



Spring 2023

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



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WINNERS Tenants Reward Scheme

January 2023	Mrs J McCheyne	Inveraray
February 2023	Miss Docherty	Dunoon
March 2023	Mr Reid	Rothsay

**£20
Monthly
Draw**

Christmas News

The annual Christmas Hamper Draw was made and the following were lucky winners.



Mrs Devlin, Rothsay
Miss C Young, Minard
Mrs C Allen, Campbeltown
Mr & Mrs Hamilton, Dunoon

Pictured receiving her hamper from Craig Baxter, Fyne Homes is Mrs Devlin (left) and pictured with their hamper are Mr & Mrs Hamilton. (right)



Christmas Movie Fun

Tenants and partner organisations were invited to attend the annual Christmas Movies. There were varying levels of interest in the different areas with an overall attendance of over 54 attending, *It's A Wonderful Life*.

There was also a private showing of *Elf* in Campbeltown Picture House for a local group of youngsters with 26 attending.

Children's Christmas movie treats were attended by over 40 children who took up the offer of a selection box and free entry to a movie.

A special thank you to our partners that supported these events and also to the local cinemas, without whose assistance these events wouldn't be possible.

Gigha Primary were also supplied with 19 selection boxes and a copy of *Polar Express* for their Christmas movie treat.

Fyne Homes also donated towards Tighnabruaich Primary attending The Screen Machine for a Christmas treat. In total approx. 200 people benefitted from a Fyne Homes Christmas treat.



THE FUN ZONE



Silly Jokes...

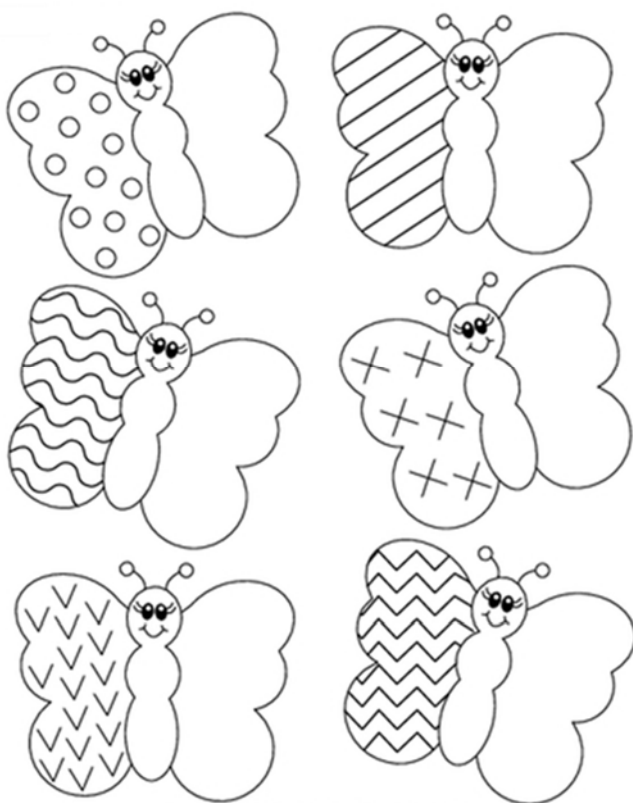
Q: What flower roars?
A: dandelion

Q: Why did the bird go to hospital?
A: For Tweet-ment

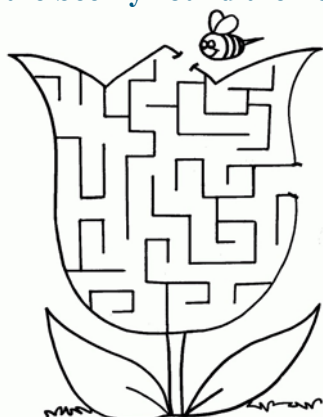
Q: What type of garden does a baker like?
A: A flour garden



Draw matching wing patterns and colour in



Help the bee fly round the flower



Knock, Knock...

..Who's there? Doughnut Doughnut who?
ask, it's a secret!

...Who's there? Leaf Leaf who? Leaf me alone!



Doughnut



Count the bugs



Discretionary Housing Payments (DHPs)



At the beginning of March the Scottish Government announced increased funding to mitigate the benefit cap through Discretionary Housing Payments (DHPs). Discretionary Housing Payments are administered by Local Authorities to support with housing and living costs.

