

Fyne news

Summer 2021

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

In This Issue:

Rent Consultation
Tenant Participation
Fun-Zone
New Build—Cairndow
Welfare Advice
ReStyle



Cover Photo by Kerry Baxter—Housing Officer (Lochgilphead)

WINNERS

Tenants Reward Scheme

April 2021	Mrs Beagan	Isle of Gigha	£20 Monthly Draw
May 2021	Miss Blincow	Dunoon	
June 2021	Mrs Payne	Lochgilphead	

RENT & SERVICE CHARGE REVIEW: CONSULTATION RESULTS AND OUTCOME

Fyne Homes consulted tenants about how to set rents and whether to include more service charges within the main rent for the property. Over 17% of tenants responded to the survey which is a fantastic return, thank you to all who took part.

Rent

The information collected was analysed by an independent company, *Arneil Johnson* and as with all data collected will be kept in the strictest confidence and used for this consultation only.

This information was forwarded to Management and Committee for consideration and as the results are the general consensus of tenants, it was decided that this new system will be implemented starting April 2022.

You will recently have received information on the proposed model for the new rent and service charge structure, **please note the model shown and figures used are an example only to give you an idea of how the rent will be calculated.** A specific letter detailing what the changes will mean to you will be sent out in November 2021.

There is no need to do anything with your rent at this time and you will be advised of any changes to your rent well in advance.

Thank you for participating in this consultation and ensuring that your voice is heard, your views matter.



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,



- **Consultation Register** - Register to be consulted with and we will contact you for your view on matters that may be of interest to you ☐
- **Membership of Association** - Membership means you can vote on major issues affecting the Rules of the Association, stand for election yourself, attend our AGM and vote to appoint members to our Management Committee. You can join the Association for a one-off cost of only £1 ☐
- **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

☐



Colour Me In !



Silly Jokes...

What do you call a Snowman in July?...

...A puddle

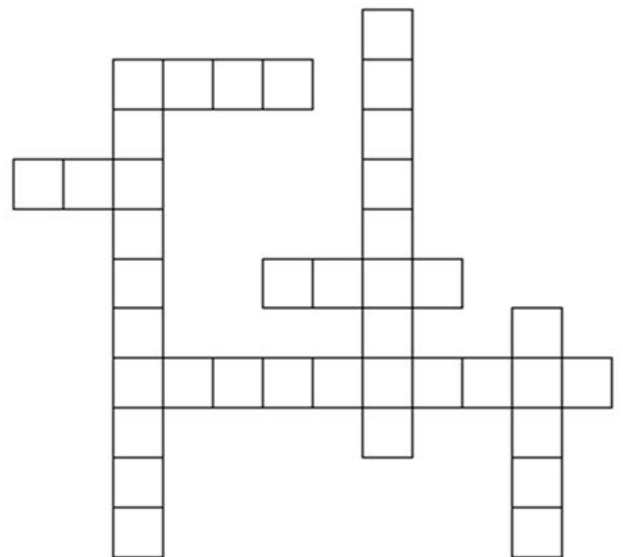
Where do sheep go on holiday?...

