



Fyne news

Autumn 2022

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



In This Issue:

Performance Review
Fun Zone
Roadshow
Child Payment
Fyne **HEAT**
Direct Debit
Call Blockers

WINNERS

Tenants Reward Scheme

July 2022	Mrs MacLean	Lochgilphead
August 2022	Miss Middleton	Dunoon
September 2022	Mrs Adair	Rothsay

£20
Monthly
Draw

Annual Performance Review 2021-22

Our Annual Performance Review for 2021/22 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

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

☐



Silly Jokes...

Knock, knock!

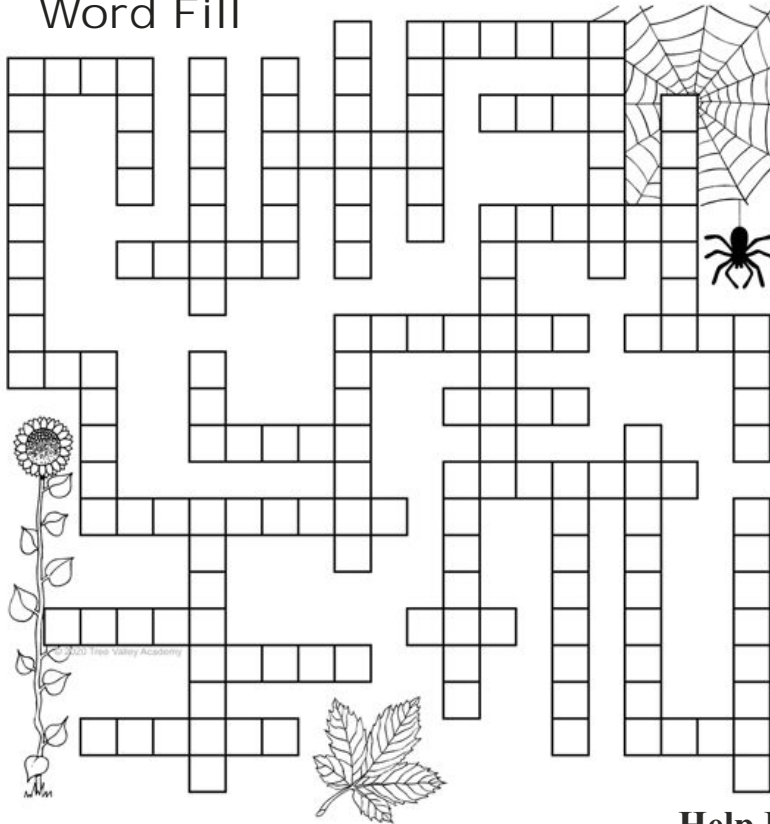
Who's there? Ash.

Ash who? Here's a tissue!

What is green and not heavy?

Light green!

Word Fill



What do you call a pig that knows karate?

Pork Chop!

What did mummy spaghetti say to baby spaghetti?

It's pasta your bedtime!

How do bees get to school?

On the school buzz!

What's a frog's favourite drink?

Croak-a-cola!

