

Fyne news

Winter 2022

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

Christmas Opening Hours

The Association's
offices will close at
4:00 PM on Friday 23rd
December and re-open
for business on
Thursday 5th January
2023

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Support Vouchers
Cycle Repair
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WINNERS

Tenants Reward Scheme

October 2022

Ms Durning

Dunoon

November 2022

Ms Worthing

Rothesay

£20
Monthly
Draw

CHRISTMAS HAMPER DRAW

Tenants will be entered into our annual Christmas Hamper Draw. There will be a draw for tenants in each area and the hampers will be delivered to the winners' doors week commencing the 19th December. These fantastic hampers are crammed full of goodies and will be a welcome treat just before Christmas.

It's Back





Colour your
own door sign



Build your own Snowman



Silly Christmas Jokes

- What did Santa say to start a race? Ready, set, ho ho ho!
- Why can't Christmas trees sew? They always drop their needles.
- Why is it so cold at Christmas? Because it's in Decembrrrrrrr.
- What's an elf's favorite sport? North Pole-vaulting.
- What do elves do after school? Their gnome work.





Scottish Women's Development Forum Annual Awards – Time to Shine



The Scottish Women's Development Forum (SWDF) was established in 2003 to increase the representation of women in policing in Scotland. Now the SWDF strives to improve the retention, progression and experience of women across Police Scotland and the Scottish Police Association. PC Laura Evans, Partnership Liaison Officer for Argyll and Bute, who Fyne Homes works closely with to benefit our tenants, is based in Dunoon covering the whole of Argyll and Bute looking at opportunities to develop partnership relationships that will help keep our communities safe. This has ranged from fraud prevention, suicide prevention, support for those living with dementia and road safety matters. Laura was previously a response officer covering Cowal before taking up this role. PC Evans received the Highly Commended Award as Police Officer of the Year with her award being

presented by the Chief Constable of Police Scotland, Sir Iain Livingstone.

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

☐



Carbon Monoxide—‘The Silent Killer’

Although the Association takes 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 any of 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)





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

AGM REPORT

Fyne Homes held its AGM on 21st September 2022 at the Discovery Centre, Rothesay. This was the first meeting held in person following the Covid restrictions over the last two years. An option to attend virtually by Zoom was also made available to participants. The members attending received a full report on the Group's activities from the Senior Management Team and the Fyne Futures General Manager. Key highlights included:

- £2.2M spent maintaining and upgrading stock.
- 39 properties adapted with Scottish Government funding of £56K enabling tenants to stay in their homes.
- 99.2% of our stock meets the Energy Efficiency Standard for Social Housing (ESSH). The outcome from the Scottish Government consultation regarding ESSH2 is awaited, this will determine the level of works and investment required to bring our housing stock up to this new standard.
- Arrears of 0.12% against a 2.5% target.
- Due to Covid restrictions over the last two years normal surgeries and face to face Tenant Participation events couldn't take place, however our online resources and social media were utilised. The 3 yearly tenant satisfaction is due to take place this year.



Our voids, re-let times and costs have increased significantly this year. This is attributable to lockdown restrictions which prevented house moves for a short period and only being able to allocate essentials moves in line with the Scottish Government guidelines.

The Association had six units at Cairndow come off site in May 2021 which provided 6 new homes, and has plans for future development at Inveraray (16 units) and Lochgilphead (6 units)

Fyne Energy runs 3 wind turbines at Glenbarr, which have been operational since 2019, and are generating income. 2021/22 saw £399,999 generated in gift aid, this has been distributed between Fyne Homes, Fyne Futures and the Glenbarr Community to benefit the local communities.

One nomination was received from A Jones, who was elected onto the Management Committee. This leaves us with a compliment of 10 with 2 vacancies.



FYNE HOMES TENANT PARTICIPATION
PRESENTS

CHRISTMAS MOVIE FUN



STARRING
STUDIO CINEMA - DUNOON
CAMPBELTOWN PICTURE HOUSE
DISCOVERY CENTRE CINEMA - ROTHESAY

SEE A FILM OF YOUR
CHOICE BETWEEN
12TH DECEMBER
TO 26TH DECEMBER

ENJOY A VISIT TO THE CINEMA
ON US!



"HOME ALONE"
WILL BE SHOWN
ON TUESDAY 20TH DECEMBER 4PM
AT MAYDS, LOCHGILPHEAD

ALL EVENTS OPEN TO
PRIMARY 7 AGE
CHILDREN & UNDER

CONTACT 0345 6077117 TO BOOK A TICKET FOR ANY EVENT



Light It Up **Red**

To remember those men and women who made the ultimate sacrifice in the service of their country Fyne Homes supported Poppy Scotland's Annual Light Up Red Campaign 2022. Fyne Homes head office in Rothesay was lit up red between 4th and 13th November taking in Remembrance Sunday.