...The Baa—hamas



Word Fill

Summer



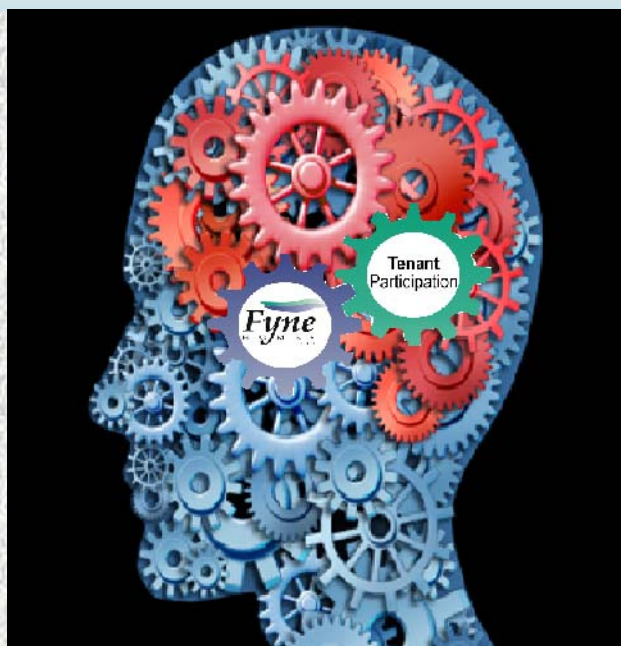
Words to fit

beach
sandcastle
surf

ice cream
sun

sand
sunglasses





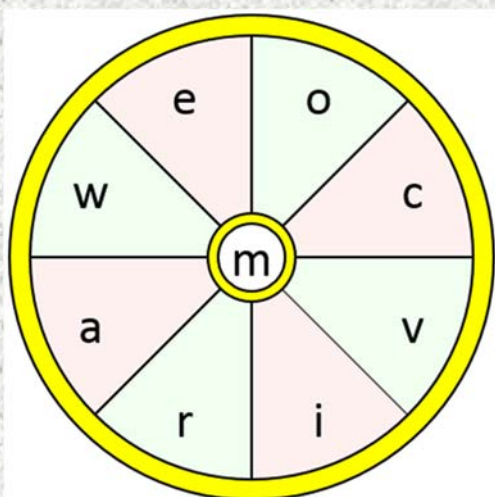
Brain Teasers

Puzzles to keep your mind active

SUDO-

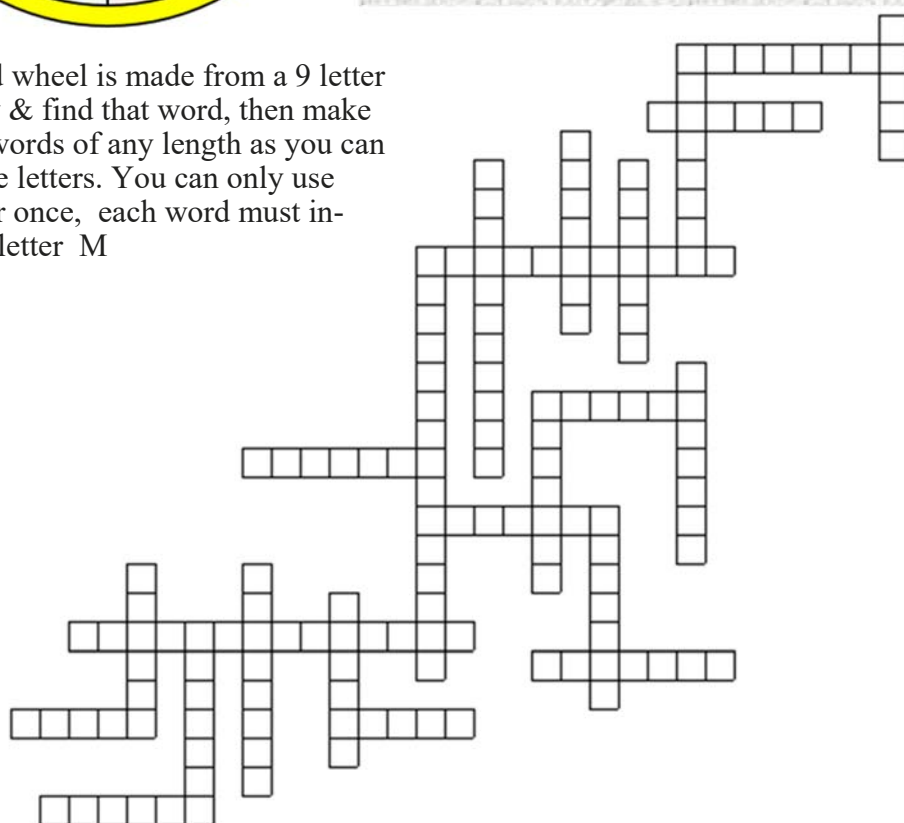
4	1					6	8
6						2	
					5	1	
			2	4		6	9
3				5			
5		6			9		1
			7			3	
9		2		6	4		
		7	9		8		5

