

# Fyne news

Winter 2021

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

## Christmas Opening Hours

The Association's  
offices will close at  
1 p.m. on Friday 24th  
December and re-open  
for business on  
Thursday 6<sup>th</sup> January  
2022

## In This Issue:

Christmas Fun  
Tenant Participation  
Performance Review  
Committee Volunteers  
Video Calls  
\*\* Co-Op Voucher \*\*





# WINNERS

## Tenants Reward Scheme

October 2021	Miss K Cullen	Rothsay	<b>£20</b> <i>Monthly Draw</i>
November 2021	Mr J Beagan	Isle of Gigha	

## CHRISTMAS HAMPER DRAW

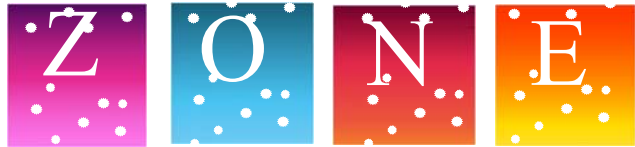
Unfortunately, due to some Covid-19 restrictions still being in place Fyne Homes are once again unable to offer the usual Christmas hamper for the Tenant Reward Scheme draw, instead 8 tenants will be drawn to win £25.00 Co-op vouchers, to allow them make up their own hamper. The lucky winners will be informed before Christmas.



## 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 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 17<sup>th</sup> December, 2021.



## **FESTIVE ANAGRAMS**

**KRUTEY:** \_\_\_\_\_

**TICKSONG:** \_\_\_\_\_

**NOSW:** \_\_\_\_\_

**LEIGHS:** \_\_\_\_\_

**STRESPEN:** \_\_\_\_\_

**WOMANNS:** \_\_\_\_\_

**DINGDUP:** \_\_\_\_\_



### **Silly Jokes....**

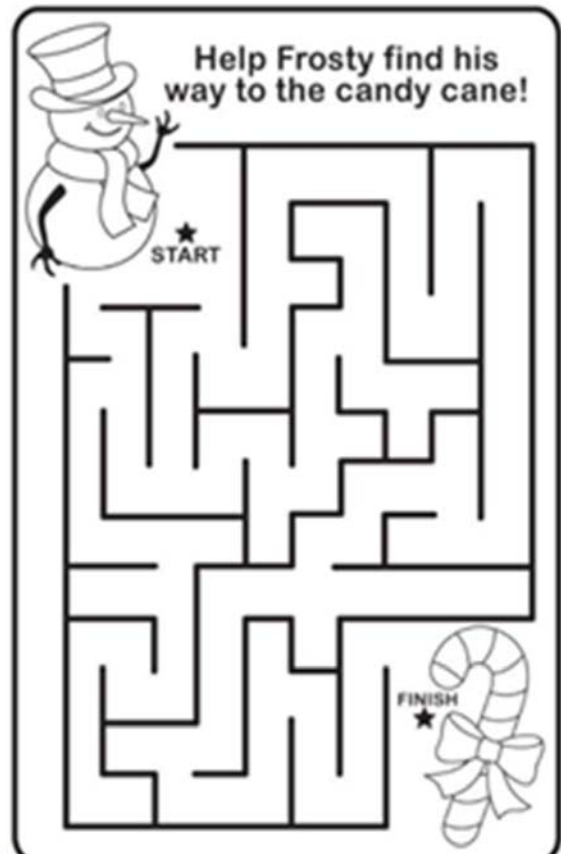
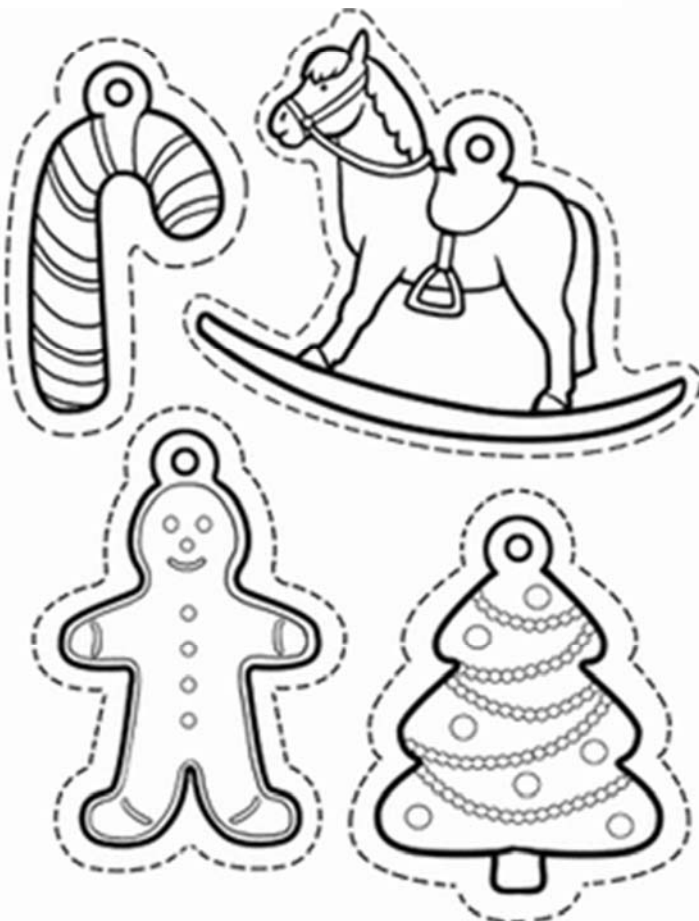
**Who gives cats & dogs Christmas presents?...  
Santa Paws!**