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

For more details on the campaign visit www.poppyscotland.org.uk



Some of Fyne Homes Rothesay staff were out in force on Remembrance Sunday representing their chosen community service and organisation.

Paul McIntyre (Army Cadets); Kora Nicholson (Rothesay & District Pipe Band); Sam Jamieson (Scottish Fire and Rescue) and Craig Baxter (HM Coastguard)



Have you applied for the Scottish Child Payment ?

From 14th November the Scottish Child payment extended to children aged up to 16. This is a payment of £25 per child per week, paid 4 weekly.

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

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.

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 03456 077117.



Scottish Child Payment



Social Security Scotland
Tèarainteachd Shòisealta Alba



Careers Day

Fyne Homes recently attended a Careers Day at Rothesay Joint Campus. This is an opportunity for pupils to learn more about local businesses and the opportunities of employment that they offer.

Fyne Homes have a long association of being involved with the Modern Apprentice scheme, to date 3 Modern Apprentices have moved to full time position within the organisation and a further 2 are in their 1st year of the scheme.

Also in attendance was Angela Cree from The Bell Group, who are Fyne Homes painting framework contractor. Angela is the Community Engagement Coordinator for Bell Group, and she also gave a talk on employability within the group.

Both Fyne Homes and Bell Group support Developing Young Workforce, which assists students in preparing for job interviews, completing CVs and understanding what potential employers are looking for from applicants.

Thank you to Rothesay Joint Campus for the invite and looking after us on the day.



IMPORTANT INFORMATION

Satisfaction Survey



COMING SOON!

In early 2023 Fyne Homes will be asking you about the service they provide to you

Your views matter!

Please take time to take part in the survey

All completed surveys will be placed into a prize draw

where 1 winner from each of the 4 areas

(Bute, Cowal, Kintyre and Mid Argyll)

will win £150.00 in vouchers of their choice



Fyne Homes help Tenants with Cost of Living crisis

On a hill overlooking Glenbarr sit 3 wind turbines, constructed, and operated by Fyne Homes subsidiary company, Fyne Energy.

Part of the agreement for the project of installing the 3 wind turbines on the Kintyre Peninsula was that any profit from the running of the turbines would be distributed across three initiatives: - Investment into the local community of Glenbarr, assist in funding Fyne Future in its various projects and investment into Fyne Homes.

Following a recommendation from Fyne Energy Chair, Tony Harrison, Fyne Homes Committee agreed that their allocation of profit would be distributed directly to its tenants, to assist with the cost of heating their homes. This will be allocated in the form of vouchers, which will be sent out directly to tenants during December and can be redeemed at the Post Office. **The vouchers are only valid for 1 month.**

James McMillan, Chair of Fyne Homes Committee said “*We know times are hard for many Fyne Homes tenants across Argyll & Bute just now. Supporting people through these challenging times is important to us and I’m pleased to announce these payments to Fyne Homes tenants to help with the cost of living.*”

These sentiments were echoed by Fyne Homes Chief Executive, **Iona MacPhail** adding “*Fyne Homes are determined to do all we can to support our tenants. These payments will further enhance the support available to tenants from the Association. Any tenants who are struggling to make ends meet should contact us – we are always here to help.*”