Help Dracula get to his pumpkin



3 letters

tea

web

yarn

brisk

crops

frost

wheat

hayride

migrate

October

tractor

4 letters

cosy

crow

fall

leaf

pile

rain

soup

6 letters

chilly

jacket

season

spider

squash

8 letters

football

November

pumpkins

squirrel

9 letters

scarecrow

September

sunflower

5 letters

acorn

birds

7 letters

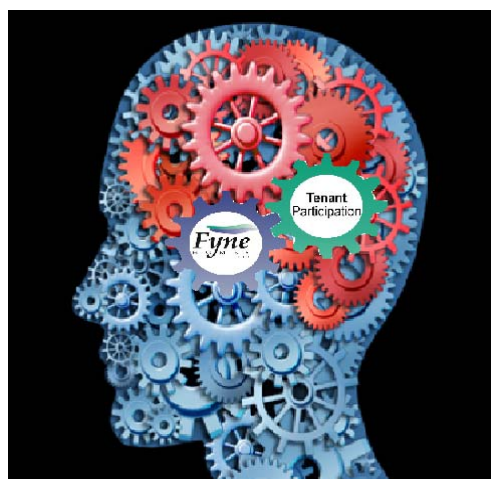
blanket

bonfire

flannel

foliage





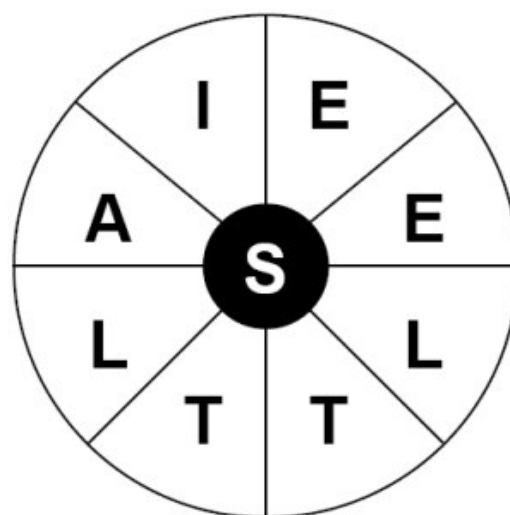
Brain Teasers

Puzzles to keep your mind active

SUDO-

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

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 S

WORD SEARCH

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

ACEROLA
APRICOT
CHERRY
CURRANT
DATE
DURIAN
FEIJOA
FIG
GUAVA
HONEYDEW
PLANTAIN
PLUM
POMELO
QUINCE
SAPOTE

JUJUBE
KIWI
LONGAN
LOQUAT
LYCHEE
MANDARIN
MANGO
MELON
MULBERRY
PEACH
SOURSOP
TAMARIND
TANGELO
UGLI
YUZU



Energy and Welfare Advice Roadshow

Early September saw Karen Hilton, Energy Advisor and Margo Allan, Welfare Rights Officer, visit Campbeltown, Dunoon, Lochgilphead and Rothesay to provide advice to tenants and members of the local community to help with the current cost of living crisis.

The events were attended by Argyll & Bute Council Home Energy Efficiency Project Officer Jacqueline Westerman and Welfare Rights Officers Susan Tuit and Kerry Gillespie.



A big thank you to the volunteers at The Dochas Centre - Lochgilphead, The Lade Centre – Rothesay and ShopperAide, Campbeltown for all their help with putting on the events.

Also thanks to Campbeltown Hall and Dunoon Burgh Hall for hosting the events and for their support.

If you feel you would benefit from discussing your situation with Karen or Margo then please contact 0345 6077117 and they will be happy to assist.

Floral summer display in one of Rothesay's tenant's front garden.



Do you have any floral images of your garden this summer?

If so please forward them on to Fyne Homes and we can include them in our Spring Newsletter.

Scottish Child Payment extended to children aged up to 16

Scottish Child Payment will open for applications for all eligible children under the age of 16 from Monday 14 November.

WHO CAN GET SCOTTISH CHILD PAYMENT

To get Scottish child payment, you must:

- normally live in Scotland
- be in receipt of a qualifying benefit
- be responsible for a child aged under 6

GETTING A QUALIFYING BENEFIT

The qualifying benefits are:

- universal credit
- child tax credit
- working tax credit
- income support
- pension credit
- income-based jobseeker's allowance
- income-related employment and support allowance

Any amount of qualifying benefit payable will be sufficient to qualify, regardless of other income or earnings, and if benefit has been reduced due to sanctions or deductions.

RESPONSIBLE FOR A CHILD

You are responsible for a child if:

- You or your partner get child benefit for the child, or
- The child is included in you or your partner's universal credit, child tax credit or pension credit award, or
- You or your partner are a kinship carer for the child. This means you have a kinship care order or the child is looked after by the local authority and placed with you.