**What do monkeys sing at Christmas time?...  
Jungle bells...Jungle Bells**

**What do you call a Snowman in May?...  
A puddle!**

**What goes "oh, oh, oh"?...  
Santa walking backwards!**

### **Make your own decorations**







## Our project aims

**Making sure your voice is heard**

**Help you feel supported, valued and in control of your recovery journey**

**Working with you in a rights based approach**

**A** ssistance  
**D** ignity  
**V** oice  
**O** ptions  
**C** ourage  
**A** chieve  
**C** onfidential  
**Y** ou

We are a not-for-profit company limited by guarantee and a recognised Scottish Charity.

Company No. 230947  
Scottish Charity No. SC031157

Registered Office: 155 Glasgow Road, Dumbarton G82 1RH

## Our Service:

**Our Peer Advocacy Worker will be on your side:**

- Supporting you to be included and more connected in your community
- Supporting you to have conversations with others
- Assisting you to gather information and explore options
- Ensuring you are treated with dignity and respect
- Helping you understand your Human Rights
- Enabling others to understand your needs

**Rights, Respect & Recovery**

We will implement into our working practices the Scottish Government's Strategy on Rights, Respect and Recovery.

**Ensuring you:**

- Have the right to health and a life free from the harms of alcohol and drugs
- Are treated with dignity and respect
- Are fully supported within communities to find your own type of recovery

**Advocacy is loyal to you and we are on your side. We will not breach your confidentiality, unless you or someone else's safety is at risk.**

**We know asking for help can be very hard, but our team are here to support you.**



**Get in touch**

**Argyll & Bute Office:**

01546 606056  
admin.argyll@laas.org.uk

**Peer Advocacy Workers**

**Helensburgh:**  
07920 027411  
jane.methven@laas.org.uk

**Isle of Bute:**  
07736 872791  
jamie.campbell@laas.org.uk

**Our website**

www.laas.org.uk

**Social media**

@LAASAdvocacy



# Annual Performance Review 2020/21

Our Annual Performance Review for 2020/21 is now available and can be downloaded from

<https://fynehomes.org.uk/downloads/annual-reports/>

Where we hold a valid email address and you have elected to receive correspondence in this manner you will already have received a copy by email. You can also request a hard copy from our office or if you require a copy in a different format, please contact our office.