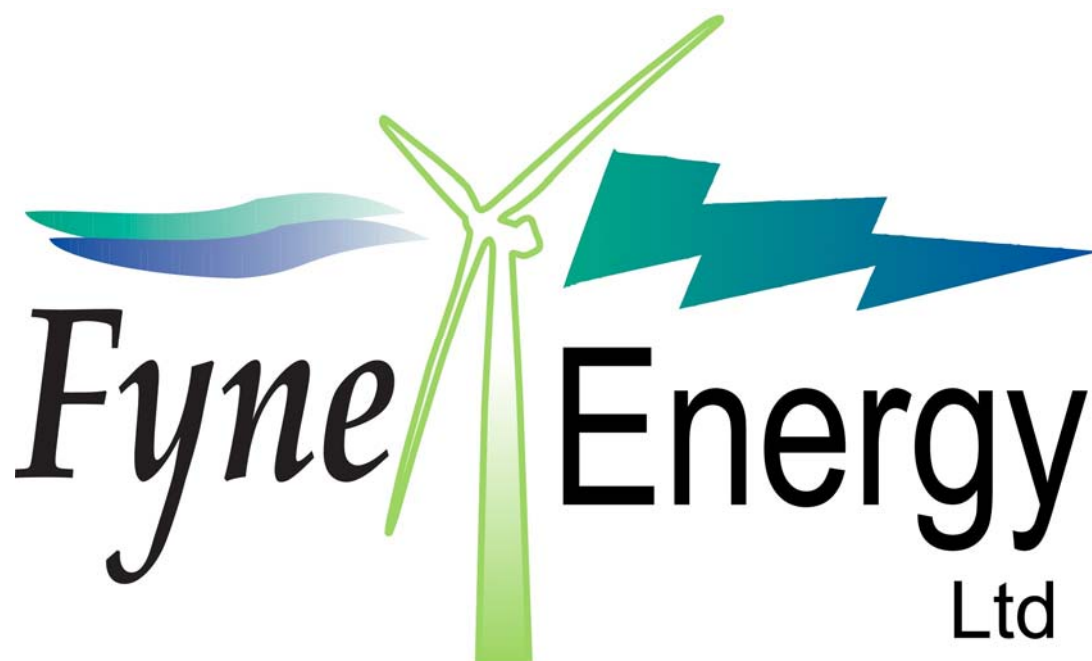
The vouchers can be put towards energy costs, food or whatever may assist tenant households at this time.

To redeem the vouchers, tenants will have to take either photo ID or a recent utility bill to the post office, along with the voucher.

Over £130,000 is being distributed among Fyne Homes tenants with this initiative, which will help with what is a difficult time for all.



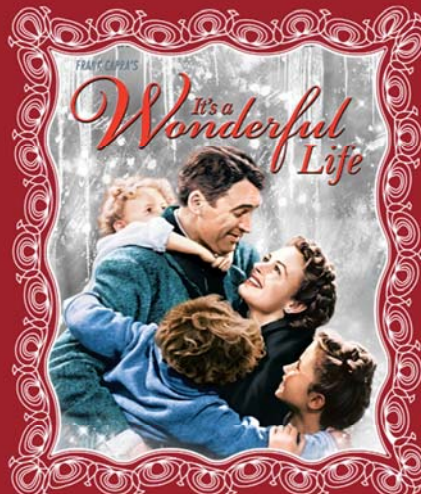
*Building Sustainable
Communities*





Classic Christmas Movie

PRESENTED BY FYNE HOMES TENANT PARTICIPATION



MID ARGYLL

Monday 19th December @ 1pm
Snowdrop Argyll (MS Centre)
Campbell Street
Lochgilphead

COWAL

Tuesday 20th December @ 1pm
Campbeltown Picture House
Hall Street
Campbeltown

BUTE

Wednesday 21st December @ 1pm
Discovery Centre Cinema
Victoria Street
Rothesay

COWAL

Thursday 22nd December @ 11:30am
Studio Cinema
John Street
Dunoon

FREE TO ATTEND - CALL 0345 6077117 TO BOOK YOUR PLACE

ENJOY A CUPPA, MINCE PIE, OR SOME FIZZ



Cycle repair for those who need it most

The Scotland Cycle Repair Scheme will help fix flat tyres, loose brakes and clunky gears to get folk pedalling again.

Finances are tight for many people at the moment, so we know it can be difficult to pay for essential bike repairs. If you need a helping hand to get your bike into shape, this scheme provides free repair and maintenance work up to the value of £50 for standard bikes and up to £100 for non-standard cycles.

Whether you've got an old bike in the shed that needs attention – or the one you're riding requires some care – you can access a quality mechanic to get your bike repaired, safe and back in use.

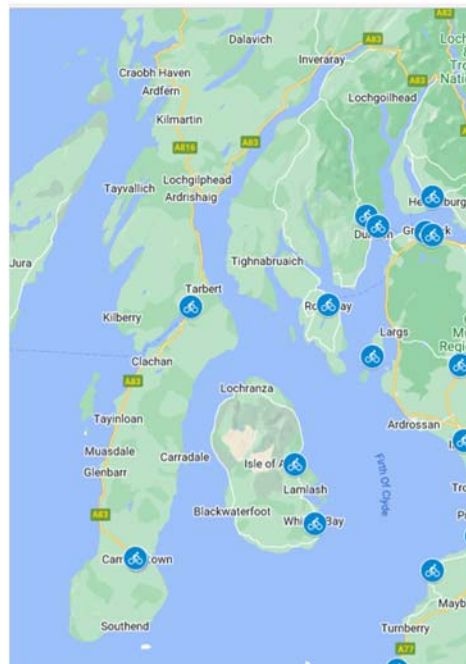
It's a simple process – just contact your nearest participating bike shop or mechanic and get your repair booked in. Remember to tell them you want to make a booking under the Scotland Cycle Repair Scheme.

