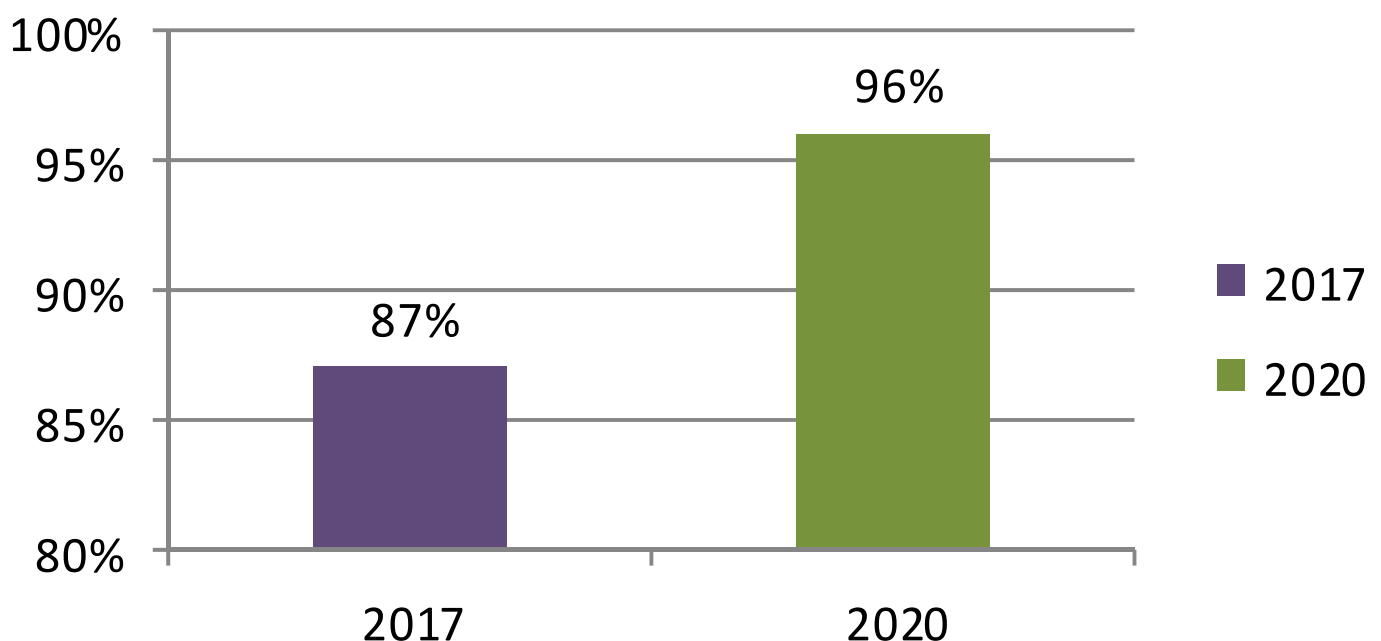


Congratulations to the winners and thank you to all those that took the time to answer the survey, it's only by getting your feedback that Fyne Homes can continue to do what it does well and improve in the areas that it doesn't do so well.

