



Fyne news

Spring 2022

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

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Dogs Trust
Covid-19 Response Survey Results
Changes to Rent Structure
Universal Credit Housing Costs





WINNERS Tenants Reward Scheme

January 2022	Mr Duff	Rothsay
February 2022	Mr McKechnie	Dunoon
March 2022	Mrs Angus	Gigha

**£20
Monthly
Draw**

New Chief Executive

Fyne Homes is delighted to announce the appointment of Iona MacPhail as its new Chief Executive, replacing Colin Renfrew who after nearly 40 years' service to Fyne Homes will be taking a well-earned and we suspect busy retirement. You will be hearing a lot more about Colin and his service to Fyne Homes in our Summer Newsletter.

Iona brings great experience – most recently within her post as Housing Lead with Argyll and Bute Council. Prior to that Iona held a number of senior positions within Argyll Community Housing Association.

Making the announcement, James McMillan, Chair of Fyne Homes said *"We are delighted to confirm Iona as our next Chief Executive. She very much stood out from within a strong field of applicants and I am confident that she will continue to further develop our high performing organisation, helping the Fyne Group meet the ambitions we have for the many communities we work within throughout Argyll and Bute and for the people who live there. The Management Committee is very much looking forward to a productive and successful working partnership with Iona for many years to come"*.

Iona said *"I am thrilled to have been appointed to lead such a vibrant, well governed and respected organisation. As we emerge from the worst of the Covid pandemic, I look forward to building a strong working relationship with Committee and staff. My primary focus will be ensuring that Fyne Homes continues to thrive through continuing to deliver good quality affordable homes supported by excellent services within our communities throughout Argyll and Bute."*





Silly Jokes...

Q: What season is best to go on a trampoline?

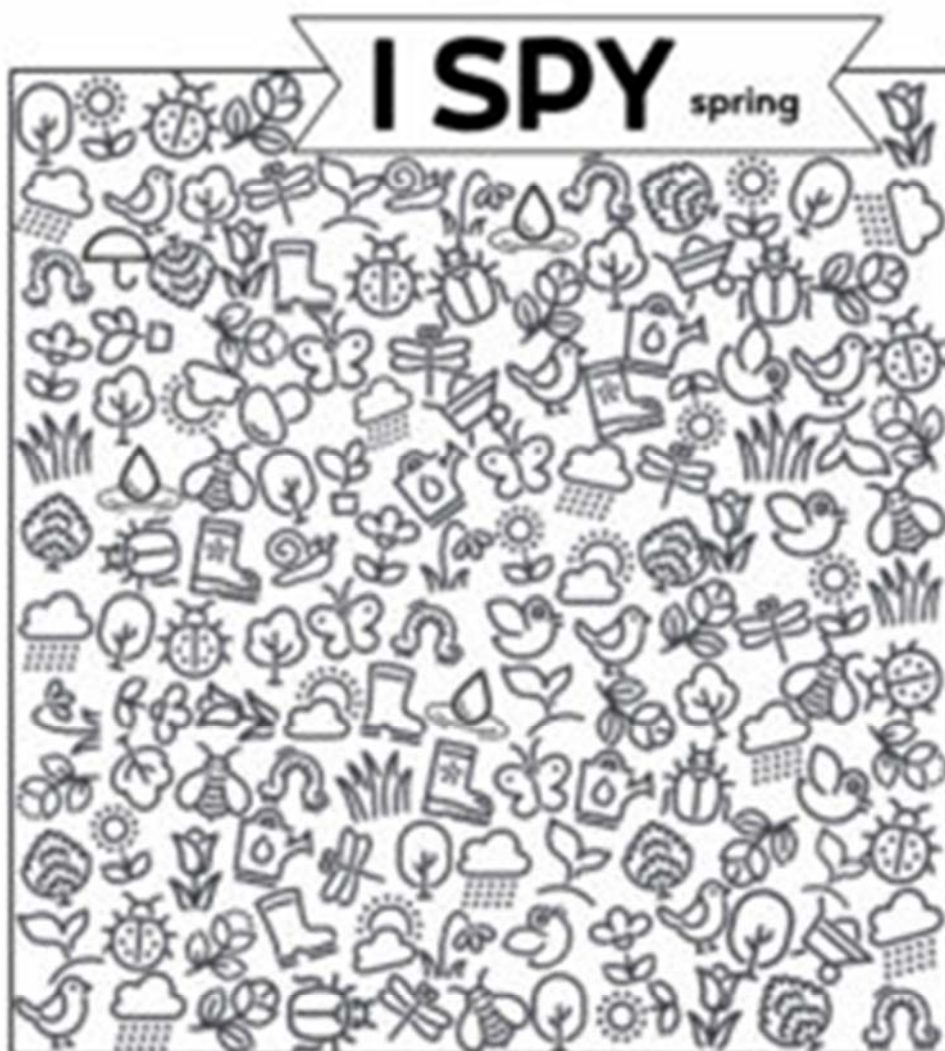
A: Spring

Q: What falls but never gets hurt?