The payment, which is unique to Scotland, provides direct financial support to eligible families and carers to help with the costs of caring for a child.

Eligible families, and carers can find out more and apply at mygov.scot/scottishchildpayment or by calling Social Security Scotland free on 0800 182 2222. Anybody who was in receipt of Scottish Child payment whose payment ended because their child turned 6 will need to reapply.

If you need help to apply or want any further information regarding the Scottish Child Payment please call Margo on 0345 6077117.



mygov.scot



INSTRUCTIONS FOR KNITTING DOUG THE CATERPILLAR DRAUGHT EXCLUDER FROM HOME ENERGY SCOTLAND



You will need Double Knitting yarn:

3 x 50g balls of Sirdar Snuggly DK 0326 Denim (Blue)

1 x 100g ball of Hayfield Bonus DK 0825 Grass (Green)

2x 50g ball of Sirdar Country Style DK Rosehip (Pink)

2 x 50g balls of Sirdar Country Style DK 612 Maple (Yellow)

You will also need various scraps of grey, blue and rusty brown yarn for the moustache.

These yarns are the colours used for Doug but you could use your favourite colours or use up left over balls of yarn. Make him personal to your home and family.

One set of 5mm double pointed needles (or circular needle)

One set of 4.5mm double pointed needles (or circular needle)

NOTE: Yarn is worked in double throughout. Work in rows until all increases have been worked before joining into a round.

Doug measures 110cm in total but you should knit your caterpillar the length you need to fit your door. Most doorways measure between 80-100cm wide. Doug's body is made from twelve coloured segments so simply reduce the number of segments you knit to achieve the length you require.

STARTING AT THE HEAD

Using 5mm double pointed needles and Denim Blue yarn cast on 5 stitches.

- | | |
|--------|--|
| Row 1 | Increase in each of the next 2 sts, K1, inc in each of the next 2 sts (9sts) |
| Row 2 | Purl |
| Row 3 | (K1, m1) to last st, K1 (17sts) |
| Row 4 | Purl |
| Row 5 | (K2, m1) to last st, K1 (25sts) |
| Row 6 | Purl |
| Row 7 | Knit |
| Row 8 | Purl |
| Row 9 | (K3, m1) to last st, K1 (33sts) |
| Row 10 | Purl |
| Row 11 | Knit |
| Row 12 | Purl |
| Row 13 | (K4, m1) to last st, K1 (41sts) |

Place a marker, join work into a round and work as follows:

- | | |
|------------|--|
| Row 14- 33 | Knit |
| Row 34 | Change to 4.5mm needles and knit one round |



BODY SEGMENTS

Doug's body is made from twelve different coloured segments. Repeat rows 35-52 for each colour change. Doug's colour sequence is: Grass Green, Rosehip Pink, Marigold Yellow, Denim Blue, Grass Green, Denim Blue, Rosehip Pink, Marigold Yellow, Denim Blue, Grass Green, Rosehip Pink and Marigold Yellow for the tail.

- | | |
|-----------|--|
| Row 35 | Change yarn colour, knit one round |
| Row 36 | Purl |
| Row 37 | Change back to size 5mm needles. Knit |
| Row 38 | Purl |
| Row 39 | Knit |
| Row 40 | Purl |
| Row 41 | Knit |
| Row 42-45 | Purl |
| Row 46 | Knit |
| Row 47 | Purl |
| Row 48 | Knit |
| Row 49 | Purl |
| Row 50 | Knit |
| Row 51 | Change to 4.5mm needles and purl one round |
| Row 52 | Knit |

NOTE: You may want to sew up the head and start stuffing the body as you go along rather than waiting until the end.

FOR SIMPLE, IMPARTIAL ADVICE ON MAKING YOUR HOME CHEAPER TO HEAT,
CALL 0808 808 2282 OR VISIT HOMEENERGYSCOTLAND.ORG



END TAIL SEGMENT

Before beginning the tail segment sew up the head section and fully stuff your caterpillar with wadding. Continue to stuff tail end as you taper off the body.