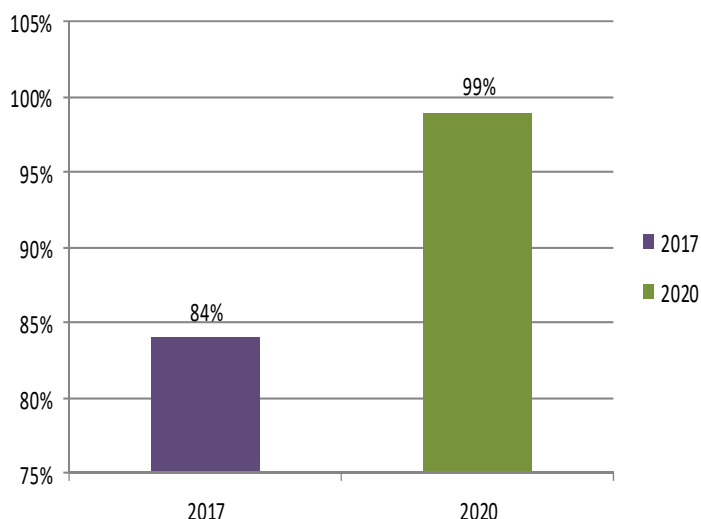


Tenant Satisfaction Survey Results

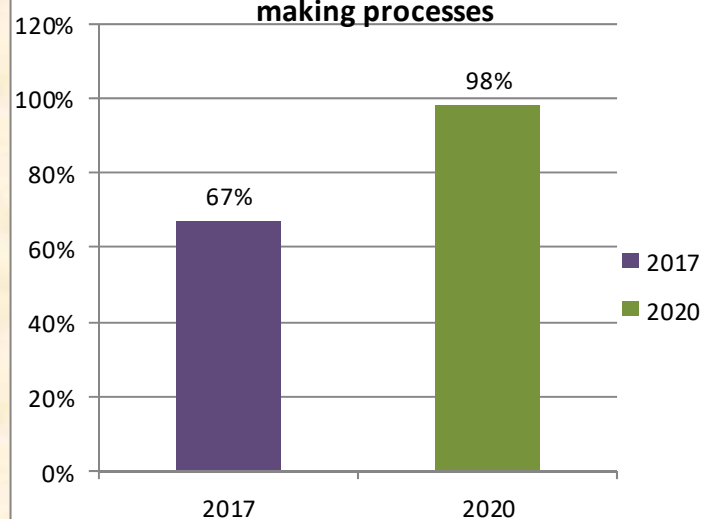
% are satisfied with the overall service provided by their landlord Fyne Homes



% of tenants think Fyne Homes is good at keeping them informed about its services & decisions

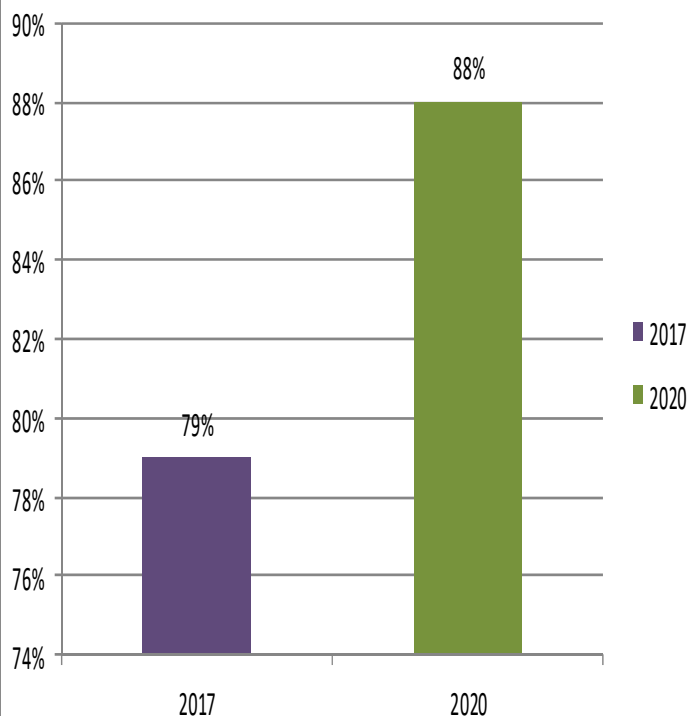


% satisfied with opportunities given to participate with Fyne Homes decision making processes