A: Rain

Q: What flowers does everyone have on their face?

A: Tulips



Help the gardener
water his plants



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





Happy Dog, Happy Home

Since the start of the Covid-19 pandemic many adults have been working from home, children have been home-schooled and social plans have been crossed off the calendar. This has meant that a lot of dogs have experienced more time around their owners. While there may be dogs that enjoy the peace and quiet that comes with the return to some normality, many could struggle with being left alone for longer periods. To help prevent separation-related problems such as barking, frustration and destructive behaviour from developing, dogs need to learn to feel confident and relaxed when alone, in a very gradual and positive way.



The Happy Dog, Happy Home intervention aims to educate dog owners and provide them with the necessary tools and information they need to gradually prepare their dogs to be left alone. The outcome we'd like to see are dogs that are settled and able to cope when at home on their own. By helping to prevent problem behaviours occurring, this enables dogs to have a higher standard of welfare and fewer issues developing which can result in complaints to the Local Authority or housing provider.

To provide this support The Dogs Trust will be running an online event for owners on **Wednesday 20th April at 2pm.**

The event will last approximately 1 hour and to sign up for this please contact Craig Baxter on **0345 6077117** or email **cbaxter@fynehomes.co.uk**

Hamish Kirk

It was with sadness that we heard of the death of former Management Committee Member Hamish Kirk on 7th February 2022.

Hamish came to Bute in 2010 and prior to his retirement had worked for many years as a teacher in the Middle East, Zambia and Bulgaria. Hamish was a Management Committee member from 2011 until 2020 and as a tenant he had a keen interest and enthusiasm in increasing tenant participation within the Association. He also served 7 years as a member of our subsidiaries Fyne Futures and Fyne Initiatives.

Our thoughts are with his family at this time.





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

☐



Right to Compensation for Improvements

Under the Scottish Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants may be able to receive compensation from their landlord for improvements which they have made to their home on or after 30 September 2002. For you to qualify for this compensation:

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

You can apply for compensation when you know your tenancy is coming to an end. You can also apply if your tenancy comes to an end because your house or flat is being transferred to a new landlord. If you were a secure tenant and carried out improvements to your home before 30 September 2002, you will continue to have rights to compensation under the old scheme. If you require further information on this scheme, contact your local Fyne Homes office



Covid-19 Response Survey Results

Fyne Homes recently sent out a Covid-19 Response Survey.

As you can see on the next two pages the results of the survey were very positive. It was a situation that no-one had ever experienced before and hopefully never will again. However, it was important for Fyne Homes to know what we have done well and what we could improve on should a similar situation arise in the future and the information gathered will help us going forward.



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.

The 4 area draw winners for £50 vouchers are as below, the draw was conducted by Teresa Robertson, Housing Services Director and Kora Nicholson, Housing Services Admin Officer, thank you both.

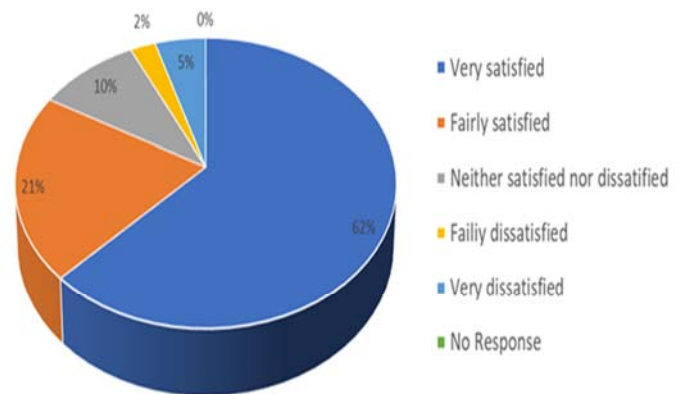
- » Mrs Cameron - Campbeltown
- » Miss Marinucci - Rothesay
- » Mrs Batey - Lochgilphead
- » Mr & Mrs McDougall - Dunoon