- | | |
|----------|---|
| Row 1 | Change yarn colour, knit one round |
| Row 2 | Purl |
| Row 3 | Change back to size 5mm needles. Knit |
| Row 4 | Purl |
| Row 5 | Knit |
| Row 6 | Purl |
| Row 7 | Knit |
| Row 8-11 | Purl |
| Row 10 | *K4, K2tog* repeat to last stitch, K1 (33sts) |
| Row 11 | Purl |
| Row 12 | *K3, K2tog* repeat to last stitch, K1 (25sts) |
| Row 13 | Purl |
| Row 14 | *K2, K2tog* repeat to last stitch, K1 (17sts) |
| Row 15 | K2tog to last stitch, K1 (9sts) |

Cut yarn leaving long tail and using a needle thread yarn through remaining stitches on the needle. Pull tight, and secure.

LEGS

Make four for each body segment and two for tail end (16 for a full length Doug)

Using 5mm double pointed needles cast on 9 stitches, (leave enough yarn from cast on to sew leg on to body later). Join into a round.

- | | |
|-------|--|
| Row 1 | *K1, inc 1, K2, inc 1,*repeat to last 2 stitches, K2 (14 stitches) |
| Row 2 | Knit all stitches |
| Row 3 | Knit all stitches |
| Row 4 | *K2, K2 tog, *repeat to end (7 stitches) |

Cut yarn leaving long tail and using a needle, thread yarn through remaining stitches on the needle. Pull tight and secure. Turn your work inside out, you want the wrong side showing to match the body segments. Stuff with wadding and set aside to be sewn on to the main body later.

ANTENNA

Make two

Using 4.5mm double pointed needles and Denim Blue yarn, cast on 7 stitches, (leave enough yarn from cast on to sew leg on to the body later). Join into a round.

- | | |
|----------|-------------------|
| Row 1-3 | Knit all stitches |
| Row 4 | K2, K2tog, K3 |
| Row 5-7 | Knit all stitches |
| Row 8 | K3, K2tog, K |
| Row 9-12 | Knit all stitches |

Cut yarn leaving long tail and using a needle thread yarn through remaining stitches on the needle. Pull tight and secure. Stuff with wadding and set aside to be sewn on to the main body later.

MAKING UP

Sew four legs of matching colour to the underside of each segment.

Sew the two antenna to the top of the head.

MOUSTACHE

Using pins mark the start and finish of a 9cm long line in the centre of Doug's face (about 8cm up from his neck line where you started the first body segment).

Doug's moustache is made from random tassels of yarn knotted along this line.

Start by cutting several 7-8cm lengths of yarn in blue, grey and rusty brown colours. Take each length individually and, using a needle, sew into the work.

Draw the yarn through to its halfway point; hold both ends of yarn together and tie a knot as close to the face as possible.

Repeat this all the way along Doug's top lip alternating between the three yarn colours. For an extra bushy moustache, make a second line of tassels underneath the first. His moustache should look quite raggedy and fluffy.

Finally find two small black buttons, they don't have to be identical and sew them on for eyes. This will bring your cosy caterpillar to life.

Much love and knitting joy,

Helen Javes

**FOR SIMPLE, IMPARTIAL ADVICE ON
MAKING YOUR HOME CHEAPER TO HEAT,
CALL 0808 808 2282
OR VISIT HOMEENERGYSCOTLAND.ORG**



Summary of the New Energy Price Freeze



The new price guarantee starts 1

October 2022, and for someone on typical use will be £2,500 a year and it will last for two years. This is a price freeze, what you are paying now for gas and electricity will stay roughly the same – it won't make your bills less – they will stay the same as you are paying now.

This will be a cap on standing charges and unit rates, so use less, you pay less, use more, pay more.

The energy price guarantee limits the amount households can be **charged per unit of gas or electricity. So, your exact bill will continue to depend on how much energy you use.** You do not need to apply, and there's no need to contact your energy supplier. Households who pay for their energy through monthly, quarterly or other regular bills, the guarantee will be applied when your bill is calculated.