If you would like to help us reduce our paper and postage costs you can choose to receive non-essential documents by email. Just send us an email to [postmaster@fynehomes.co.uk](mailto:postmaster@fynehomes.co.uk) with the subject heading Newsletter Delivery and the undernoted details:

**Tenant Name, Property Address, Email address** and include this statement: ***I am happy to receive Fyne Homes publications and other general information by E Mail***





# 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

☐





# 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

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](mailto:techservices@fynehomes.co.uk))





**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

## Reporting Significant Performance Failures

As an organisation we aim to provide a high standard of service to our tenants and achieve the outcomes of the Scottish Social Housing Charter as well as meeting the requirements of the Scottish Housing Regulator's Regulatory Framework.

If you feel there has been a significant performance failure you should raise the issue with us in the first instance to give us the opportunity to respond. If we have not dealt with the issue, you can report it to the Scottish Housing Regulator either as an individual or a group of tenants.

This process is not for the reporting of individual complaints about services e.g., unhappy with the way a repair was carried out in your home. They should be raised directly with us through our Complaint Procedure.



### **Significant performance failures include where we:**

- ◆ Consistently and repeatedly fail to achieve the outcomes in the Scottish Social Housing Charter
- ◆ Do not report our performance annually to our tenants or the performance doesn't not reflect actual performance
- ◆ Fail to meet the Regulatory Standards
- ◆ Our actions or inaction puts tenants' interests at risk and this significantly affects several our tenants

### **Examples of how this could happen include:**

- ◆ Our failure to carry out H&S requirements such as annual gas safety checks
- ◆ Not maintaining tenants homes in line with our legislative duties and published policies
- ◆ Failure to have in place and apply appropriate governance and financial procedures
- ◆ Not consulting with tenants about issues that affect them e.g. proposed rent increases.

Further information on the Significant Performance Failures and how to report them can be found on our website [www.fynehomes.org.uk](http://www.fynehomes.org.uk) and [www.housingregulator.gov.scot/](http://www.housingregulator.gov.scot/)



All Fyne Homes properties are, or very soon will be, in line with the regulations and that this advice about the new smoke alarm rules is for friends and family who are not in a Fyne Homes property. There is also a link to some general fire advice that is useful for all.



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland



**SCAN ME**

For information on the new detector standard that will be introduced in Scotland from February 2022:

Scan the QR to the right >>>>

Fire and smoke alarms: changes to the law - gov.scot ([www.gov.scot](http://www.gov.scot))

We need to reach people who are over 50, who smoke and also either live alone, have mobility issues, or use medical oxygen. They may be at greater risk of fire.

[#MakeTheCall](#) and help us to get in touch with them for advice or a free Home Fire Safety Visit. 0800 0731 999

There is further information on fire safety at home available at <https://www.firescotland.gov.uk/your-safety/at-home/> if you wish to share this link.



## Time is running out for customers with Post Office card accounts

From 1 December, HMRC will stop making Tax Credits, Child Benefit and Guardian's Allowance payments to Post Office card accounts. HMRC is urging account holders to contact them to update their bank account details to continue receiving payments without disruption.

If a customer misses the 30 November deadline, their payments will be paused until the customer notifies HMRC of their new account details.

In September 2021, the Department for Work and Pensions (DWP) announced that it has agreed a 12-month extension for its customers who use a Post Office card account. If any HMRC customers also receive DWP payments, this extension only applies to DWP-related payments.







# Light It Up **Red**

2021 marks the 100th Anniversary of the start of the Poppy Appeal and Fyne Homes once again remembered those men & women who made the ultimate sacrifice in the service of their country. Fyne Homes head office was lit up red in support of Poppy Scotland's annual campaign.

Thank you to the in-house maintenance team for making this possible.

For more details on the campaign visit [www.poppyscotland.org.uk](http://www.poppyscotland.org.uk)



The Co-op has been in existence for over 175 years and over that time they have grown and expanded to provide a service to local, rural communities.

During the covid-19 pandemic and HGV driver shortages and fuel shortages Co-op staff have worked tirelessly to continue to ensure that local communities are sustained.

Supporting communities is what the Co-op does, and it has also donated over £15m to over 4,500 local good causes and charities, via its members. On Bute alone they have recently donated £43397.92 to 3 local causes, Heartstart Bute £17754.95, Butefest SCIO £12522.72 and Tighnabraich Lifeboats £13120.25

The Co-op have teamed up with Fyne Homes to issue a unique voucher to Fyne Homes tenants that save them £2.00 when they spend over £6.00. **This voucher is valid in Rothesay, Dunoon, Campbeltown, Lochgilphead and Tarbert stores.**

Thank you to the staff at the Co-op for this unique voucher and their hard work in supporting our local communities and Fyne Homes tenants.