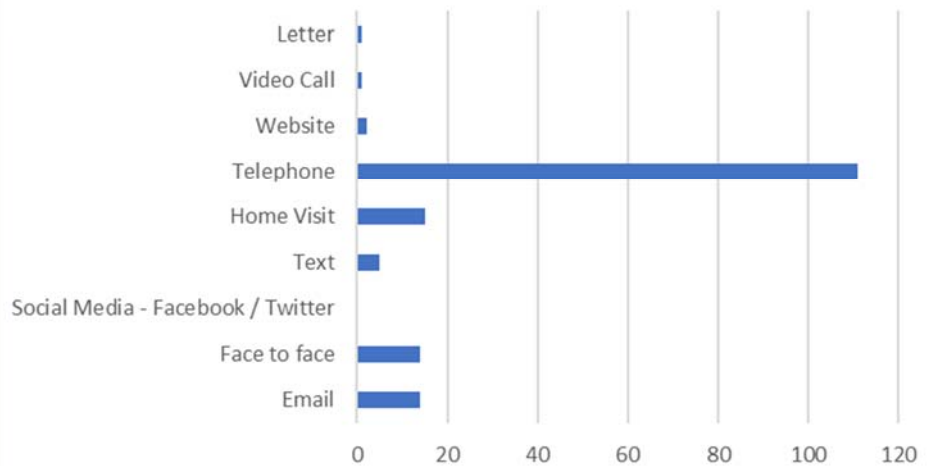
Covid-19 Response Survey Results

How happy are you with the service provided by Fyne Homes during the Covid-19 pandemic?

83.2% Positive experience
92.0% Positive experience with Neither /Nor removed

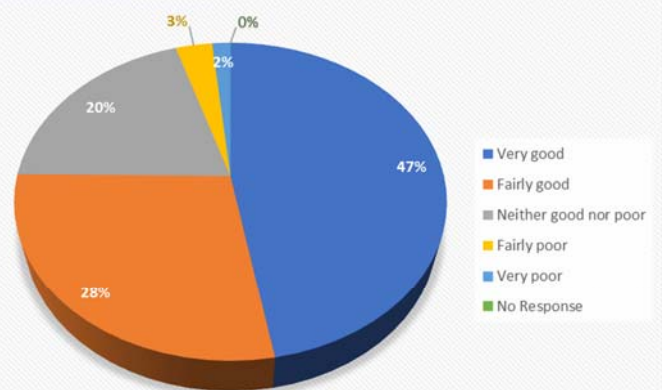


How did you communicate with us?

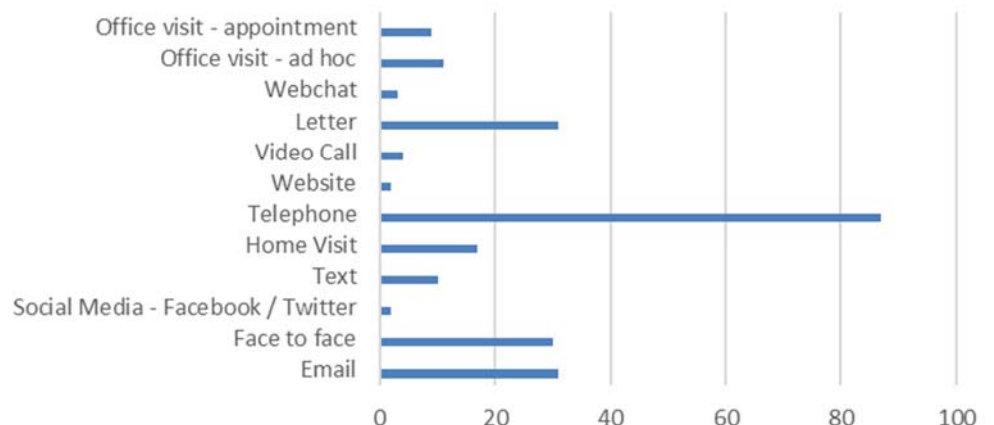


How has remote contact by phone or video worked for you during Covid - 19 compared to face to face contact?

75% Positive experience
94% Positive experience with Neither /Nor removed

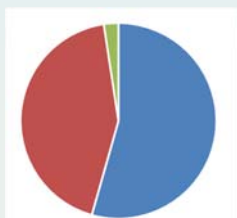


Going forward how would you prefer to communicate with us?