Following this announcement, as with the mitigation of 'bedroom tax' anyone

applying for a DHP because they are affected by the cap, should be awarded one. If you are affected by the benefit cap and would like help applying for a discretionary housing payment please contact Margo On 0345 6077117.

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





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

☐



Are you having money problems?

All Fyne Homes tenants are able to get a Welfare benefits check to see if you may be entitled to any benefits you are not already claiming. Our benefits worker Margo Allan is employed by Fyne Homes to offer a free impartial and confidential service to all Fyne homes tenants. If you wish an appointment call Margo on 0345 6077117



It's your dog, it's your responsibility.



With lambing season soon upon us now is a timely reminder to all dog owners to remember that 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. Signs are being displayed in rural areas to remind dog owners of their responsibilities.

PC Laura Evans, Argyll and West Dunbartonshire Partnership and Preventions Officer said,

"It is important for dog owners to be aware that livestock are valuable assets and any harm to them could significantly affect the livestock owners livelihood.

There's a number of things dog owners and walkers can do to reduce the chances of their dog committing a livestock attack or worrying crime.

When you are out with your dog, be wary of your dog approaching other animals.

Try to stop your dog coming into contact with livestock.

Remember, in the countryside, it may not always be obvious when animals are around so remain vigilant and remember, that it's your dog, your responsibility."

Fyne Homes is proud to support this initiative and is working with both Bute Junior Agricultural Club and Bute Conservation Trust to ensure signs are erected throughout the island to remind dog walkers of their responsibility.

Isla of Gigha's Countryside Ranger Service is also supporting this campaign and have erected their own signs to make dog walkers aware of their responsibilities. If anyone living in a rural area where dogs are walked near livestock and they want a sign to erect, please contact Craig Baxter, Tenant Participation Officer – 0345 6077117 or cbaxter@fynehomes.co.uk



Updating Universal Credit & Housing Benefit

If you are currently in receipt of Universal Credit you will need to complete your "Confirm your housing costs" in the "To Do" section of your journal so that the DWP pay the correct amount after 1st April 2023. You will get this information in the letter we sent to you in February. If you need to confirm the rent and service charge figures, please contact us on 0345 6077117 and we'll be happy to provide you with the information again. DWP will not backdate payments so it's important that you update your journal before the end of your assessment period in April.

We have advised Argyll & Bute Council of the new rent figures for tenants who have their Housing Benefit paid direct to their rent accounts and you should have received notification from the Council of your new entitlement.

If you receive Housing Benefit directly to yourself then you will have to contact the Council (Telephone 01546 605512) and advise them of your new rent figure so that they can update their records and pay you the correct entitlement.

UC
Universal Credit



Welcome Ukrainians Event

Fyne Homes attended a Welcome Ukrainians event at the Queens Hall, Dunoon on 1st March. This event was arranged by Argyll & Bute Council resettlement team and follows on from a similar, successful event in Oban last year.

Local Housing Associations, DWP, Scottish Refugee Council, Oxfam and Social Security Scotland were among the organisations in attendance to assist Ukrainian families that have settled throughout Argyll & Bute having fled the country following the invasion by Russia.

Over 30 families attended, with ages ranging from young children to grandparents and some with their host families, and were appreciative of the support and advice offered to them.

To give the Ukrainians a proper Scottish welcome a ceilidh was held following the event. The families enjoyed the music and dancing and there was even some traditional Ukrainian music.

Thanks must go to Argyll & Bute Council for arranging the event and to the musicians that performed on the day. However, the biggest thanks must go to the Ukrainian families for coming along and making the day a huge success.





New Website and Customer Portal

The Fyne Homes website is having a refresh and the new site will be available over the next couple of months. As well as taking this opportunity to revamp our data we will also be launching our new customer portal where you can



- Update your contact details
- Check your tenancy balance
- Make a payment
- View your payment history
- View your charges
- Report a repair
- Contact us



The portal is already available so if you'd like to try out the new portal yourself and be part of our pilot group, please contact our staff for more details.

If you'd like to give the portal a go but would maybe like some extra help, please contact Craig our TP officer to arrange a training session.