WORD



This word wheel is made from a 9 letter word. Try & find that word, then make as many words of any length as you can from these letters. You can only use each letter once, each word must include the letter M

WORD FILL—Euros 2021



austria
belgium
croatia
czech republic
denmark
england
finland
france
germany
hungary
italy
netherlands
north macedonia
poland
portugal
russia
scotland
slovakia
spain
sweden
switzerland
turkey
ukraine
wales

Supported Self-Care Planning

Look after yourself, every day

A new Free Service from ACUMEN with support from The Listening Service at The Lade Centre and Support in Mind Scotland for anyone Living in Argyll & Bute.

Contact us

☎ 01546 607210 or ✉ sscp@acumennetwork.org

Website: <https://sscp.ramh.org/>



It's ok not to be ok!

Most people struggle with their mental health at some point during their lives.

support
in mind
scotland
action for people affected by mental illness

Sometimes people can work their way through mental health challenges by talking with others and writing a self-care plan for mental and emotional wellbeing.

Answering five questions in **ACUMEN's self-care plan** template could help you create your plan to stay ok when times are tough and your mental health is suffering.

If you live in Argyll & Bute and you think a mental health and wellbeing plan written by you (with a bit of help if you need it), for you, could help then phone us on **01546 607210** or email sscp@acumennetwork.org and we'll contact you for an initial chat.

ACUMEN's Supported Self Care Planning Project is funded by Argyll & Bute Health & Social Care Partnership's Living Well Grant 2020-2021. **So, it's a free service for you.**

Funded by

A&B HSCP Transforming
Together
Argyll & Bute Health & Social Care Partnership



Supported by

ACUMEN



The Lade Centre
RAMH
recovery across mental health

What happens next?

We think everyone should have a self-care plan for wellbeing.

Phone 01546 607210

or email: sscp@acumennetwork.org

We'll get in touch within a week for a chat and agree appointments with you for up to three phone sessions to help you complete your own self-care plan.

There are just five questions in **ACUMEN's self-care plan** template.

Check out the tutorials and written guidance on our website at

<https://sscp.ramh.org/>

Nobody knows you like you do. We'll give you time to talk to help you work out what keeps you well. Plus we'll talk about how other people and services could help you too. If you're struggling to connect with support in your community, we can help you find out what's available.

Plus, our service partner, The Listening Service at the Lade Centre, can provide a limited number of sessions with a qualified counsellor if you're struggling to complete your self-care plan.

Self-care planning is about empowering you to look after yourself when your mental health is under pressure. Let's get started.

Need help now?

Our Self Care Planning service is not a crisis service so if you feel you need to speak with someone now, please call:

The Samaritans helpline is 116 123 and is open 24 hours, 7 days a week. Calls can be made anytime, from any phone. All calls are confidential.

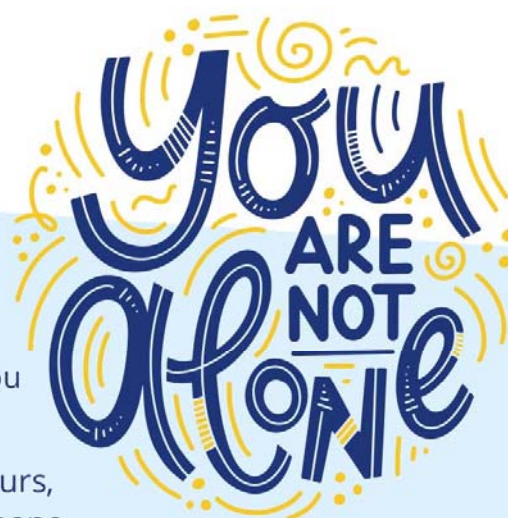
The Breathing Space helpline is open Weekdays:

Monday-Thursday 6pm to 2am and Weekends: Friday 6pm-Monday 6am - All calls are confidential - **0800 83 85 87**

If your **GP is not available**, you can call **NHS 24** by dialling **111**

You can also call **the police, your emergency social work team** or **emergency community mental health team**.