## Merry Christmas from Your local Co-op

Enjoy a treat on us

Serving suggestions. Products stocked in participating stores and subject to availability.

**co  
op**

**It's what we do**

### Voucher not available on the "Online Version"

If you are a Fyne Homes Tenant and do not normally receive a printed copy of the Newsletter, Then please contact [postmaster@fynehomes.co.uk](mailto:postmaster@fynehomes.co.uk) with your name and address and we will post you a copy of the voucher worth £2 when you spend £6 at one of our local Co-op's before 25/12/2021



## How to have a Green Christmas



- \* 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. If you're buying new lights this year, switch to energy-efficient LED bulbs.
- \* 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. **Little ones love taking responsibility for things like collecting paper for recycling including all the Christmas wrapping – and it means you won't be allowed to forget!**
- \* 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.
- \* 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.
- \* 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.
- \* 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 and while you are at it unplug unused device chargers too!
- \* 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.
- \* Get out and enjoy some winter sunshine, whether it's a short or long walk it really makes you feel better to get some fresh air – why don't you take a bag and do a quick litter pick on your favourite walks.
- \* Help – if you need help with your energy bills or have problems with your supplier get in touch with FyneHEAT on 0345 607 7117 we may be able to help you.



When all the festivities are over and you find you are struggling with anything reach out, there are many organisations waiting for you to call, don't suffer alone or in silence.

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







## Winter Fuel Payment (WFP)

If you were born on or before 26 September 1955 you could get between £100 and £300 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'

You will get your Winter Fuel Payment automatically (you do not need to claim) if you're eligible and either:

- get the State Pension
- get another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

If you've got a Winter Fuel Payment before, you do not need to claim again unless you've deferred your State Pension or moved abroad. The deadline for you to make a claim for winter 2021 to 2022 is 31 March 2022.



**HEAT**  
ENERGY ACTION FOR TENANTS

## Warm Home Discount Are You Eligible?

Time to Check if you are eligible and register for the Warm Home Discount Scheme (WHD) this is a programme

of support aimed at households who may struggle with their energy bills.

Some customers will qualify automatically for a rebate and if you do, you'll receive a letter from the Department of Work and Pensions telling you this. Otherwise you can apply to your electricity supplier for the rebate if you meet certain eligibility criteria. The £140 rebate will show as a credit on your bills or a voucher for prepayment meters. **Contact your supplier to apply.**



## Cold Weather Payments

Payments are made when your local temperature is either recorded as, or forecast to be, an average of zero degrees Celsius or below over 7 consecutive days.

You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March. After each period of very cold weather in your area, you should get a payment within 14 working days. It's paid into the same bank or building society account as your benefit payments.

The Cold Weather Payment scheme runs from 1 November 2021 to 31 March 2022. To check if there is a payment due in your area see –

<https://coldweatherpayments.dwp.gov.uk/>

If you need any further help with energy bills and are struggling to keep your home warm, please give Fyne Homes a call and as to speak to Karen or Margo we may be able to help you keep warm. 0345 607 7117





# Fyne Homes is now offering Near Me Video Appointments

## What is Near Me?

Near Me is a video consulting service that enables people to attend appointments from home or wherever is convenient. The service is already widely used across NHS Scotland for health and care appointments and the service is now being rolled out across a wide range of public services including Housing.



All you need is a device for making video calls like a smartphone, tablet or PC and an internet connection. Near Me is a secure form of video consulting approved for use by the Scottish Government and NHS Scotland.

## To make a Near Me call, you need:

- A device for making a video call, such as a smartphone, tablet or computer with a webcam and speaker (often built into laptops & tablets)
- A reliable internet connection – wired or WiFi or mobile data. If you can watch a video online, your connection should be good enough for a video call
- An up to date web browser (eg Chrome, Safari or Edge)

## What is the benefit of a video consultation over a telephone call?

Sometimes an appointment can be completed by telephone but in other situations a video consultation provides additional benefits. For our association, it may be beneficial for providing housing advice or assistance with applications. The ability to share the screen can provide help filling out forms, while using the camera also allows you to show people what is needed, for example, requesting repairs.