All cycles are welcome in the scheme including adults' and children's bikes, e-bikes and non-standard cycles like trikes, tandems, cargo bikes and recumbents. Manual wheelchairs can also be repaired through the scheme.

Local shops in Campbeltown, Dunoon, Rothesay and Tarbert are participating in this scheme.

Fyne Homes is supporting the scheme by holding pop up events in locations that don't have a participating shop nearby.

One such event was held in Tighnabruaich in November with 15 bikes checked and repaired, it is hoped to hold further events in rural areas of Argyll in the near future. Please keep an eye on our website or Twitter and Facebook pages for more details.



Rhyddian Knight from Cycling UK and Craig Baxter, Fyne Homes Tenant Participation Officer, at the wet and windy pop up event in Tighnabruaich.



Local bike mechanic, Duncan MacLeod with Rhyddian Knight, in the repair tent.

Warm Homes Discount - schemes are open now !

You could get £150 off your electricity bill for winter 2022 to 2023 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between October 2022 and March 2023.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out.

If you live in Scotland

You qualify if you either:

- get the [Guarantee Credit element of Pension Credit](#)
- [are on a low income](#) and meet your energy supplier's criteria for the scheme

Qualifying benefits and tax credits

The qualifying means-tested benefits are:

- Housing Benefit
- income-related Employment and Support Allowance (ESA)
- income-based Jobseeker's Allowance (JSA)
- Income Support
- the 'Savings Credit' part of Pension Credit
- Universal Credit

You could also qualify if your household income falls below a certain threshold and you get either:

- Child Tax Credit
- Working Tax Credit

The easiest way to apply is online -check your energy suppliers website, if you are unable to apply online and need help to apply , please contact Margo Allan on 03456 077117 , have your energy account number and details of the benefits you receive to hand.

Are you eligible
for the Warm
Home Discount?



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 the 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 Monday 17th December, 2022.





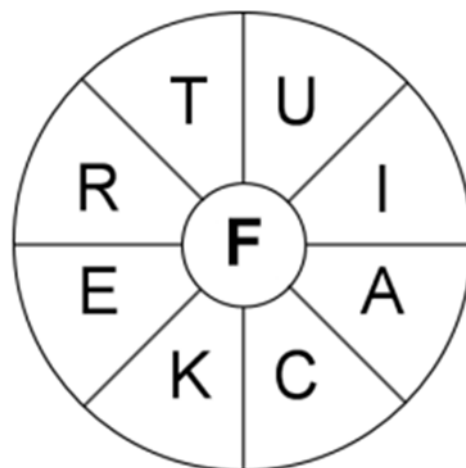
Brain Teasers

Puzzles to keep your mind active

SUDO-

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

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 **F**

CHRISTMAS WORD

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

JINGLE BELLS
BOW
CANDY CANE
CAROLERS
CHRISTMAS TREE
DECORATIONS
ELVES
FIREPLACE
GARLAND
GINGERBREAD
HOLIDAY
JOLLY
SANTA
MISTLETOE
NORTH POLE
ORNAMENTS
PRESENTS
REINDEER
SNOWMAN
WREATH
WRAPPING PAPER





Have Yourself an ECO-friendly Christmas

Don't panic - we're not saying you need to turn off the oven, dismantle the tree and sit in the dark to have an eco-friendly Christmas. There are plenty of things you can do, big and small, to save on your bills and have a more sustainable Christmas.

Saving energy for a sustainable Christmas

Farewell fairy, hello LED. When it comes to Christmas lights, research shows that incandescent bulbs can cost up to 83% more than LEDs.

Turn your thermostat down by 1°C. It doesn't sound like much, but it makes a difference. The ideal temperature is somewhere between 18°C and 21°C, and for every degree you turn your heating down, you could save around £80 a year. Before you head for the thermostat, why not grab your Christmas jumper, or some slippers? It's not rocket science, and an extra layer could keep you warm without costing a penny.

Maximise the food you cook in the oven if you can cook 2 different meals at the same time even better. Also make sure you don't open the oven door too often - heat will escape meaning your oven has to work harder to maintain the temperature needed for the perfect roast potato.

If you don't have a slow cooker or an air fryer – you could ask Santa to bring you one or both these energy saving appliances.

Turn things off at the plug. Chances are you've got all manner of electrical items plugged in and on stand-by at the moment, and they'll use more power than you think. You could save £35 a year just by turning things off at the wall.