The £400 payment to all homes (paid as £66 a month over winter) will continue. The £650 payments to those on many benefits will continue (half's already been paid). As will the £150 to those with disabilities and £300 to pensioners.

Energy Bill Tips

Standing Charges – the standing charge is what you pay every day for each meter you have – even if you don't use any electricity or gas, you will still pay the daily standing charge.

Average daily standing charge for non-prepayment meters

Electricity	Gas	Total/Year
51.07p/day = £186.40/year	28.49p/day = £103.98/year	£290.38

Average daily standing charge for Prepayment meters

56.10p/day = £204.76/year	37.51p/day = £136.94/year	£341.70
---------------------------	---------------------------	---------

If you have a pre-payment meter, please remember that even if you are not using or have self-disconnected, these charges will still be applied to your meter.



Meter Reading Monday!

If you pay by direct debit or pay your bills on receipt - **Pick the same day each month** to send your energy supplier a meter reading. This will prevent energy companies estimating your usage so you will be paying for the energy you actually use rather than what they think you use. You can submit meter readings online, through your energy companies App or you can give your energy supplier a call.

Help for Ovo customers

This will be introduced by Ovo from Saturday 1 October, and will include the following support:

Payment holidays for all prepayment meter customers in energy debt.

If you're paying back debt on your prepayment meter, any further repayments due will be paused, meaning over winter your top-ups will go towards the actual energy you use. Ovo have still to confirm when exactly this will start. Ovo's prepayment meter customers are supplied under its 'Boost' brand.

- Increase in emergency credit for prepayment meter users from £5 to £15.
- Free energy saving products. Such as smart thermostats and electric blankets, targeted at those most in need.
- If you pay by direct debit, Ovo will give you the option to reduce payments by 15% to give breathing room, while those that pay when they get a bill will be able to create a bespoke repayment plan over 36 months (up from 24 months).



If you are struggling with your energy bills

Talk to your supplier as early as possible

– **it has to help if you're struggling** If you're falling behind with your energy bills, and are struggling to pay, the best thing to do is contact your supplier as soon as possible. Under rules from regulator Ofgem, your supplier **has to** help you – usually by negotiating a payment plan that you can afford.

There are a range of options suppliers could offer if you're struggling, including:

- A full payment plan review
- Affordable debt repayment plans
- Payment breaks (though this won't be right for everyone)
- Payment reductions
- More time to pay



Low Income Winter Heating Assistance - replaces the Cold Weather Payment.

In February 2023, a new benefit - Low Income Winter Heating Assistance will replace Cold Weather Payment in Scotland. DWP will no longer make any Cold Weather Payments to clients in Scotland.

If you're currently eligible for Cold Weather Payment from DWP and your circumstances have not changed, you'll be eligible for a Low-Income Winter Heating Assistance payment. You do not need to do anything.

Low Income Winter Heating Assistance will provide an annual £50 payment, automatically through Social Security Scotland, to anyone who qualifies.

Fyne **HEAT**
FYNE HOMES ENERGY ACTION FOR TENANTS



There has been a rise in popularity of traditional activities across the country. Crafting provides all kinds of mental and educational benefits. Working on craft activities has psychological benefits. It's been shown to help with depression, anxiety, and stress. It also improves concentration, attention, and creativity.

Having somewhere to carry out these activities encourages people out of their homes to meet and engage with other people in a social atmosphere. The Dunoon Community Shed asked the Dunoon Community through their Facebook page if this was something they

would support. They received 12 comments, 13 shares and 54 likes.

The volunteers have a secure space in front of their premises where they have sited a 35ft x 13ft static caravan. The interior of the caravan has been adapted with tables and chairs to make it into a craft workshop. This will provide a dry, warm, clean, and safe environment where people will feel comfortable engaging in all kinds of craft facilities.