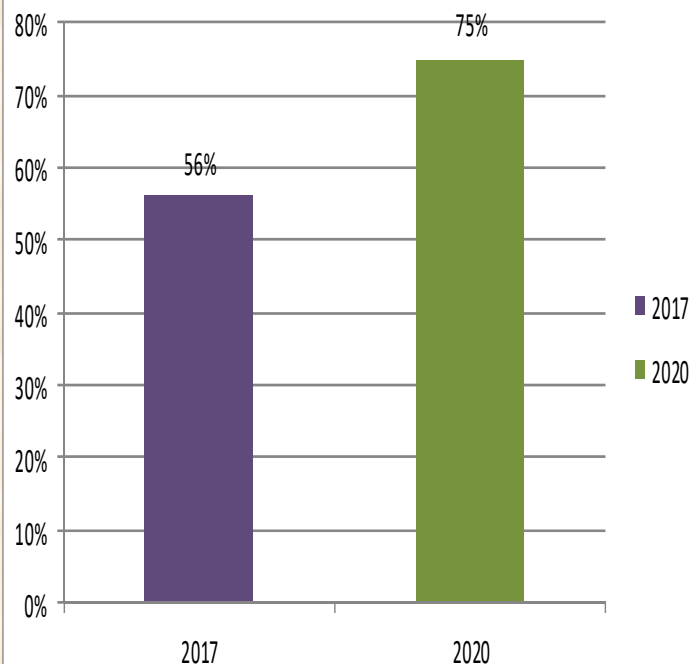




% are satisfied with the quality of their home overall

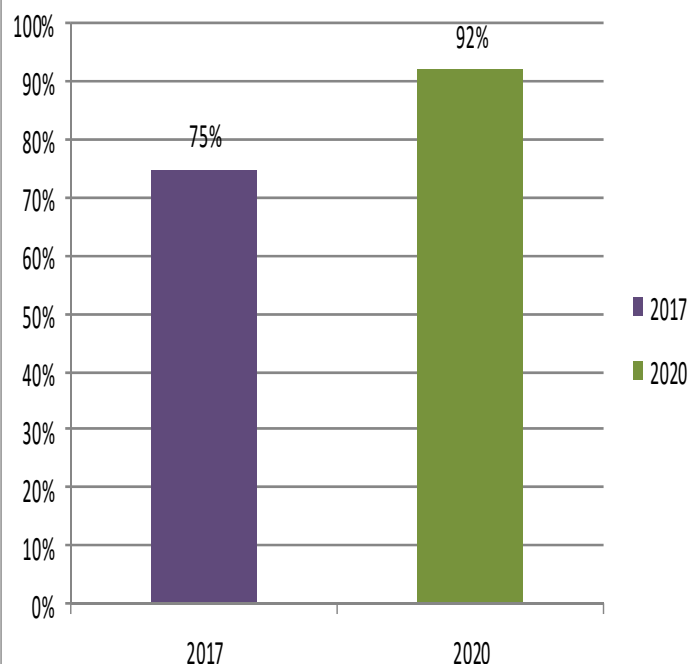


% of factored owners were satisfied with the factoring service provided by Fyne Homes

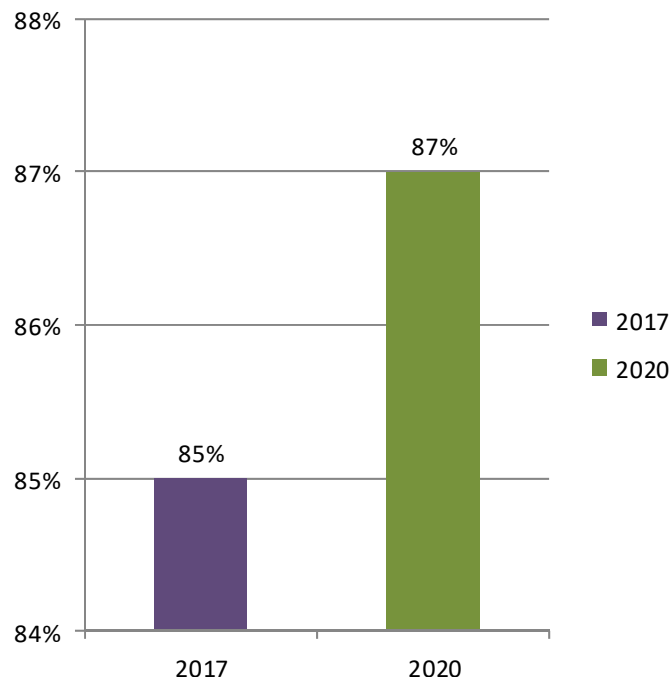


These results are a great improvement over three years ago, and show that our Tenants appreciate the hard work Fyne Homes are doing to listen to their views and provide a great service. However we will continue to try to find ways to further improve these results.

% of tenants who felt the rent for their property represents good value for money



% satisfied with the repairs or maintenance service over last 12 months



Fyne Homes Staff: Roles Out With The Office

Following on from our winter newsletter article, we have a few more staff profiles to share with you to show the different roles our staff and committee members fulfil within our community and out of the office.

Kirsty Johnson, Housing Officer (Campbeltown):

Our Kirsty is retiring soon and will then be even busier! She is a very proud 'Nannie Tomaig', to three beautiful grandchildren and really looking forward to spending lots more time with them, her husband Alex, and all their family. When retired, Kirsty hopes to expand her part-time profession as Scottish traditional fiddle music instructor, a job she loves and has done for almost 40 years (though must have started whilst still in nappies...) Music has been her life-long study and passion, and considers it an honour to teach and pass on to youngsters, and adults, the art of Scottish and Shetland traditional fiddle music. One of her pupils from Shetland is now leader of the renowned group, 'The Shetland Fiddlers'. Kirsty's fiddle group, Clann na Ceol (Children of the music) was formed in Campbeltown in 2009. The group played several times at the Mull of Kintyre music festival, and at many local community and schools fundraisers and events. Clann na Ceol did very well at the



2011 Oban provincial Mod, taking first place in the group competition, and four of her pupils took first and second place in both the junior and senior solo competitions. It was a red letter day, and hugely proud moment for Kirsty, her pupils and their families. The group, recorded by her husband Alex, produced a CD of their music. Kirsty successfully presented some of her fiddle pupils for their Nat 5, Higher and Advanced Higher fiddle exams. They were accompanied by Alex, on Shetland style guitar. Kirsty has another possible 'career' up her sleeve after retirement, but, "the best laid plans of mice and men..... and women - so time will tell". Massive thank you goes to Kirsty for over 13 years of service with Fyne Homes. She is an absolute star and both staff and tenants will miss her tremendously. Good luck, Kirsty!