## I'm interested in using Near Me. What next?

Please let us know that you'd like to use Near Me when you next contact us. We will then provide you with further information and next steps. Please note, the Near Me service will only be available on a pre-arranged appointment basis.

We can be contacted by:

### Email:

[Postmaster@fynehomes.co.uk](mailto:Postmaster@fynehomes.co.uk)

**Telephone:** 0345 607 7117

**Writing:** Fyne Homes Ltd, 81 Victoria Street, Rothesay, Isle of Bute, PA20 0AP







Social Security Scotland  
Tèarainteachd Shòisealta Alba



## Child Disability Payment

Child Disability Payment is replacing Disability Living allowance for Children in Scotland. Claimants currently in receipt of Disability Living allowance for children do not need to apply for Child Disability Payment and will not be reassessed. Their award will be transferred automatically.

It will not impact the amount of money people get, payments will continue to be paid to the same account and at the same time as they currently get their payments.

The first awards to be selected for transfer will be for clients about to turn 16 and under 18, and those with a terminal illness, starting from autumn 2021. Claimants will be written to in advance to let them know their claim is being transferred across.

**New claims for Child Disability Payment will start from 22<sup>nd</sup> November 2021**

You can call Social Security Scotland by phone to start an application for a child.

**Freephone: 0800 182 2222 (8am to 6pm, Monday to Friday).**

You'll be asked for some details about you and the child so that Social Security Scotland can start your application. They'll then send you a paper application to complete and return in a prepaid envelope.

### Getting help to apply

The Social Security Scotland Local Delivery service can help you to apply for Child Disability Payment.

One of the ways Social Security Scotland can help you is by arranging an appointment with their Local Delivery service.

A Local Delivery appointment is a meeting with a Client Support Adviser where you can: go through the full Child Disability Payment application

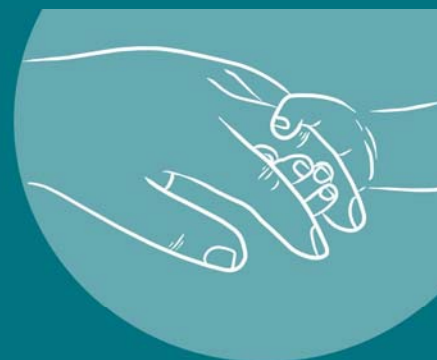
- get guidance on the supporting information you need to provide
- ask questions about the application process

Depending on the current Covid restrictions, the Client Support Adviser might be able to visit your home or meet you at a local public venue. If they cannot do this, or you do not want to meet in person, you can book a video or telephone appointment. If you want to book an appointment or ask for help, 0800 182 2222.

Social Security Scotland will accept Child Disability Payment applications from 22<sup>nd</sup> November 2021.

**If you wish any more information on this or any other welfare benefits you can contact margo on 03456 077117**

**Child Disability Payment**  
Extra money to help with the costs of caring for a child with a disability





# Voluntary Committee Members

Do you have the time to give as a voluntary Committee Member to help shape the future of Fyne Homes?

We are a leading provider of high-quality affordable housing and related services on Bute, Mid Argyll, Kintyre and Cowal. With over 1650 homes in management, we have an annual turnover of £8M. The association is a Registered Social Landlord and a Registered Scottish Charity.

Fyne Homes is led by an experienced Board that has overall responsibility for the governance and strategic direction of the association. As a Committee member, you will work closely with the senior management team and will be involved with the planning, governance, monitoring and control of high quality, efficient services to our tenants and service users.

We currently have two vacancies on our Management Committee and are looking for new members who have the interest, skills and commitment to help the association achieve its aims and objectives.

We are keen to hear from people with a background in one or more of the following:

**Finance, Business skills and planning, H R Management,  
Asset Management, Information and Technology or Governance**

We welcome interest from all sections of the community.