The RAMH helpline is 0141 847 8900. Website: www.ramh.org



REGISTER OF ELECTORS ANNUAL CANVASS – starts 5th July

Please read the form carefully and take any necessary action

- 
- If you need to update your information the easiest way to do this is on-line
 - **Anyone** aged 16 or over and living in Scotland can now register to vote in Scottish Elections
 - If you have moved address register now at: www.gov.uk/register-to-vote

Contact your local office if you need further advice:

Argyll & Bute: ero-abc@dab-vjb.gov.uk

East Dunbartonshire: ero-edc@dab-vjb.gov.uk

West Dunbartonshire: ero-wdc@dab-vjb.gov.uk

Due to Covid-19 restrictions our offices are operating at a reduced capacity.

DAB VJB

*Dunbartonshire and Argyll & Bute
Valuation Joint Board*

Have Fun This Summer

With summer just round the corner there is nothing more appealing than a paddle in the sea, a dip in a canal or an afternoon at the side of a loch.

Everyone is relaxed and having fun and thinking more about excitement rather than safety and that's when accidents are most likely to happen.

By following some simple safety precautions serious injuries, near drowning or drowning can be avoided.

Never consume alcohol and go swimming

Never consume alcohol and supervise anyone who is swimming

Always watch your child while near any body of water and don't let them play in or around water unsupervised.

Always when using inflatable's such as lilos and rubber dinghies ensure that there are secured to the beach or bank with a rope to prevent them floating out with the tide.

Never swim in areas such as quarries, canals or ponds – these can be dangerous to swim in.

Never dive into water unless you know that the depth is more than 5m.

Never jump from height into water, "tomb stoning" as it known is dangerous and can lead to serious injury and even death.

Call 999 if someone is in danger and ask for the Coastguard

Hopefully the lovely weather will continue and allow for many fun and safe days out.

Water Safety

Manson View, Cairndow

Fyne Homes completed a new housing development of 6 energy efficient affordable homes at the head of Loch Fyne, Cairndow on 19th May, 2021.

The project has been named Manson View as a tribute to Peter Manson former game keeper at the Ardkinglass Estate. Peter was also a Special Constable with Strathclyde Police for over 20 years and a very well know and highly respected member of the local community.

This £1,066,481 development is a mixture of 2 bedroom amenity bungalows and 3 bedroom family homes and was delivered by local contractor TSL Contractors Ltd.





Welfare advice:

It's been a busy year for welfare benefits, even though we are not in the office we are always at the end of the phone. If you are struggling financially or are having any issues making a claim for benefits and would like assistance please call 0345 6077117 or directly to Margo on 01700 501624.



Benefits entitlement:

Over the last few months we have been trying to make contact with all our tenants of State Pension Age to see if they may be entitled to any benefits they are not currently claiming – the main benefits we are looking at are Attendance Allowance, Pension Credit Guarantee and Housing Benefit. Some of our tenants have been pleasantly surprised to find out they are indeed entitled, and some have managed to increase their income by over £100 per week ! . So if you missed our call and would like a benefit check please give me a ring.

We have also been actively promoting the Scottish Child Payment to all of our tenants with children aged 6 years and under, this is a payment of £10 per week for every child aged 6 and under for families already in receipt of certain benefits – universal credit, child tax credit, Income support, pension credit, working tax credit, income based job seekers allowance, income related employment and support allowance, to apply you can call Social security Scotland on 0800 182 2222.