Changes when you phone in

We will shortly be introducing a new phone system at reception so when you phone in you'll be prompted to either

- Press 1 to make a payment
- Press 2 to report a repair or speak to our tech services team
- Press 3 (or just continue to hold) – that'll put you through to our reception staff



If making a payment – this is through our payment partner Allpay's secure IVR service – and allows you to make a payment directly from your phone. You will need your 19 digit payment number but this can be provided from reception if you don't know it.

This is just one of the many ways you can pay



TPAS Conference

On 23rd & 24th November, Craig Baxter, Tenant Participation Officer & Sam Jamieson, Housing Team Leader attended the *Housing Workers Conference* in Dundee, organised by TPAS. This was a chance to share best practise with other Registered Social Landlords and Local Authorities



and discuss issues that all housing providers are concerned with. The conference included key note speeches from various professionals with a special mention to David Rhys Wilton from TPAS Cymru on his strategy for the future of tenant engagement. Whilst ideas and experiences were shared with other delegates it was encouraging how well Fyne Homes is doing within the sector.

Lochside Legends

Hello! We are Lochside, formally Lochgilphead Resource Centre. We are a registered day service for adults with learning disabilities. At Lochside we have a very large garden and we would like to create a sensory garden, a memorial garden and also get funding to buy a wheelchair accessible swing.

If you could offer any help or want to volunteer some time to help us then please contact Shirley Nicolson on 01546 603744.





Satisfaction Survey

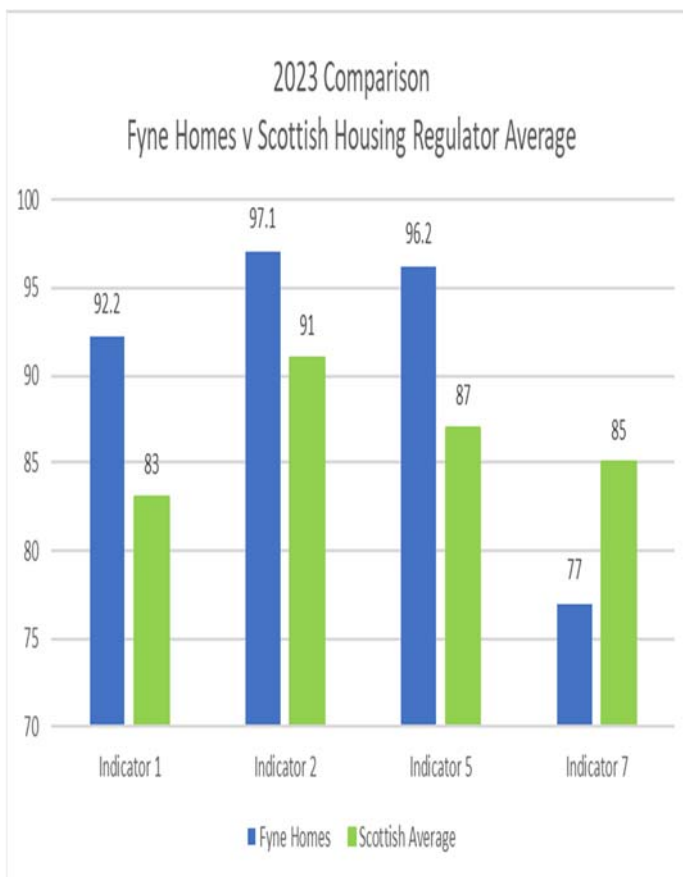
The 3 yearly Tenant & Owner Satisfaction Surveys took place during January & February 2023. Our thanks go to MI Housing Services who carried out the face to face and telephone surveys, sometimes in horrendous weather.

Bill Dickson from MI Housing Services said *"We wish to thank all the tenants, sharing owners and factored owners who participated in the Fyne Homes satisfaction surveys especially those in Kintyre and Mid Argyll who were interviewed face to face on their doorstep in January. The weather was a lot better when interviewing in Cowal and Isle of Bute. We also would like to thank members of staff who assisted us to fulfil our commission from the start, Craig Baxter and at the finish, Hazel Leitch. There was a lot positive feedback from interviewees regarding the helpfulness of all Fyne Homes staff who went out of their way to help them."*

