



# Fyne news

Autumn 2021

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



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**Call Blockers**  
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**Neighbourhood Watch**  
**Lost Keys**  
**Bike Bute**



# WINNERS

## Tenants Reward Scheme

July 2021	Mr Himi	Rothsay
August 2021	Mr MacMillan	Lochgilphead
September 2021	Ms Robinson	Dunoon

£20  
Monthly  
Draw



## Call Blockers

Following an increase in the variety of phone scams being reported by Scottish consumers since the beginning of the Covid-19 pandemic, Argyll & Bute Trading Standards and Police Scotland are launching the roll out of free call blocking devices to vulnerable individuals that are most at risk from scammers and rogue traders.

Argyll and Bute Community Planning has provided funding to procure a number of *trueCall*, call blocking devices which are now available free of charge to eligible Argyll & Bute residents. Devices have already been installed into addresses of victims of telephone fraud over the past 12 months in Ardentinnny, Dunoon, Innellan, Helensburgh, Oban and Mull.

The most common calls being blocked by *trueCall* units were misleading sales of insurance for white goods, appliances or SKY equipment and attempts to sell cover for domestic home repairs.

As more people signed up to streaming services during lockdown, there was an increase in scam calls purportedly from Amazon Prime, where cold callers said that the recipient's subscription was due for renewal or that their account had been hacked. Another type of nuisance call which emerged towards the end of 2020 was the sale of timeshares, possibly in response to widespread issues with travel and accommodation during the pandemic.

Scammers are unscrupulous with the sole intention of identifying and exploiting the most vulnerable in our communities by obtaining people's personal data and to encourage them to give the caller their bank details. This is often achieved by implying that urgent action is required – a tactic which particularly targets elderly and more vulnerable people. The *trueCall* call blocking unit can give our residents peace of mind, knowing that if the phone rings it will be someone they want to talk to, if you are being pestered by nuisance calls or you know a family member or friend that could benefit from having a call blocker please contact **Argyll and Bute Trading Standards on 01546 605 519** or [tradingstandards.office@argyll-bute.gov.uk](mailto:tradingstandards.office@argyll-bute.gov.uk) to apply for a free device.



# 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

☐





### Silly Jokes...

**Q: What is a scarecrow's favourite fruit?**

**A: Straw-berries**

**Q: What is the cutest season of the year?**

**A: Awwwtumn.**

**Q: What did the oak tree say when autumn came ?**

**A: Leaf me alone.**

## HALLOWEEN I SPY



Count how many of each image you see and write the correct number below.



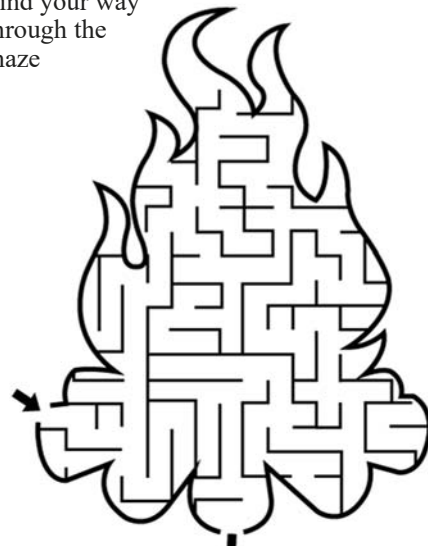
### Did you know...

The first recorded fireworks display in Britain was at the wedding of King Henry VII in 1486

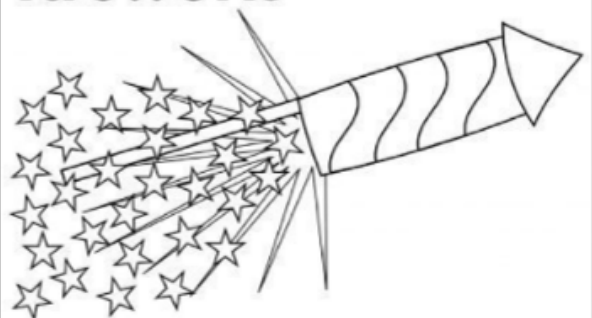
Up until 1959, it was illegal to not celebrate Bonfire Night in the UK