Other help and assistance:

Fyne Homes have also been involved in a few different projects to help those struggling to pay their fuel bills during the pandemic, there have been a few schemes on the go, we have worked with Home Energy Scotland, Home Heating Advice Scotland and Scotland Social Housing Fuel Support Fund and have managed to help over 100 households to access around £10,000 of funding. If you are struggling to make ends meet Fyne Homes is also a referral partner for Argyll and Bute Councils Flexible food Fund – this project aims to help households who are struggling financially and works in partnership with Bute Advice and Ali Energy to help make sure applicants are able to receive energy and benefits advice

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



Fyne Homes, Supporting Work Experience Opportunities

Over the past year, Fyne Homes have supported the delivery of the Social Enterprise Work Experience Programme (SEWE) along with Argyll and Bute Council and Scottish Government. The programme has been delivered by InspirAlba to meaningfully involve young people in social enterprise, while also fulfilling the need for quality work experience placements. This has been particularly important as a learning opportunity for young people to gain a better understanding of the world of work as much of the traditional work experience avenues were cancelled due to the Covid 19 restrictions. The programme aimed to provide work experience with impact – where young people could develop skills, make a real difference in their communities and develop a wider understanding of community benefit and enterprise.

Gain communication skills
experience in working with
others

To gain communication skills

Work experience in marketing and sales
(all things business :))

work experience with
advertising

meet more people with the
same interests as me

Become more confident to
share ideas

getting involved with my local
community and having more contacts
within it

working with others to meet a
common goal.

work with others and become
more confident

Introduction meeting on why young people joined the programme.

9 social enterprises from across Argyll and Bute hosted work experience opportunities with 12 young people taking part in a variety of roles which included; e-commerce, digital marketing, youth participation, and business support. Young people could also tap in to additional support from the work experience supervisor and via peer support at fortnightly meetings. Virtual meetings provided an opportunity to meet other young people, learn about wider opportunities and develop knowledge of rural social enterprise through interactive and fun sessions. The programme also provided the opportunity to gain a qualification for work and knowledge gained.

Business	Brewgooder	Social Bite	Glasgow Credit Union	Too Good to Go	The Eden Project	Hey Girls
Social Impact	profits are used to provide clean water and help relieve poverty in developing communities	Campaigns against homelessness through awareness, employability and accommodation programmes, and food donations	Owned by the customers so money is invested in the community and focus is on empowering members and the community	Working to fight food waste and food poverty	Sustainably run organisation providing education on biodiversity, the environment, and climate change	operate a 'buy one give one' scheme and donate products to families in poverty
Business Activity	Sells craft beers	Runs a series of restaurants and cafe spaces across Scotland	Offer banking services such as savings, loans and mortgages	An app that allows users to find discounted food in their area	Tourist attraction with activities	sells high quality period products including sustainable options

Screenshot from sorting cards activity on understanding social impact.

Young people were able to develop skills and confidence through learning sessions such as 'How to Speak Like a Leader' with Scottish Youth Parliament and through the Village Social Enterprise Network with young people from across Europe, with inspiring social entrepreneurs, and consultation on the future of rural communities.

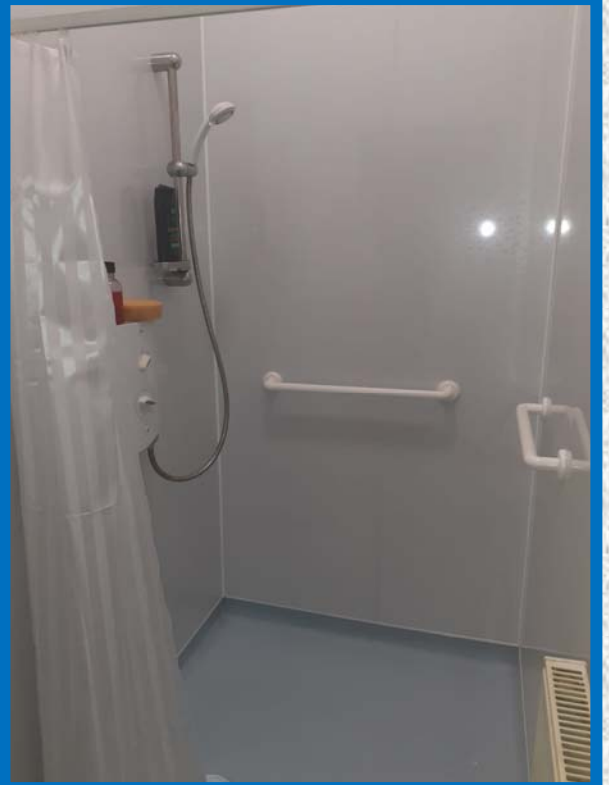
Rural SE Escape!



