



Covid-19 Abbreviated  
Edition



Fyne news

Summer 2020

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

### Welcome to our special Lockdown Summer Edition.

We have sent this out with our delayed Spring edition, which contains our usual mix of fun and longer articles. This simplified document is to keep you up to date with the latest developments especially for those without access to our Website, App, or Social Media

## Fyne Homes Update

**All the staff at Fyne Homes hopes that you are keeping well and staying safe.**

Fyne Homes is open for business. The offices may not be open at the moment but you can still contact us on **0345 6077117** or for repairs on **0345 0520039**

You can keep up to date with the latest news on our website [www.fynehomes.org.uk](http://www.fynehomes.org.uk) our Twitter and on Facebook.

We are continuing as much as we can to support tenants through this difficult time. During lockdown, over 400 elderly and vulnerable tenants have been contacted by the team to offer support. Of these over 110 receive regular welfare calls. If you would like a regular call from the Fyne Homes team, please contact Craig Baxter on 0345 6077117 or email [cbaxter@fynehomes.co.uk](mailto:cbaxter@fynehomes.co.uk)

### Consultations

We have continued to consult tenants on policies and procedures during lockdown and will continue to do so with online discussions and forums planned in the near future. If you are interested in the opportunity to participate and help make decisions then contact Craig Baxter on 0345 6077117 or email [cbaxter@fynehomes.co.uk](mailto:cbaxter@fynehomes.co.uk)

### Common Factoring Policy

In line with legislation the Common Factoring Policy was sent out for consultation. The Policy was sent to both tenants and factored owners. Feedback was received from an 11% response rate, which is above average.

### New Tenancy Questionnaire

We also consulted on a New Tenancy Questionnaire. This document was sent out to members of the consultation group for comment which resulted in a 25% response, which is a fantastic return. The main feedback was it would be beneficial to make the questionnaire available electronically which we will now do.

More detail on these consultations can be found at [www.fynehomes.org.uk](http://www.fynehomes.org.uk)  
Thank you to all who participated.

# Financial Assistance

The government has put many changes in place to try to help those who have been affected financially by the pandemic – some of the major changes are detailed below:

- Fast track process introduced for Universal Credit claimants - DWP now contact tenants for rent verification etc.
- Scrapping of the minimum income floor within Universal Credit for self-employed workers
- Weekly increase of £20 per claim for this financial year for Universal Credit and tax credits claimants
- Schemes introduced to help those who were self-employed -administered by HMRC
- Scrapping of benefit overpayment deductions from Universal Credit and other legacy benefits
- Statutory sick pay payable from day one of absence
- All face to face appointments and work search requirements for Universal Credit and Job Seekers Allowance have been relaxed
- Disability benefits - all face to face assessments have been halted – anybody already on a disability benefit who was due to get their benefit re-assessed has been given a six month extension.
- There has been a ban on evictions for a six month period
- Argyll and Bute Council also administer the Scottish Welfare Fund and Crisis Grants are available to help those who are struggling to cover their utilities and food bills, community care grants are available to help people move in to or remain in mainstream accommodation. Tel **01546 605512 (Option 1)** or apply online via the council website.

If you wish further information on any of the above or want to see if there is any financial help that may be available please contact our Welfare Benefits worker **Margo Allan on 0345 6077117.**



# Rainbow Posters

Although our offices are closed at the moment it would be great to brighten them up and we need the assistance of all the children out there to help us do that. Please make a rainbow poster and send to Fyne Homes and we will display in our windows to pass on your support for the NHS and frontline staff. Feel free to write a message of support on your poster.



## Thank you

Thank you for bearing with Fyne Homes as we navigate our way through this crisis. Your understanding has helped so much. Thank you also to everyone for following government guidelines and keeping yourself and your community safe. Finally a BIG thank you to all the NHS frontline staff, emergency workers, carers, shop workers, producers, delivery drivers, ferry crews, community volunteers and everyone who has helped during this crisis

## Get Involved...Your views matter!

Our Tenant Participation Officer, Craig Baxter is looking for volunteers to be part of the Consultation Register and the Service Improvement Panel. With the current restrictions on meetings and social distancing legislation, video meetings will be held instead of face to face meetings. It is hoped that these will bring tenants together from all areas.

Why not become a member of Fyne Homes, for just £1 you can have a vote at our AGM.



**VOLUNTEER  
POWER!**

If you are interested in or want more details contact Craig Baxter, Tenant Participation Officer

by calling 0345 6077117 or email  
[cbaxter@fynehomes.co.uk](mailto:cbaxter@fynehomes.co.uk)

# Contact Information

Fyne Homes can still be contacted by any of the methods below although our offices will not be staffed, and are unlikely to be open to the public for some time. We are prioritising emergency repairs and housing issues for now, and our first duty is the health and safety of our Staff, Tenants & Contractors.

## Emergency Repairs

We hope that you will not have any problems with your home while our offices are closed, outside of normal office hours. 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](mailto:postmaster@fynehomes.co.uk) • **Web:** [www.fynehomes.org.uk](http://www.fynehomes.org.uk)

<u>Rothsay—Head Office</u>	<u>Dunoon</u>	<u>Campbeltown</u>	<u>Lochgilphead</u>
Fyne Homes Ltd			Smiddy House
81 Victoria Street	78 B John Street	42 Ralston Road	Smithy Lane
Rothsay	Dunoon	Campbeltown	Lochgilphead
Isle of Bute	Argyll	Argyll	Argyll
PA20 0AP	PA23 7NS	PA28 6LE	PA31 8TA

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



This newsletter  
has been  
produced using  
re-cycled paper