## What can we offer?

The Committee member role is a voluntary, unpaid position but we can offer out of pocket expenses, including travelling costs to facilitate attendance at meetings. We also offer a training programme and encourage members to develop knowledge and skills by attending seminars and conferences on behalf of the association.

COMMITTEE



## Your Commitment

Attendance is required at 8 meetings throughout the year. Our meetings last a maximum of two hours and are held late afternoon in our Rothesay office with the option to participate remotely by video conferencing. You will be expected to take part in skills development and training provided by the association to support you in your role as a Committee member.

If you would like to find out more about Committee membership or have an informal chat, please contact our Corporate Manager, Margaret Thomson on 0345 607 7117.



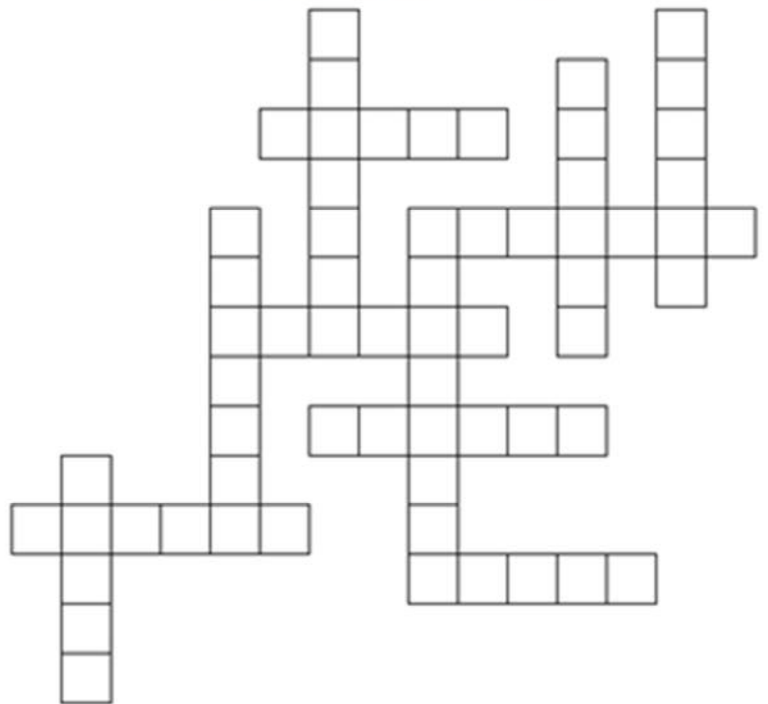


# Brain Teasers

Puzzles to keep your mind active

## WORDFILL

The Night Before Christmas



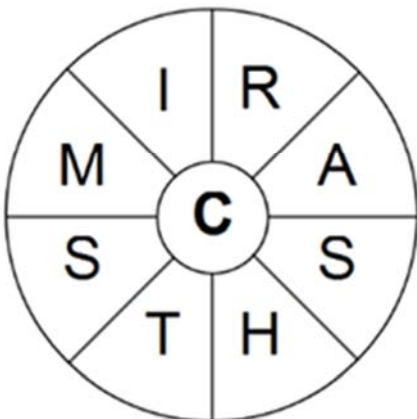
## Words To Fit

Blitzen      Comet      Dancer      Dasher  
Donner      Hohoho      Prancer      Presents  
Rudolph      Santa      Sleigh      Vixen

## SUDOKU

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

## WORD WHEEL



This Festive themed word wheel is made from a 9 letter Festive themed 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 **C**



### **Covid-19 Response Survey**

Fyne Homes has recently sent out a Covid-19 Response Survey. We welcome feedback on how the Covid 19 pandemic has affected your interaction with us and how you feel about the future.

By completing the survey, you will be placed in a prize draw to win £50 worth of vouchers of your choice. (4 x £50 draws – 1 for each area)



Please return your survey by **Friday 7<sup>th</sup> January 2022** in the FREEPOST envelope that was provided.

Thank you for participating in this survey, Fyne Homes want to keep you informed about their services and decisions and give you the opportunity to participate in the decision making process.