Screenshot from escape room

by Rosie Sumsion, Youth Participation Trainee

Recent adaptations at Foley Park and Columshill Street.



Bravery award for Allan Smith and Craig Baxter

On a sunny day last June local man Allan Smith heard screaming while at his car near 'Kiddies Corner', a popular beach area beside the Rothesay Promenade. Meanwhile from the window of his property Fyne Homes Tenant Participation officer Craig Baxter could see a small child floating out to sea on an inflatable flamingo. The four year old boy had been playing in the water with his Mum and sister when things changed in a matter of seconds due to stiff winds, which carried the child on his inflatable out to sea. Ex-army man Allan ran from his car and swam out several hundred metres to rescue the 4 year old. Craig Baxter, also a member of the Coastguards, ran down from his top floor property adjacent and swam out to their assistance.

Both men received an award from The Royal Humane Society for their bravery. Allan's award said "His gallant action saved the child's life". Craig's award said "His actions were commendable as his presence would have been vital if the original rescue had not been successful".



Photo © MT Photography(Bute)

Congratulations to Allan and Craig for their well-earned awards.



Fyne Futures Ltd
Scottish Charity No. SC036392

ReStyle
Part of Fyne Futures Ltd



ReStyle Achieves 100% Revolve Quality Standard in external evaluation

Revolve Certification is valid for 2 years and is a total quality management assessment of reuse stores.

We are delighted to report that we achieved certification on 22nd April 2021. We received the following feedback from Zero Waste Scotland



“Huge Congratulations on completing all of the Revolve Standards 100%. I can confirm that you have passed with flying colours and have been awarded your Revolve Certification which is valid for 2 years.

The Revolve Online Tool is still fairly new to us all and you have been absolutely fantastic working with it through the actions in a timely manner to deliver exactly what was required to evidence that you meet, and often exceed the Revolve Standards. An exceptional and outstanding effort on your part which sets the bar for anyone else going through Recertification in this new way. Congratulations and very well done.”

We say from “One Good Home to Another” so whether you are supporting the environment by donating a furniture item to us or buying something special for your home, you can be assured that all items are assessed for safety and quality. The proceeds from ReStyle support local employment and contribute to our charitable objective supporting people with training opportunities.



Veg Box Deliveries

Available for weekly, fortnightly or monthly delivery.

We have 2 types of boxes to choose from:

Value Box: £10
Premium Box: £12.50

A value box contains 8 variations of fruit/veg and a premium contains 10 variations.



To order or for more information call:
01700 503181

The deadline for orders is 1pm on Tuesday for same week delivery.

bikebute

Become a member

Yearly Membership Fee: £20

Returnable Deposit: £50

Hourly Rate: £3

Half/ Full Day Hires

Half Day Hire (up to 4 hours): £20

Full Day Hire (up to 8 hours): £35

Returnable Deposit: £50



Pre-book only

www.fynefutures.org.uk/bikebute
07483 330910

Collection Times: 10am-12pm & 2-3pm

Drop-off Times: 2-3pm & 6pm (last)



Staff Good News

In other news we are delighted to celebrate the wedding of Laura, our Finance Officer to her fiancé Craig on 24th April. The happy couple have had to postpone their nuptials for a year due to CV-19, but were no less happy on the day!