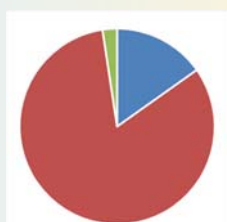


We are aiming to introduce more online services. Do you have access to technology for communication purposes as we aim to introduce more online services for tenants?



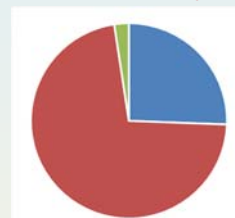
Yes	No	No Response
68	54	3

Would you benefit from training to assist you to access our online services?



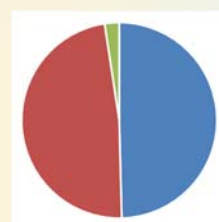
Yes	No	No Response
19	103	3

We are working on introducing a Tenant Portal which would allow you to access and control your own Fyne Homes account. Would you be interested in participating in the trial group to ensure it works in the best way for tenants?



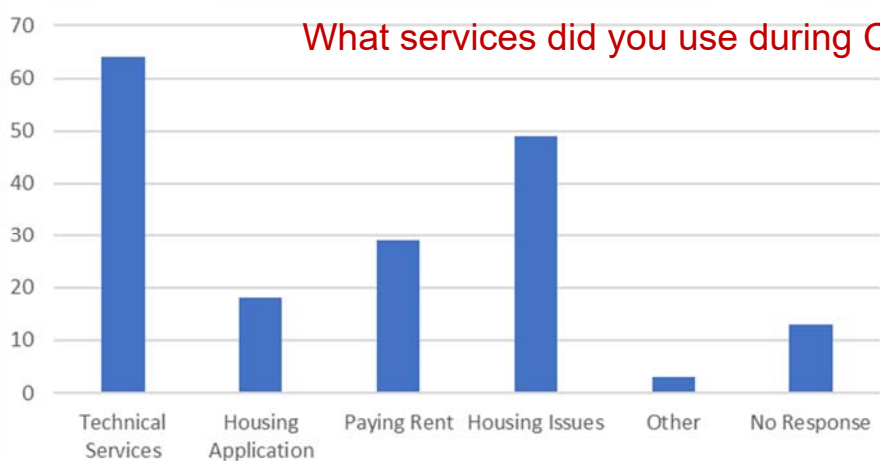
Yes	No	No Response
32	90	3

Would you be supportive of changes to our service delivery hours so that we can redirect resources and develop more services online?



Yes	No	No Response
62	60	3

What services did you use during Covid - 19?

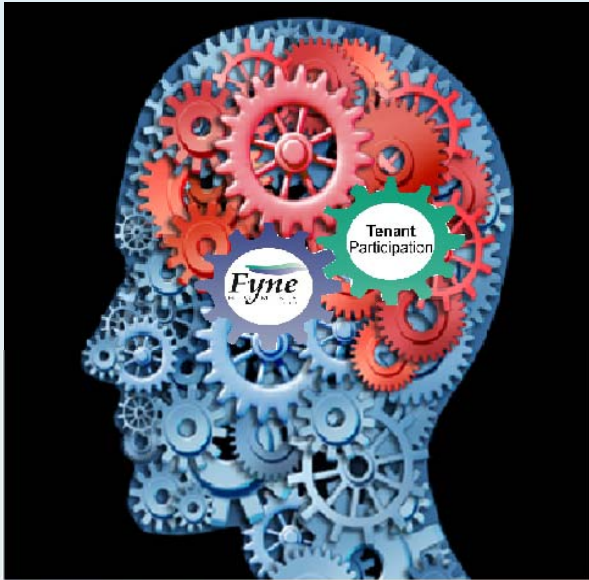


What would your preference be for office opening hours?



What was the experience of the service you received?