Sharon Cole, Business Services Director:

It's all money, money, money (no ABBA pun intended) for Sharon in both work time and her spare time. When she's not balancing the books of Fyne Homes, Sharon volunteers as the Treasurer of Bute Kidney Patients Support Group. The group was established in 2002 with the primary purpose of campaigning to have a satellite dialysis unit sited on the Isle of Bute to save patients travelling to the mainland to receive dialysis three times per week. It was always the group's intention from the start to get a Unit but they got a lot of knockbacks before the Campbeltown Dialysis Unit got established. The success of that Unit spurred the group on to start the Dialysis Unit for Bute Campaign under the banner of Bute Kidney Patients Support Group on 1st October 2015. Work commenced on the unit in October 2019 (after years of hard work and fundraising within the community) with the hope of completion and patient usage in the next few months. Sharon became treasurer in 2016 and works extremely hard in the background to ensure all financial matters are seen to including accounts, donations, income & expenditure and is often spotted lugging bags of change from can collections to the local bank. Who needs the gym eh, Sharon? Sharon attends meetings bi-monthly and collates reports for each of these which is a lot of work in itself. Many thanks to Sharon for her contributions and to everyone involved in the Bute Kidney Patients Support Group. The unit is a massive achievement for our community. Well done!



**Bute Kidney Patients
Support Group**

www.butekidney.co.uk

John MacCallum, Technical Services Manager & James Craig, Technical Services Officer (both in red):

This duo spend a lot of time together both in and out of work (Some may say inseparable, particularly, their wives...) If you don't see them marching about on visits for work, you'll see them hitting each other with sticks on the shinty pitch. Both John and James have been passionate about shinty from a young age; both starting around age 5. Though, we've been asked not to mention for how long as this will reveal both their ages. As well as playing for Bute



Shinty Club in the Mowi League at weekends, John and James volunteer their own time to pass on their skills to the younger members of the shinty community of Bute. They coach Primary aged children once a week, straight from work... shirt, tie and all! The children absolutely love the coaching they provide and come out of the gym hall the same colour as the shinty strips! It's great to see the younger members as enthusiastic about the sport as John and James. Despite a few black eyes and broken noses/fingers, they are still very much dedicated to their sport and train hard twice every week with the rest of the team. (Here they are pictured in action...) A superb effort and huge dedication from both, well done guys!





Tony Harrison, Committee Member:

Tony is a committee member on the main board of Fyne Homes and on the subsidiary boards of Fyne Initiatives, Fyne Futures and Fyne Energy. He has been a member of the main board for 8 years and was the first Chairperson of Fyne Futures when it was formed in 2005. Following early retirement from 30 years working in Industry Tony and his wife Beryl, moved to Bute in 1999 and took on the challenge of restoring Balmory Hall, one of Bute's iconic properties. Following over 10 years at Balmory they decided to retire and having fallen in love with Bute they decided to make the island their home and pursue another



dream, that of building an eco-friendly house here on Bute. Tony enjoys having a project and whilst no longer in paid employment he finds much to fill his day! The large garden keeps him busy and along with weekly classes either on a "Spin bike" or doing Pilates manages to keep himself reasonably fit. A water sports enthusiast, Tony is trying his hand at Kitesurfing although, he says, progress is a little slow! He joined Fyne Homes because of a desire to get involved in something which would give back to the community where his past experience and knowledge could be of benefit. With other voluntary committee members and the senior management team they meet once a month to discuss and agree investment and operational plans. Committee members come from diverse backgrounds and as such bring a wealth of knowledge and experience to meetings leading to lively discussions! Ultimately it is the Chief Executive and senior team who have to implement what's agreed, the voluntary board members play a crucial role in ensuring that the decisions taken are in the best interest of the organisation. Tony says his Involvement with a team of dedicated people has been and still is, a very enjoyable, enriching experience and very satisfying to see plans come to fruition. Thank you, Tony for all your hard work and commitment over the years. It is very much appreciated by all.

“To Infinity and beyond....”

Rothsay Academy Computing Department requested funding from local businesses for a project that they wish to carry out which will send a Raspberry Pi computer into the Stratosphere.

A Raspberry Pi is a credit card sized computer and will measure atmospheric data such as temperature, pressure and possibly wind speed.