The new Mr and Mrs Murray also announced they are expecting a baby in September. Congratulations!



More Baby News



Louise Anderson, Fyne Homes Housing Officer, who covers the Kintyre area and Gigha, is expecting a baby and will be on Maternity leave as from Friday 2nd July, 2021. Louise will be back in January, 2022.

During these uncertain times, our Office in Campbeltown remains closed. However if you require to speak to a member of staff please call Fyne Homes on 0345 6077117 or alternatively please e-mail Postmaster@fynehomes.co.uk.

On behalf of Fyne Homes and her fellow colleagues, we wish Louise well and we are all looking forward to the arrival of baby Anderson.

Sheena Macfie

Areasha Whitelaw

Nicole Booth

James Martin

Michael Cannon

Craig Baxter

Robert Jardine

Sharon Cole

Margaret Thomson

Hazel Leitch

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.

ACCESS FOR REPAIRS/MISSED APPOINTMENTS



“No access” visits are a waste of staff and contractors time and can be costly to the Association.

Access arrangements should always be made when reporting a repair, however, if due to unforeseen circumstances these require to be changed by us we will always endeavour to contact tenants and advise them of any changes.

Likewise, should you require to change access arrangements we would be grateful if you would advise us as early as possible in order to make alternative arrangements.



ANNUAL GAS SERVICING & SAFETY CHECK



As your landlord, Fyne Homes has a legal responsibility to carry out an annual safety check on all gas appliances owned by us.

Near the time the annual safety check is due to your property our gas servicing contractor will contact you with an appointment. They will provide you with a telephone number to contact them should the given appointment be unsuitable.

Fyne Homes cannot stress enough the importance of having these checks carried out to ensure the safety of our tenants.

PLEASE ENSURE ACCESS IS MADE AVAILABLE TO YOUR LOCAL CONTRACTOR. SHOULD YOU FAIL TO ALLOW ACCESS FOR THIS CHECK, WE WILL BE FORCED TO TAKE STEPS TO GAIN ACCESS TO YOUR PROPERTY.



Contact Information

Emergency Repairs



We hope that you will not have any problems with your home while our offices are closed. However should any problems arise please remember that assistance in a genuine emergency can always be obtained by calling.....

0800 592 276

Your call will be answered by the Hanover Telecare call centre, where one of their trained repair operators will take the details of your repair and arrange the necessary assistance.

Please note that this service is for "emergency" repairs only. Emergency repairs being repairs necessary to prevent serious damage to the building, danger to health, risk of safety or risk of serious loss or damage to the occupiers of the property.

Telephoning Fyne Homes

For General Enquiries 0345 607 7117

For Repairs/Maintenance 0345 052 0039

Calls will be at standard call rates from landlines or mobiles.

Calls may be recorded for training and quality purposes



Fax: 01700 505267 • **E-mail:** postmaster@fynehomes.co.uk • **Web:** www.fynehomes.org.uk

Rothsay—Head Office

Fyne Homes Ltd
81 Victoria Street
Rothsay
Isle of Bute
PA20 0AP

Dunoon

78 B John Street
Dunoon
Argyll
PA23 7NS

Campbeltown

42 Ralston Road
Campbeltown
Argyll
PA28 6LE

Lochgilphead

Smiddy House
Smithy Lane
Lochgilphead
Argyll
PA31 8TA

This Newsletter and other documentation can be made available in other formats i.e. large print. We also subscribe to language line and induction loops are available within Fyne Homes offices.



This newsletter
has been
produced using
re-cycled paper

Fyne Homes Limited. Registered Office: 81 Victoria Street, Rothsay, Isle of Bute, PA20 0AP
Registered Social Landlord (REG. No. 321) ; Registered Scottish Charity No. SC 009152 ;
Property Factor Registered Number PF000155

Registered society under the Co-operative and Community Benefit Societies Act 2014 (REG. No. 1454 R[S])
Incorporating: William Woodhouse Strain Housing Association and Bute Housing Association