N Brain Teasers

Puzzles to keep your mind active

WORD WHEEL



WORD SEARCH



Camping



R Y M C T E G N I K I H N S F O J B X U P
 Q J N A H N V D Z S A L S I S L A M I N A
 M E M O R I E S F M W E P J B T S N C G H
 D O X P O S Q L M U R I C Z T A K A Y A K
 I C S J B C H O L T A G M E P N C T W F O
 F A Y Q E X C M T E C V R M O D I U S L G
 Z M O H U K J A A W P I F G I L T R M A E
 U P N Y G I M Q R L E E X C V N S E B S N
 D S K O F R T B W S L K R A J M G G Z H O
 N I G N I K O O C R O O D T U O N P M L I
 A T V A H T U J E G X B W F C I I Q D I T
 L E F C D Y A R H S N M Z U P E T K O G A
 S B O S W M I V T R A I L E R Q S J E H C
 I W T U L F Z S R Y G T E X D H A N S T A
 K N U M P I H C J E Q L A O K W O T I B V
 Y L D M C O M P A S S F B H N X R E G Z D
 B H A E J W K S M O R E S N I A T N U O M
 X C N R E T N A L Z V Q R D Y G C T F P R

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 I

SUDOKU

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

- | | | | |
|--------------|------------------|-----------------|-----------------|
| air mattress | compass | marshmallow | roasting sticks |
| animals | flashlight | memories | s'mores |
| batteries | hammock | mosquitoes | sleeping bag |
| cabin | hiking | mountains | summer |
| campfire | insect repellent | nature | swimming |
| campsite | island | outdoor cooking | tent |
| canoeing | kayak | raccoon | trailer |
| chipmunk | lantern | reservation | vacation |



Your Dog, Your Responsibility

On Friday 11th February 2022, Local Partners from across Argyll and Bute and West Dunbartonshire gathered at Carloonan Farm, Inveraray to launch the new livestock worrying bill that is now live across Scotland. Representation included local farmers and residents, Police Scotland, Argyll and Bute Council, National Farmers Union Scotland (NFUS), Dalriada vets, Emma Harper MSP and Jenny Minto MSP. The Dogs (Protection of Livestock) (amendment) (Scotland) Act 2021 includes amendments to the penalties people can face which includes a fine up to £40,000 or 12 months imprisonment. The legislation now covers a wider range of animals. Under the legislation, livestock means – cattle, sheep, goats, swine, horses, camelids, ostriches, farmed deer, enclosed game birds or poultry.

By your dog simply being off a lead in a field containing livestock you could now face these increased penalties. The new bill, brought forward by Emma Harper MSP, will significantly increase the powers of investigation and penalties to tackle the ongoing problem of dog attacks on livestock.

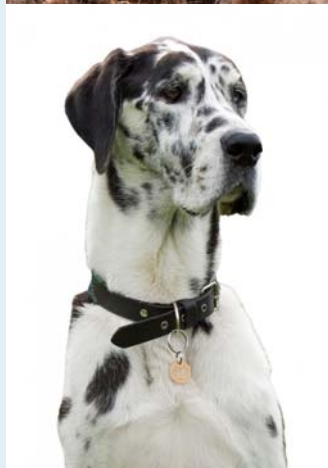
Detective Chief Inspector Douglas Wilson who chairs the local Partnership Against Rural Crime (PARC) group said,

"The cost to livestock owners is often high, both financially and emotionally, and such attacks are easily avoidable by dog owners acting responsibility around livestock".

"Most attacks that we have seen locally, involve people allowing their dog to be off the lead in a field with livestock without consideration to the consequences. Even the most well trained dog can revert to the basic instinct of chase. This stress alone can cause pregnant sheep to abort their young".

"Our message is clear, it's your dog, and it's your responsibility. Don't allow your dog to approach animals or people uninvited and where possible avoid anywhere there is livestock. Always keep your dog in sight and under proper control, ideally using a lead".

The local launch has been timed to coincide with lambing season, when sheep and lambs are most vulnerable to attacks and forms part of the wider Rural Crime Prevention work ongoing through the local PARC group which aims to educate people on this type of offence and help protect those at risk of other forms of rural crime that can impact on residents of Argyll and Bute and West Dunbartonshire.





Your household information

Fyne Homes housing staff have been contacting tenants to update the information we hold relating to tenants and their household members.

We are committed to handling and using the information that you provided to the strictest, secure and most confidential standards in accordance with data protection laws.

The following sets out important details about why and how we handle and use the information.

Why do we collect equality information?

We use equality information for a range of purposes, including to help us to:

- plan and deliver effective services to the different communities that we serve;
- meet our legal and regulatory obligations when delivering services;
- protect and promote your rights and interests;
- promote equality objectives across our services and assess the impact of the activities, policies and practices that we adopt in promoting such objectives;
- take account of religious beliefs in delivering services, for example, when planning tenant participation events;
- take account of any support needs and / or accessibility requirements when delivering services;
- identify and address our customers' needs when delivering services;
- address, with sensitivity, the needs of trans individuals in how we deliver our services;
- identify, address and eliminate any form of discrimination in delivering services; and
- help plan for the future.