As a community organisation they are open to all suggestions and if they can, they will arrange the activities suggested. The Dunoon Community Shed is a voluntary organisation with no paid staff and have a membership of over 70 men and women. Several existing members have shown an interest in a new proposed craft project and are confident they can supply the enthusiasm to take this project to fruition, and into the future, for the benefit of the community of Dunoon and surrounding area.

The amazing work that the volunteers have achieved has been officially acknowledged and they recently received The Queen's Award for Voluntary Service. A well-deserved recognition.

Dunoon Community Shed is located at Unit 2, 8 Hamilton Street, Dunoon.

If you are interested in joining, contact the team:

Tel: 01369 700864

Email: info@dunoonmensshed.scot

Opening Hours: Tues, Thurs & Sat. 10:00 - 15:00





Our Direct Debits are changing

Fyne Homes will shortly be offering email to keep you advised of any changes to your direct debits instead of a posted letter – this is both more environmentally responsible and also makes better use of Fyne Homes resources. You can also opt to get an email reminder a couple of days before your payment is due.

A member of staff will be in touch to discuss this over the next couple of months BEFORE making any changes to your account.

Landlord Report

Each year we submit the Annual Return on the Charter (ARC) report to the Scottish Housing Regulator. The SHR collects this information from all Registered Social Landlords and then publishes the findings in an individual Landlord Report.

The report for 2021/22 is now available and provides information on our average weekly rents, tenant satisfaction, the quality and maintenance of our homes and value for money and how we compare against the Scottish average.

Further information can be found on the SHR website which also provides a comparison tool where you can compare our performance against other RSLs across Scotland.

<https://www.housingregulator.gov.scot/landlord-performance/landlords/fyne-homes>

This information is also available in our Annual Performance Review which is available from the download section of our website www.fynehomes.co.uk or upon request from any of our offices.



Scottish Housing Regulator



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

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

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

Due to the varying effects of Covid our offices may be operating at a reduced capacity.

DAB VJB

*Dunbartonshire and Argyll & Bute
Valuation Joint Board*



Emergency Accommodation

Fyne Homes recently had the opportunity to refurbish 6 flats in the centre of Rothesay, Isle of Bute for emergency accommodation.

The properties accommodate people that need housing over a short period of time until they can find alternative, secure accommodation.

Individuals will be referred from partner agency to use the service.

So far, the flats have proved to be a huge

success. The following statements are from people who have already accessed the flats.

Mr. Robertson

I resided in one of Fyne Homes' emergency accommodation for a short time due to my housing circumstances. I was under a lot of stress and was really anxious as I no longer had a secure home and made homeless. The housing team took me in and advised me of what the next steps are and that they could offer me emergency accommodation until I found a secure tenancy. The flat I got allocated was lovely and had all the essentials



needed to feel comfortable. Not only did they help to put a roof over my head for a week or two, but they also helped me apply for housing and the other help necessary to get a move. They referred me on to other support agencies, which was a huge benefit. For a time, I had no one to turn to, but Fyne Homes staff helped me get out of a really bad situation and for that I can't thank the association

enough. The staff are a credit to the organisation. They

went above and beyond, and I can't thank the housing team enough for everything they did for me. A five-star housing provider and would highly recommend!

Anonymous

Access to the crashpad was a lifesaver. I really enjoyed my time in the flat and it gave me peace of mind and comfort that I had somewhere to rest and gather my thoughts. The flats are beautifully decorated, and I am grateful to Fyne Homes and staff. I am now settling into my own secure tenancy with Fyne Homes.





Fyne Homes – supporting employment and training opportunities with local organisations

Employability support continues to be a priority for the area, recognising the challenges that unemployment and barriers to work present for individuals and the wider community. The Fyne Homes Inclusive Community Opportunities is a project which aims to support skills development and employability opportunities working with a number of local social enterprises and community partners. This project is supported by Scottish Government, Investing in Communities and we were grateful to be able to extend the project for a further year to March 2023. We are now almost fully committed for the 2022/23 with an additional 12 placements so far this year, this brings the total number of placements supported since Jan 2020-to date to 54. Employed trainees gain skills, work experience and a living wage, based with a range of social enterprises, including Wee Toon Environmental Solutions, Keeping it Local, Callums Cabin, HELP and Shopperaide. The placements also assist these organisations to deliver vital local services with additional capacity.