Eco friendly Christmas gifts

Looking after your bills and your energy consumption isn't the only way to save this Christmas. Gifts, cards, wrapping paper, crackers, decorations... it all adds up! But there are sustainable options out there for virtually everything, and you can easily find stocking fillers and festive favourites that don't cost the earth.

Give the gift of time

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.



Go homemade

Why not do-it-yourself this Christmas? Homemade gifts are so meaningful, and a great way to avoid single-use plastics and emissions from manufacturing and shipping. If you know someone with a sweet tooth, why not bake them something? You could fire-up the knitting needles to make a cosy winter scarf or hat or check out one of the many tutorials on the internet for making candles or bath bombs.

Gift wrapping

If you do need to buy wrapping paper, look out for recycled or FSC-certified paper. Most brown paper can be recycled and you can jazz it up with ribbons, stamps or stencils. Just make sure to steer clear of foil-backed, glittery or glossy paper as these can't be recycled. Not sure if your paper is recyclable? Try the scrunch test – paper that stays put when you scrunch it into a ball can usually go in the recycling.

Christmas cards

The UK buys over one billion Christmas cards every year, and they'll probably end up in the recycling, or the bin. Why not send an E-card this year? Or donate the money you'd usually spend on cards to a charity? You can even upcycle the cards you do get to make your own gift tags.

Sustainable crackers

The Christmas table isn't complete without crackers, but aside from a hat and a joke they're usually full of plastic destined for the bin. Consider getting sustainable, recyclable crackers without toys (you'll still get a hat and a terrible joke, don't worry), or get a DIY cracker kit and put your own gift inside!

Christmas trees

Real or fake, that's the question. The results are in, and a fake tree could have a carbon footprint up to 4 times higher than a real one. If you want a truly sustainable tree make sure you chop locally (get it?!) and consider a potted tree that you can re-use year after year.

Hopefully we've given you some festive food for thought about how to have a more sustainable and energy efficient Christmas this year. FyneHEAT can help you with energy saving advice and help you with suppliers, direct debits and prepayment meters. If you need help give us a call or checkout the FyneHEAT pages on Fyne Homes website.

We hope you have a Happy Christmas and a great New Year! PS. Make your New Year resolution to send your energy supplier meter readings once a month.





Incredible edible 2022

We have had another great year this year with a variety of fruit and vegetables grown and harvested from tomatoes at Union Street to sweetcorn at Chapel Hill. We are also taking on a new site at Port Bannatyne which is located behind the Anchor Inn. I would personally like to thank all the volunteers that have been to the work parties throughout the year without you all everything we have achieved wouldn't be possible its all down to your hard work and time so thank you all whether it's been an hour or every work party I am so grateful for your help. We still have a few work parties to go this year so if you would like to come along for some light gardening a chat with some great people and a bowl of fresh homemade food, please feel free any help we can get is brilliant
Thank you

Steve

Volunteer co-ordinator

Novembers work parties are as follows

- Wednesday 2nd – Anchor Inn Port Bannatyne
- Friday 4th – Union Street
- Wednesday 9th – Anchor Inn Port Bannatyne
- Friday 11th – Colbeck Lane
- Wednesday 16th – Union Street
- Friday 18th – Anchor Inn
- Wednesday 30th – Union Street



All work parties start at 12:30 and run until 14:30 we have a tea break at around 13:30 where tea coffee and fresh homemade soup are all provided



seasonal green box

all your favourite seasonal veg

**delivered to your door for the 22nd and ,or the
29th of december**

£12.50 per box

**please place your orders by Friday 16th of
december**





Mairi Hamilton

Doug Cochrane

Hazel Leitch

Eilidh MacCallum

Nicole Booth

Kora Nicholson

Jimmy Anderson

Janey Jardine

Fiona McLachlan

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.

NEW Starters

Fyne Homes is delighted to announce the recruitment of two new Modern Apprentices for our Technical Services team.

Corben Haviland joined our Dunoon team in July and Harry MacLean will be joining our Lochgilphead team in November.

Corben and Harry will be studying for their qualification in Facilities Services, while gaining valuable hands on skills and experience working alongside our accomplished Maintenance Operatives.

We welcome Corben and Harry to the Fyne Homes team and wish them every success!



Building Sustainable Communities

To help you understand when you do and don't need a TV Licence, TV Licensing has shared seven new videos covering when you need a licence, what it pays for and more. They also are available in different languages and with subtitles and signing.

They're all on the TV Licensing website here: tvl.co.uk/videoguides



TV LICENSING



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



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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.



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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