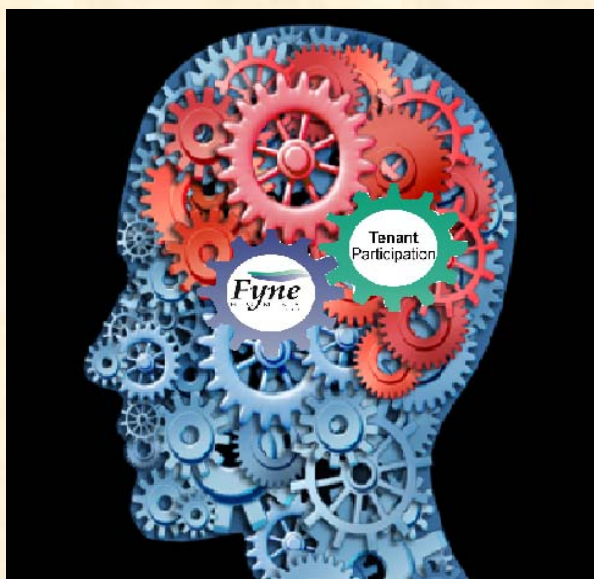
## Campfire Maze

Find your way through the maze



firework ...colour me in





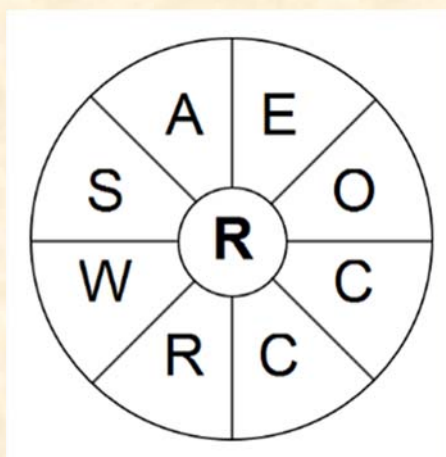
# N Brain Teasers

Puzzles to keep your mind active

**SUDO-**

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

**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 **R**

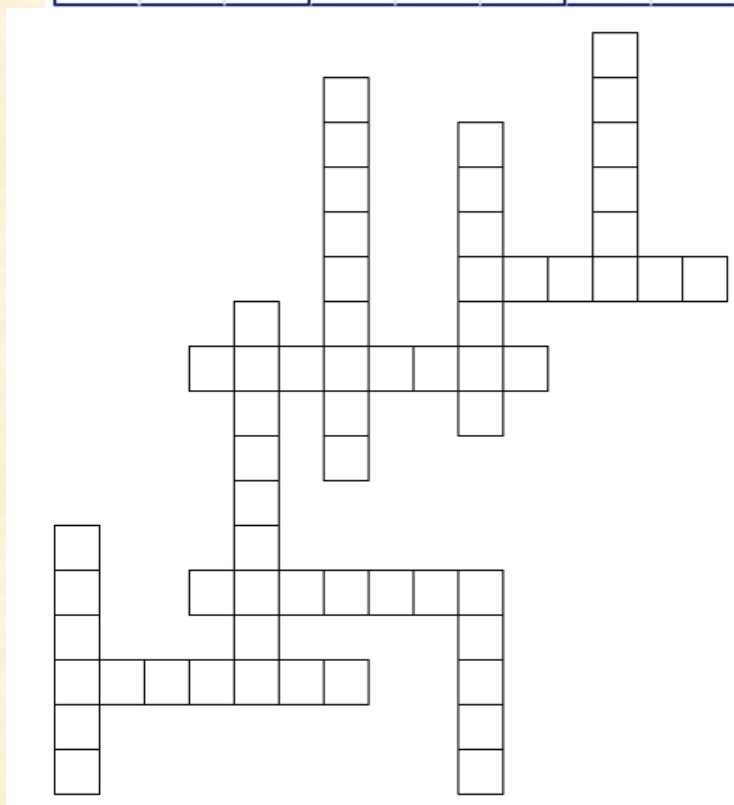
## AUTUMN WORD FILL

### Words To Fill

Bonfire Frosty Hibernate Trick

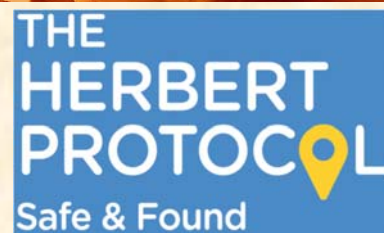
Firework Conkers Halloween

Treat Leaves Harvest





There is nothing more frightening or distressing than when a loved one, friend or neighbour failed to return when they should.  
For people living with someone with dementia, this could be quite common and The Herbert Protocol could give you some peace of mind.



### **What is the Herbert Protocol?**

The Herbert Protocol is a national scheme being introduced by Argyll and West Dunbartonshire Police Division and other agencies which encourages carers and family members to compile useful key information which could be used in the event of a vulnerable person going missing.