What is our legal basis for handling and using equality information?

Data protection laws require us to have a legal reason for handling and using equality information. Our legal reasons are:

- to comply with the laws that apply to us. This includes equalities and human rights legislation and the legal duty to eliminate unlawful discrimination contained in the Scottish Housing Regulator's Regulatory Framework, which requires us to collect equality information;
- your explicit consent. By answering the questions you are providing your explicit consent to us handling and using the information you provide in the ways outlined in the "Why do we collect equality information?" section (above). **You have the right to withdraw your consent at any time by contacting us;** and
- that the handling and use of equality information is necessary for reasons of substantial public interest for the purposes of identifying and keeping under review the equality of opportunity or treatment between groups of people to enable such equality to be promoted or maintained. This only applies to equality information: revealing racial or ethnic origin; revealing religious or philosophical beliefs; regarding health; and relating to sexual orientation. It only concerns the following groups of people: people of different racial or ethnic origins; people holding different religious or philosophical beliefs; people with different states of physical or mental health; and people of different sexual orientation.



ReStyle contributing to Zero Waste Bute

Thanks to your donations and purchases over 29,000 kg of household goods and textiles have been diverted from landfill! And we have exciting news about Fyne Futures website – the site is getting its own makeover and the newest feature will be E-Style online shop. That means no more waiting for the doors to open to grab that bargain you spotted in the window. You will be able to click and collect or click and have delivered.

Thank you for your continued support and remember if you are restyling consider donating by calling 01700 503181 – From One Good Home to Another!



Everyday cycling with Bike Bute

Bike Bute has a fantastic range of trailers to enhance your experience of exploring Bute with ease. We have two trailers for children, one of which transforms into a buggy – ideal for a cycle to the beach and then a stroll. The dog trailer is great for taking your pet on a trip out to the community forest, cycle parking at Rhubodach Ferry before a walk up to the WWII

bunker. The cargo trailer makes shopping by bike a breeze and is a great size even for a big shop! With over 12,000 e-bike miles during 2021, lots of people are already reducing their carbon footprint and leaving the petrol guzzlers behind. Give us a call on 07483 330910

Spring has sprung at Bute Produce

Kales and cabbages are coming to their winters end and new spring greens are on the way in. Our bees are out and about taking advantage of snowdrops, crocuses, and daffodils to get started on building their honey reserves again. March is known as the hungry month as traditionally larder stores would be depleted and the new seasons crops not yet in however Autumn planted leeks, onions and sprouting broccoli have had a mild winter and will be available before the end of March. It's a great time to sign up to your green box scheme! Just £10 for a value box with 8 different ingredients, delivered direct to your door. Book your first box by calling 01700 503181

Supporting Fyne Futures enterprises is the ideal way to reduce your impact on the climate and the money raised supports local volunteering and wage-based learning opportunities for our young people and others overcoming health and wellbeing barriers.





Are you a knitter or a crafter? Can you help?

SiMBA supports families who have been affected by the loss of a baby during pregnancy or shortly after birth. They help families create precious memories with their baby and offer beautiful ways to honour and remember them.

SiMBA gift Memory Boxes to maternity and gynaecology wards, neonatal units, and hospices so that families can, where possible, create memories of precious time spent together with their baby. Over the last 2 years alone demand for our Memory Boxes has increased by 84%. They are always looking for crafters to make items for our boxes, patterns and details of crafter groups that volunteers can join to get updates on the items most needed can be found online.

At SiMBA, they want everyone affected by the loss of a baby, at any gestation, to be given the best possible care, with every baby being honoured. With your support, they can help families create precious memories and offer beautiful ways to honour and remember their babies.

To learn more about our vital services and the work that we do please visit our website: www.simbacharity.org.uk

Dougie McDade	<h2>Recognition Scheme</h2> <p>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.</p> <p>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.</p> <p>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.</p>
Kerry Baxter	
Kari Maxwell	
Hazel Leitch	
Eilidh MacCallum	



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



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



This newsletter
has been
produced using
re-cycled paper

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Registered Social Landlord (REG. No. 321) ; Registered Scottish Charity No. SC 009152 ;
Property Factor Registered Number PF000155

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