The computer will be transported by a weather balloon which when it reaches a certain height will burst and send the Raspberry Pi gently back to Earth.

As Fyne Homes work in partnership with Rothsay Academy with their “Developing Young Workforce” programme it was decided to contribute £100 to this amazing initiative.



Mr Walker (Rothsay Academy Teacher of Computing) receiving the cheque from Craig Baxter (Tenant Participation Officer, Fyne Homes)

Right to Compensation for Improvements

Under the Scottish Housing (Scotland) Act 2001, Scottish Secure Tenants and Short Scottish Secure Tenants may be able to receive compensation from their landlord for improvements which they have made to their home on or after 30 September 2002. For you to qualify for this compensation both the following must be true:

- your landlord must have approved the improvement
- your tenancy must have ended

You can apply for compensation when you know your tenancy is coming to an end.

You can also apply if your tenancy comes to an end because your house or flat is being transferred to a new landlord.

If you were a secure tenant and carried out improvements to your home before 30 September 2002, you will continue to have rights to compensation under the old scheme.

If you require further information on this scheme, contact your local Fyne Homes office



9



Fyne Homes – supporting employability and skills development

Fyne Homes has secured support from Scottish Government Investing in Communities Fund to support our work with a focus on employment training and skills development. This is in response to local needs highlighted in local community plans and via local partnerships. We recognise some of the challenges which face our communities in terms of unemployment and also the barriers that can restrict opportunities due to lack of accredited training.

The project which should run over the next two years will focus on these two elements:

Employment and Training Opportunities, which builds on experience of social enterprises being able to support those with a range of barriers to work to develop confidence and skills in a supportive environment. Previous evaluation highlighted the value of Fyne Homes' contribution to this area of work in building confidence and a sense of pride in the local area, as well as enabling people to progress to longer term employment.

Accredited training and local community placement opportunities, which aims to provide skills, qualifications and experience that can assist longer term employability prospects, build confidence and community cohesion. This will also provide a greater understanding of local opportunities, as well as an introduction to enterprise skills.

We have already established placement activity with local social enterprises including; Calum's Cabin, Kintyre Recycling and ShopperAide with 7 unemployed people having been supported via a work placement to date. We are working with partners in Community Learning and Developing our Young Workforce to develop the training opportunities for young people and unemployed participants.

If you would like further information please contact: rjackson@inspiralba.org.uk





bike-bute

Explore the island with ease
on a **Bike Bute e-bike.**



Our sustainability subsidiary has an exciting new venture on the Isle of Bute. Bike Bute is an electric bike scheme that will be open for membership in April 2020. There will be 16 e-bikes available to hire by the hour. The main hub will be situated at Rothesay Pier with a second hub at Port Bannatyne Marina. The scheme aims to encourage people age 14+ into cycling for every day trips and leisure. The power assisted e-bikes, which are low step over in style, have been chosen to enable those recovering from operations or who have ongoing health issues to get out and about. In trials that took place during 2019, the feedback was very positive particularly from people who had not cycled for many years. If you would like to find out more check out www.fynefutures.org.uk <https://www.facebook.com/CarBute/> or telephone 01700 503181

FYNE HOMES RAISE MONEY FOR CHARITY

2019 saw Fyne Homes staff and Committee getting involved to raise money and doing themselves proud yet again.

Over the year a fantastic £470 was raised!

Donations were made from the continued Dress Down Fridays, dressing up for Halloween, being dressed in festive wear throughout December and taking part in lucky numbers summer and Christmas draws.

Two members of staff and Committee were selected at random with the money being split equally, each charity receiving £235. The chosen charities were:

Bute Kidney Dialysis Group
Beatson Cancer Charity





Craig Baxter

Areasha Whitelaw

James Craig

Mairi Hamilton

Sheena Macfie

Fiona Zavaroni

Kirsty Johnston

Fiona McLachlan

Paul McIntyre

James Martin

Margo Allan

Kora Nicholson

Frances Coyle

Andrew Hynd

Doug Cochrane

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.

Home Run for Shelter

Some of our staff are participating in Shelter’s “Home Run” campaign to raise funds and awareness for the charity.

Shelter helps millions of people every year who are

struggling with bad housing or homelessness and campaign to prevent it in the first place.



Team Fyne Homes have pledged to run/walk 1000 miles during the month of April to raise £1000 to help the campaign.

For further information or to make an online donation

<https://homerun2020.everydayhero.com/uk/team-fyne-homes>

Alternatively we will have a sponsor sheet in our Rothesay office if you wish to make a donation towards this worthwhile cause.

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

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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