The Herbert Protocol will put systems in place to allow for early intervention when vulnerable people go missing.

The idea is to complete a form recording all vital details relevant to the person who could potentially go missing. This may include places frequented, medication required, general routines, description, recent photograph and past memories that may be relevant.

In the event your family member, friend or client goes missing, the form can be easily sent or handed to the police to reduce the time taken in gathering this information.

This form, and the information it contains, is designed to help remove some of the stress. It provides those involved in the search for the missing person with essential information to promote their safe return.

### **Who is at risk?**

Anyone identified as having a risk of wandering with Dementia and Alzheimer's or other mental vulnerability.

### **When should the form be sent to police?**

The police only need the form if the person is reported missing. There is no need to send it before then.

### **Who fills in the form?**

The person at risk, their family, a friend or care provider can fill in the form. Please seek permission from the person at risk, however if this is not possible the family member, friend or care provider should make a "best interest" decision.

### **Where should the form be stored?**

The form should be stored somewhere it can be found quickly or places such as home care folders or securely within a care home setting, in accordance with data protection. It's a good idea to have the information with friends or people who may identify the person as missing. If the person is still living at home, consideration should be given to displaying this to make it easily identifiable on a fridge for example.

### **Printed or electronic form?**

Ideally a hard copy of the form will be at the address of the person living with dementia with an electronic copy held by family, friends or the care provider.

### **What do I do if the person goes missing?**

After you have conducted an 'open door' search of the address, grounds and any outbuildings, and you believe the person is missing, contact the Police via 999 at the earliest opportunity

Download the form and find out more using the QR code or  
[www.scotland.police.uk/your-community/argyll-and-west-dunbartonshire/](http://www.scotland.police.uk/your-community/argyll-and-west-dunbartonshire/)





# Qualifying Occupier Questionnaire

Normally at this time of year we would send you out a Qualifying Occupier questionnaire to complete with your contact details and a list of all those people you previously advised us are living at the property.



It is important that this information is kept up to date because, under the Housing (Scotland) Act 2014, we can only, for example, amend your tenancy from a single to a joint tenancy if the proposed joint tenant has lived at the address as their principal home for the 12 months before you apply. The start date for this 12 month period is from the date you advised us, not the date that they moved in. The same applies if you are looking to assign your tenancy to another person who is currently living at the property or if there were succession issues should you pass away, even if it is a family member.

It also helps if we are trying to provide information on benefits, housing issues etc.

This year, rather than sending these forms out, members of our Housing Team will be calling you over the next few weeks to check the information we currently hold and to update our records accordingly.



Your assistance with this process will be appreciated.

## Lost keys/locked out

We would remind you that you are responsible for your own keys, Fyne Homes do not retain spare keys for your property.

If you do lose your keys or lock yourself out of the property, you are responsible for the costs of replacing lost or damaged keys and any other costs incurred through forced entry to the property and you should contact a joiner direct to assist you. To avoid any potential inconvenience or expense, you could give a spare set of keys to a neighbour, relative or friend, rather than keeping the spare set in your property. Alternatively, you could purchase and instal a key safe outside your property and keep a spare set in it, but please contact us for approval before doing this.

As a last resort, once we have verified your identity, Fyne Homes could arrange for a contractor to gain access to your property,

however, this could take time depending on your/ their location and you will be recharged for the costs of them doing this.





# Sign up to Neighbourhood Watch



## Neighbourhood Watch Scotland aim to

- ⊕ Ensure neighbourhood watch groups are better informed, better connected and have the capacity to contribute to the safety, resilience and wellbeing of the community
- ⊕ Ensure people in neighbourhood watch areas feel safer
- ⊕ Ensure communities are better supported by having a more sustainable network of neighbourhood contact
- ⊕ Create an effective community alert / engagement model which compliments existing social media.
- ⊕ Make sure that the right people get the right information at the right time
- ⊕ Support communities to:

*"run your watch your way"*

If you want to join or start a neighbourhood watch or just simply join as an individual to receive messages / targeted alerts from important information providers such as Police Scotland then log in to any of the following :  
[www.neighbourhoodwatchscotland.co.uk](http://www.neighbourhoodwatchscotland.co.uk) or  
[www.ruralwatchscotland.co.uk](http://www.ruralwatchscotland.co.uk)

## Simple Steps to join

- ⊕ Log into any of the above sites – neighbourhood watch if you live in urban area, rural watch if you live in rural area. (gives access to same alert database)
- ⊕ Press green join button
- ⊕ Agree to terms and conditions
- ⊕ Follow registration process (a maximum of 10 easy steps) depending whether you list as a coordinator or simply as a member and complete
- ⊕ You will be sent a confirmation email and asked to verify registration request
- ⊕ You can then log into the "sign in" section of the website where you will be given access to your member administration area.
- ⊕ From there you can update your own details, create or manage a neighbourhood or home watch scheme, report information to Police, Neighbourhood Watch and much more.