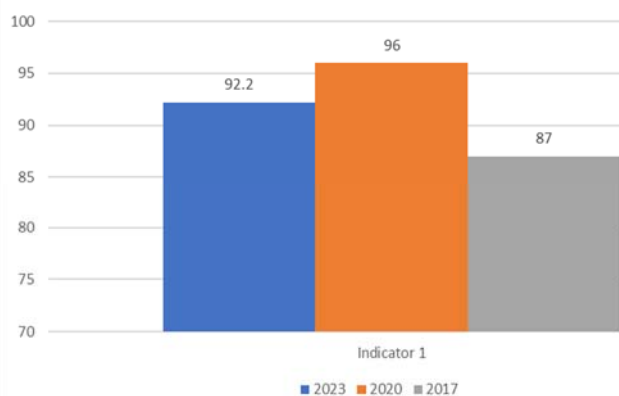
Overall, the survey was conducted with a total of 612 successful interviews from 1,489 tenants and 111 from 236 factored owner occupier addresses across Fyne Homes stock.

The results, whilst slightly down on the 2020 survey indicate that Fyne homes is still performing well and in most cases exceeding the performance of their peers throughout Scotland. However, there are areas where we can improve and management and committee will meet to discuss the best way to focus on these challenges.

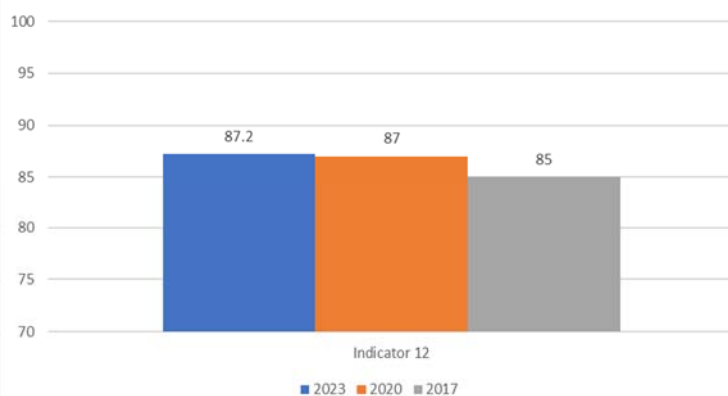
Fyne Homes would like to thank those that participated in the survey and for their honest feedback.



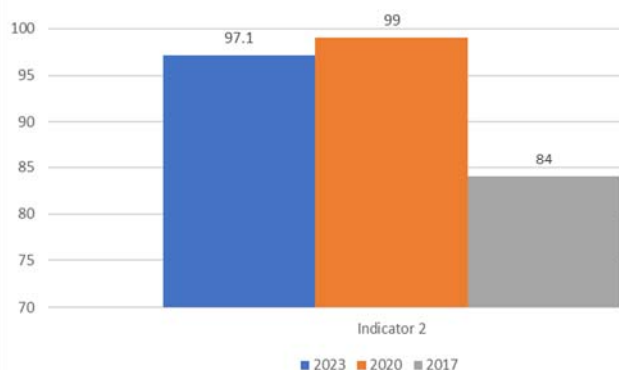
% satisfied with overall service provided by Fyne Homes



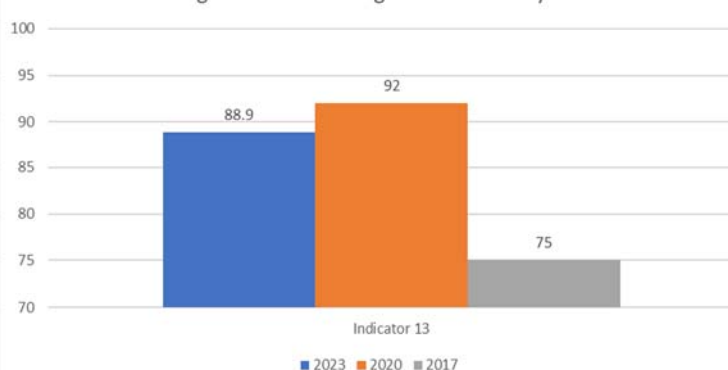
% satisfied with repairs & maintenance service