Your views matter



The Disclosure Scheme for Domestic Abuse Scotland (DSDAS) aims to prevent domestic abuse by giving people the right to ask about the background of their partner.

It also (anonymously) allows concerned members of the public, such as relatives and friends, the right to ask about someone's partner if they are concerned that person has been abusive in the past.

If a disclosure of information is deemed necessary, lawful and proportionate, the person potentially at risk, or the person best placed to safeguard that individual, will receive information.

DSDAS gives Police Scotland the power to tell individuals that they may be at risk in their current relationship. This means we have the power to disclose information to a person, even although it was not asked for.

DSDAS enables potential victims to make the choice on whether to remain in the relationship.

Police Scotland and our partners can then provide further help and support to assist them with their decision.

How do I apply for a DSDAS? - You can call 101 - You can attend at a police office - You can complete an online application at

[www.scotland.police.uk/secureforms/disclosure/](http://www.scotland.police.uk/secureforms/disclosure/)





## Knowledge Exchange:

On a surprisingly sunny Monday morning, Fyne Futures teamed up with the Renfrew Association of Growers and Gardeners for a knowledge exchange on helping communities in local food production and sustainability. The newly founded e-bike scheme Bike Bute put on an excellent showing touring guests around the Incredible Edible sites in style, before heading up to the Bute Produce garden for a tantalising tour of the fields. Fyne Futures had the awesome opportunity to visit the gardens in Paisley, and learned about the differences and challenges in tackling food poverty from a rural and urban environment setting. We hope to play host to many of these events going forward, and want to send our thanks to InspirAlba for helping support this occasion.



## Re-Style Update:

The Re-Style team have been hard at work this winter making sure there's enough chairs and tables to go around this Christmas. Our Re-Style shop has sold over 8,000kgs worth of furniture, re-furnished back to a Revolve accredited standard over the last 6 months, and has contributed to diverting over a whopping 15,000kgs of textiles away from



landfill. Santa has nothing on the bags we handle! We've got some festive furniture for every occasion, so if you're looking for the perfect fixture for your extra-large stockings, come visit the Re-Style shop in Rothesay. You'll be surprised by some of the pieces I'm sure! You can follow us on Facebook at: <https://www.facebook.com/ReStyleRothesay> to get updates on what is currently in the shop.

From all the team at Fyne Futures, we wish you a Happy Holidays!

*Merry Christmas*







**James Craig**

**Sheena Macfie**

**Janey Jardine**

**Mairi Hamilton**

**Doug Cochrane**

**Kerry Baxter**

**Fiona McLachlan**

**Margo Allan**

**Paul McIntyre**

# 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.

**DYW**

**ARGYLL**

Developing the  
Young Workforce

Fyne Homes has renewed its formal partnership agreement for *Developing Young Workforce* with Rothesay Joint Campus and has also entered into a partnership with Dunoon Grammar School.

This agreement will see Fyne Homes assist pupils gain workplace experience as well as experience of interviews, completing application forms and CVs. Fyne Homes have a proven record in working with local young people having successfully been involved with the Modern Apprentice Scheme. So far this has seen Megan Morrison join Fyne Homes as a Housing Admin Officer and Kalum Ledicott as a Technical Service Operator. Katie Johnson is currently working through the scheme to become a Technical Services Admin Assistant.

More Modern Apprentice Scheme opportunities will become available soon in both Dunoon and Lochgilphead.

Fyne Homes have also participated with local secondary schools in Argyll & Bute at their recent Career Days. Due to Covid-19 restrictions this has had to be done remotely, however, Megan Morrison delivered a talk on her journey as a Modern Apprentice and took part in Q&A sessions with pupils at Campbeltown Grammar School.







## 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.

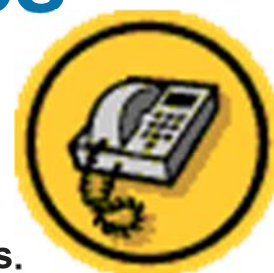
Please note that this service is for "emergency" repairs only. Emergency repairs being repairs necessary to prevent serious damage to the building, danger to health, risk of safety or risk of serious loss or damage to the occupiers of the property.

## 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](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