For further information go to [www.neighbourhoodwatchscotland.co.uk](http://www.neighbourhoodwatchscotland.co.uk)



Neighbourhood  
Watch SCOTLAND



Rural Watch  
SCOTLAND



POLICE  
SCOTLAND  
Keeping people safe

NON EMERGENCY NUMBER - 101



# Suicide Bereavement Support Service

For anyone  
impacted by  
the suicide of a  
family member  
or friend



There is now a new Support Service for families and individuals (including children and young people) who have been impacted by the loss of a loved one to suicide. Families and individuals bereaved since August 2020 can access this service which is available to all in Argyll and Bute.

The service recognises not all families look the same, and you do not have to be related to the person you lost.

Specially trained staff will provide compassionate and person-centred support based on the individual or family's needs. This may be with practical things such as support to make funeral

arrangements, or talking to other agencies such as funeral directors, faith based leaders, or Police Scotland.

Staff will also be there to simply listen and be a source of support as families come to terms with their loss.

Initial contact will be made within 24 hours of the referral being received, including weekends. Ongoing support will be available for up to 2 years and will be provided by a named practitioner.

You can email the service direct at [suicidebereavementsupport@nhs.scot](mailto:suicidebereavementsupport@nhs.scot) or call them on

**0800 471 4768** (telephone lines are not staffed 7 days a week so please leave a message with your contact details), or contact Police Scotland ([laura.evans@scotland.pnn.police.uk](mailto:laura.evans@scotland.pnn.police.uk)) who can make a referral on your behalf.



# Fyne Homes – more than housing - support for Inclusive Community Opportunities

Fyne Homes was able to secure funding from the Scottish Governments Investing in Communities programme with a focus on employment training and skills development.

The project started late January 2020 and little did we know then how much the world would change. The impact of Covid and Lockdown restrictions meant that we had to refocus the project to

meet the changing needs communities and

individuals faced. We have been able to modify the project activity to focus resources to make the most impact, with additional employment training placements with front line community organisations and tailoring employability support to compliment other initiatives that have emerged, such as the Governments Kickstart programme for 16-24 year olds.

120 young people were able to participate in pilot activity to raise profile of social enterprise and promote opportunities to learn skills and gain work experience with social enterprise whilst contributing to social and environmental benefits in your local community. The impact of Covid restrictions meant that many young people were unable to access work experience opportunities, an important aspect of learning and progression from school to employment. A partnership with Argyll and Bute Council and Youth Forum was established and Youth Participation Trainee was

employed to develop and support a virtual work experience programme. Work experience provided support to 6 separate social enterprises with 16 young people engaging with the programme, doing a range of activities from supporting social media engagement to assisting with environmental projects. Some of the young people also successfully gained Youth Achievement qualifications.

Since January 2020, the project has supported 31 people that had previously been unemployed through paid employment and training opportunities. 8 community based social enterprises have benefited from having additional staff supported through the programme. 26 employed trainees have completed their placements to date, of which 6 have progressed to Further Education, 16 have progressed to employment, of which one is a Modern Apprenticeship and 2 have progressed to Self-Employment. Social enterprises have highlighted that the additional employment training support has assisted them to make a valued contribution in their local communities in these challenging times, meeting increasing demand, including; shopping services for older people, providing communications support for community resilience activities and ensuring communal outside seating areas and green spaces have been maintained. We currently have a further 5 employability vacancies in recruitment phase and have submitted a request to extend the programme for a further year to March 2023.





Our delivery partner Inspiralba has also been able to bring experience from our Investing in Communities activity to add further opportunities locally by becoming a Kickstart Gateway organisation. This has assisted in securing UK Government Funding to support a further 34 employment training opportunities for young people since May this year with further vacancies in recruitment. We continue to provide input to the local Employability Partnership to ensure that Fyne Homes can add value and develop opportunities which address gaps locally.

After completing the programme - "I'm not afraid to speak up and I don't need to ask many questions I can just get on with tasks as I gained lots of varied knowledge" - Work Experience Participant

'Thank you as always for all your continued support. Through the support of Fyne Homes and Inspiralba employed trainees bring so many skills that have been wonderful for the charity and Calums Cabin in turn have been helping our new employee with skills that are transferable and can be used when applying and hopefully securing a permanent job in the future, I feel the Programme is a real Win Win for both the employee and the employer.' Local Social Enterprise.