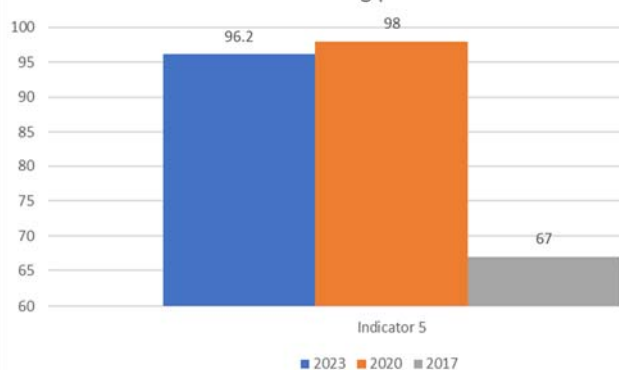
% satisfied that Fyne Homes keep them informed of services & decisions



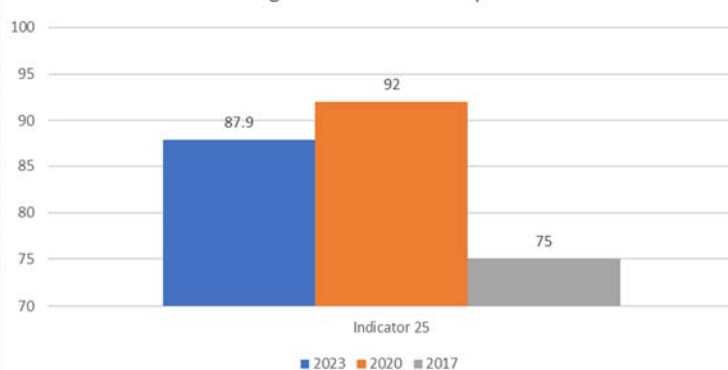
% satisfied with Fyne Homes contribution to the management of the neighbourhood they live in



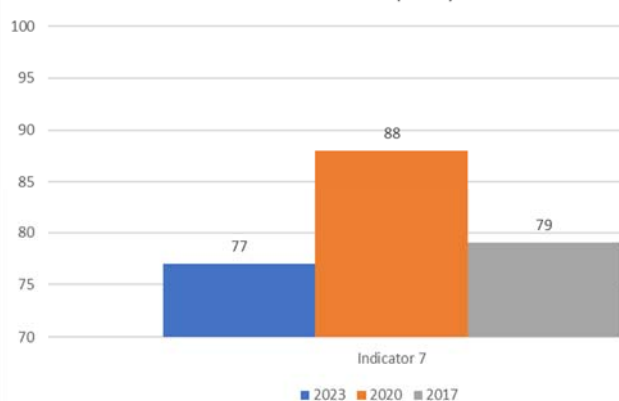
% satisfied with opportunities to participate in decision making process



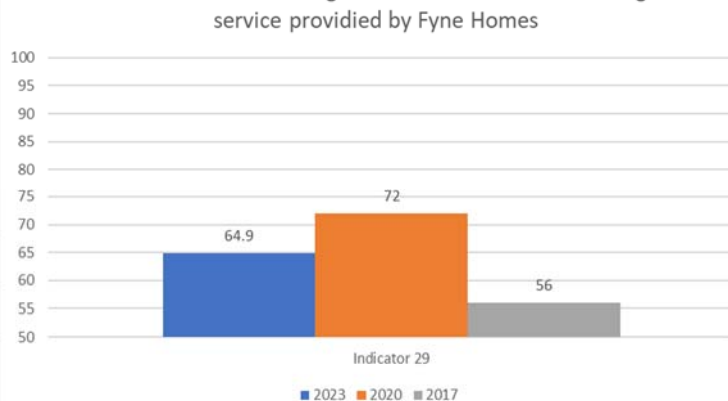
% of tenants who felt the rent for their property represents good value for money