This project compliments wider employability activity including Young Persons Guarantee, No One Left Behind and Intermediate Labour Market support and has added value to Kickstart opportunities, providing a longer timeframe for participants to gain skills.

Fyne Homes hope we will be able to continue this work beyond March 2023 and have submitted an application, with a focus on household poverty and climate change recognising the challenges of increasing household costs. The proposed project would enable local organisations with expertise in welfare, energy efficiency, reuse and local development to recruit and host employed trainees in advocacy roles. We hope to hear the outcome of our application by late Autumn. In the meantime we continue to support our current programme of employment and training with local organisations.



Dear Fyne Homes Tenant

Support local by buying the new Scotland Loves Local Gift Card

The [Scotland Loves Local campaign](#) is a national initiative designed to encourage all those who live in Scotland to think, choose and spend local first.

You can show that support by purchasing the new [Scotland Loves Local Gift Card](#). The Gift Card is unique to each area of Scotland, and can only be spent in businesses that have a 'bricks and mortar' presence in the local area - meaning that spending stays local for longer.

The Scotland Loves Local Gift Card is the perfect way of treating someone to the very best that their local area has to offer, while supporting local businesses and livelihoods too.

Treating someone to the gift of local is simple. Gift Cards can be purchased from www.scotlandgiftslocal.com. Simply choose a gift card for a region of Scotland and load it with a value of your choice, and your recipient can see where they can spend their gift card on the region's directory page.

By choosing local, you are supporting Scotland's economic fightback from Covid-19 and, vitally, the people behind those businesses.

We are delighted to announce that Fyne Futures Ltd will be accepting this card for Green Boxes from Bute Produce, eBike Hire from Bike Bute and affordable reuse furniture from ReStyle.





Recognition Scheme

Megan Reynolds

Janey Jardine

Fiona McLachlan

Kora Nicholson

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.

Call blockers

Free call blocking devices are being offered in Argyll and Bute in fight against scammers

Argyll and Bute Council’s trading standards team and Police Scotland are offering free call blocking devices to elderly and vulnerable residents in Argyll and Bute to fight against scammers.

The local authority has provided funding for a number of trueCall call blocking devices which are now available free of charge to eligible residents across the region.

This community safety initiative has been launched in response to an increase in the variety of phone scams being reported by Scottish consumers.

The local authority liaison officer said “ the most common types of scams at the moment are telephone and internet scams

whereby the caller or person e mailing pretends to be someone else, for example someone from your bank, BT, Amazon or Sky.

The trueCall blocking unit can give residents peace of mind, knowing that if the phone rings it will be someone they want to talk to.

Contact Argyll and Bute trading standards on 01546 605519 or email trading standards.office@argyll-bute.gov.uk to apply for a free trueCall device.



ACCESS FOR REPAIRS/MISSED APPOINTMENTS



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

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

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



ANNUAL GAS SERVICING & SAFETY CHECK



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

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

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

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





Contact Information

Emergency Repairs

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

0800 592 276

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

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



Telephoning Fyne Homes

For General Enquiries 0345 607 7117

For Repairs/Maintenance 0345 052 0039

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

Calls may be recorded for training and quality purposes



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

Rothsay—Head Office

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

Dunoon

78 B John Street
Dunoon
Argyll
PA23 7NS

Campbeltown

42 Ralston Road
Campbeltown
Argyll
PA28 6LE

Lochgilphead

Smiddy House
Smithy Lane
Lochgilphead
Argyll
PA31 8TA

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



This newsletter
has been
produced using
re-cycled paper

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

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