'When I moved to Scotland from abroad, I don't think I fully realised the difficulties I would face in finding meaningful employment. I applied for and interviewed for many positions, but was never offered a position. The opportunity supported by Inspiralba and Fyne Homes turned out to be a key factor in my becoming acclimated to the subtle but important cultural differences in my adopted home. Recently, I was offered a permanent position at another third sector organisation. I doubt that I would have been able to obtain this position without the employment training opportunity'. Employed Trainee Feedback

## REGISTER OF ELECTORS

If you received a form from us looking for information and haven't returned it yet a canvasser may call at your property, during September & October, to leave another form for completion.

**If you still have your original form you can make a return NOW**

Check your form for response options – internet, Freephone & text are quick and easy to use

**When calling at your property our staff will adhere to Covid-19 health & safety guidance**

Contact your local office if you need further advice:

Argyll & Bute: [ero-abc@dab-vjb.gov.uk](mailto:ero-abc@dab-vjb.gov.uk)

East Dunbartonshire: [ero-edc@dab-vjb.gov.uk](mailto:ero-edc@dab-vjb.gov.uk)

West Dunbartonshire: [ero-wdc@dab-vjb.gov.uk](mailto: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



# 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 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.





## New low carbon services from Fyne Futures!



### Bike Bute

After the successful launch of Scotland's first island based community E-Bike Scheme there is more exciting news. Lucjan, Co-ordinator, has successfully completed the Cycling Scotland training programme to become a Cycle Trainer. Bike Bute will be offering free bikeability workshops including cycling with trailers. Our range of trailers are about encouraging everyday cycling such as taking young children to nursery, taking your pet to the beach and even using an e-bike to go shopping around Rothesay. There will also be specialised training for wheelchair users and their companions to ensure cycling is accessible to all! Want to get involved, like, follow and check out <https://www.facebook.com/CarButeBikeBute> for dates and times

### Bute Produce

Not the festive season yet, and not too early to plan! Our Christmas and New Year Green Boxes are always popular, so this is a head's up that the deadline for placing your order is Tuesday 14<sup>th</sup> December – just £12.50 for all your favourite festive season fruit and veggies. Christmas Box will be delivered on Thursday 23<sup>rd</sup> December and New Year Box will be delivered 30<sup>th</sup> December. Of course, you can sign up for a regular box anytime, and we will schedule your festive season deliver automatically, just call 01700 503181 or PM via facebook <https://www.facebook.com/ButeProduce>

### ReStyle

Not your traditional house clearance service, this #zerowastebute house clearance service! Need a large number of items cleared and want to divert as much away from landfill as possible then this is ideal for you. We will endeavour to upcycle, reuse and recycle as much of the materials as possible reducing disposal costs for you and the planet. You can also be assured that items that cannot be diverted will be disposed of responsibly. Call us to arrange a viewing and quote. 01700 503181 or email [sales@fynefutures.org.uk](mailto:sales@fynefutures.org.uk)

## ReStyle

Part of Fyne Futures Ltd

Introducing our new...

### House Clearance Service

Simple & Professional

Book Appointment for viewing and assessment

Free Quote

We aim for zero waste to landfill; any items requiring disposal will be priced at a pre-agreed £/kg fee.

Call: 01700 503181

Email: [sales@fynefutures.org.uk](mailto:sales@fynefutures.org.uk)





# Recognition Scheme

Margo Allan

Laura Murray

Hazel Leitch

Sharon Cole

Deirdre Duncan

Kora Nicholson

Margaret Thomson

Mairi Hamilton

Robert Jardine

Eilidh MacCallum

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.

An automatic device was recently installed to the door entry system in our amenity property known as Trinity Court in Rothesay allowing residents, with mobility issues, improved access. Since the installation positive comments have been received from the residents.

“Great, when I am on my mobility scooter it is a lot easier and safer for me to come and go, on my own, without the need to ask someone to keep the door open for me.”



“Fantastic, the automatic door opening facility gives me more than sufficient time to come into the property without having to use one of my crutches to keep the door open”

“Great, one push of the button and the door activates automatically, saves me having to put my back to it, to keep it open whilst I carry my shopping in”.

A tenant member said “The door is already making a big difference and feels the installation happened quite quickly, considering the current situation. Having the instructions notice on the door has also been an asset to all the residents in the property”.





## 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](mailto:postmaster@fynehomes.co.uk) • **Web:** [www.fynehomes.org.uk](http://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