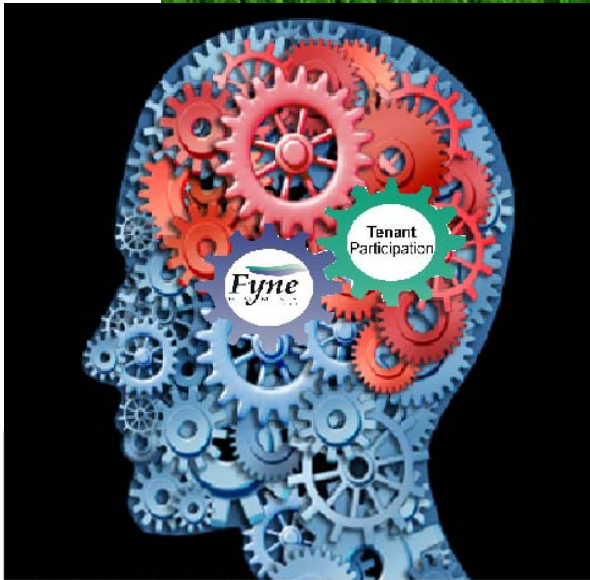


% satisfied with overall quality of their home



% of factored & sharing owners satisfied with factoring service provided by Fyne Homes





SPRING WORD

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

APRIL	BLOOM	BUD	CLIMATE
CULTURES	CUSTOMS	EASTER	FOUR
GARDEN	GREEN	JUNE	MARCH
MAY	PLANTS	PUDDLE	RAIN
RAINBOW	REBIRTH	SPRING EQUINOX	
REGROWTH	REJUVENATION	SPRINGTIME	WARM
RENEWAL	RESURRECTION	SPROUT	SUNSHINE
SEASONS	SHOWER	TEMPERATE	TULIP
SOIL	SPRING		

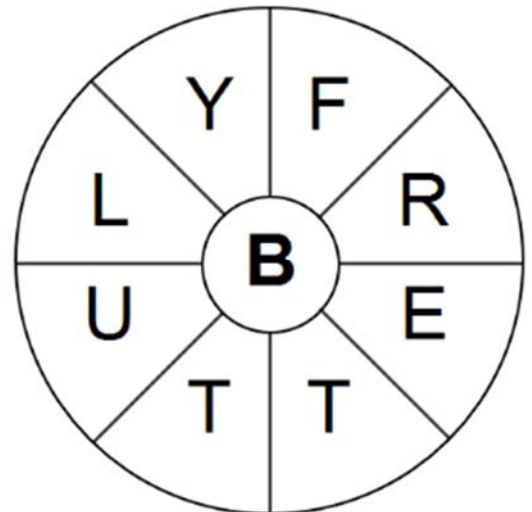
Riddle

Jerry's mum has 4 sons. The first was called brown due to his brown eyes. The second was called Blue due to his blue eyes and the third was called Grey due to his grey eyes, what was the fourth son called? Answer on page X

Brain Teasers

Puzzles to keep your mind active

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 **B**

SUDO-

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

Rent Consultation

During December, 2022 Fyne Homes consulted tenants on rent increase for 2023 / 24. This consultation ensured that the association complied with the Housing (Scotland) Act 2001.

The consultation took into account that the Scottish Government had imposed a rent freeze until March 2023 and at the time of consultation it was unclear whether the Cost of Living (Tenant Protection) Act 2022 would remain in place.

Given this uncertainty coupled with the continued cost of living crisis, Fyne Homes proposed that, should the rent freeze be removed, they would divert from the Rental Policy and not use the Consumer Price Index (CPI) to determine this year's rent increase.

Consultation questionnaires were sent out to 1544 tenants with 115 returns which represents a 7.5% response rate.

The breakdown of responses to the questions asked is reported below:

Q1 Do you agree or disagree with the Fyne Homes Management Committee's recommendation to divert from our Rental Policy and not use the Consumer Price Index (CPI) to determine this year's rent increase, which would increase rents by over 10%?

AGREE 95

DISAGREE 15

OTHER 5

Q2 Do you agree or disagree with the Fyne Homes Management Committee's recommendation to increase rents by 5%, having considered the Associations budget requirements?

AGREE 91

DISAGREE 18

OTHER 6

Q3 Do you agree or disagree your Fyne Homes rent provides Value for Money?

AGREE 94

DISAGREE 11

OTHER 10

Committee took note of the consultation results and approved an actual 5% increase effective from 1st April 2023.

Those that replied to the consultation were entered into a prize draw, with one winner drawn from each area receiving a £50 gift voucher of their choice. Congratulations to:-

Mr Shields, Lochgilphead

Mrs Flaws, Campbeltown

Mr Wallace, Dunoon (pictured right)

Mr & Mrs Chrystie, Rothesay (pictured below) receiving their voucher from Housing Team Leader Sam Jamieson



Thank you to all that participated, it is important to Fyne Homes that tenants have the opportunity to participate in the decision making process and to kept informed about services and the decisions made.

Your views matter.



Household Resilience Advocate Roles

*supporting local communities to access
information and support*

Fyne Homes and Inspiralba have secured investment from Scottish and UK Governments to support householders with rising costs and environmental sustainability.

The project will work with locally based organisations to employ and support 9 employed trainees in staff posts each year over the 3 years, (27 posts over the 3 years). This will provide opportunities for individuals previously unemployed to access employment paying the living wage, where they will gain valuable work experience, skills and accredited training. A Graduate Apprentice will also be employed to assist with Coordination, whilst studying towards an Honours Degree in Business Management.

The project will add capacity to at least 10 locally based anchor organisations to engage in outreach to address issues of rising fuel costs, household poverty and climate action opportunities, all of which are key issues for our communities.

The locally based anchor organisations will support employed trainees to deliver support on:

- **Fuel Poverty** – with Advocates based locally to undertake outreach to support individuals and households facing challenges with increasing costs, to engage with partner organisations to access a range of measures to reduce fuel costs or increase household income with local organisations Alienergy and Bute Advice providing specialist input.





- **Climate Action** – with project assistants being employed to support key priorities as identified in the Campbeltown Community Action Plan and cascaded across the partnership.
- **Child and Family poverty** – with an additional post to engage with parents on the PESF support available as well as Upcycling Assistant roles to assist in promotion, collection, laundry and redistribution of clothing for families.
- **Food poverty** – to extend the reach of the Bute Advice Centre to support the community Food Forum across the area by adding welfare advice reach to those accessing foodbank services.

The programme will provide support to develop the confidence and skills of employed trainees, equipping them to deliver effective engagement in their local community, with accredited training and access to specialist expertise alongside regular network /steering group meetings.

The employability roles will deliver local impact, assisting those most in need in our rural and island communities to access support to reduce poverty, whilst also contributing to net zero targets through energy efficiency and climate action activity.

The project is supported by UK Shared Prosperity Fund, assisted by Argyll and Bute Council alongside Investing in Communities funding from Scottish Government, secured by Fyne Homes, with additional funding from the Fyne Group, Glenbarr Community Development Association and Inspiralba.

Information on the vacancies and job descriptions for the posts (only available to individuals who are currently out of work) available here: [Latest News Page - Inspiralba](https://www.inspiralba.org.uk/latest-news-page) (<https://www.inspiralba.org.uk/latest-news-page>)



Voluntary Committee Members

Fyne Homes has vacancies on the Management Committee, so now is your opportunity to become involved. We are keen to hear from any tenant or resident living within our areas of operation – Bute, Campbeltown, Dunoon or Mid-Argyll, who has the time and interest to join the Management Committee.

What is the Management Committee?

Fyne Homes is governed by its Management Committee, which comprises 12 volunteer members made up through an election process or co-option. Committee members are responsible for strategic leadership and direction of the Association and are involved in the planning, monitoring and control of the delivery of service to our tenants and service users. Committee works closely with the senior management team to achieve these aims.



What skills are required?

You don't need to be a housing specialist to join, we focus on a balance of skills on our Committee and if you have a particular skill or interest in development, finance, housing, IT, general business planning/management etc, these would be beneficial. Both internal and external guidance and support will be provided to familiarise yourself with the day to day running of the Association and to assist in the making of important decisions which affect the communities in which we operate.

What time commitment does this take?

We hold on average 8 Committee meetings a year; these are typically 2 hours long starting from 4pm. These are held in our Boardroom on Bute, however an option to join by video conferencing is also available if you don't live on Bute. You will need to be able to commit time for the main Committee meeting along with preparation time in advance of the meeting to review the papers and be prepared to participate in training opportunities to enable you to fulfil your responsibilities.

Do I get paid?

Unfortunately not, this is a voluntary role however the Association will reimburse all reasonable "out of pocket" expenses associated with your role.

How do I become a member of the Management Committee?

First of all, you must be over 16yrs of age and be a member of the Association. Application for membership costs £1 and forms can be obtained from your local office. However, you can be co-opted on to the Committee without the need to be a member.

Next Steps

If you are interested in joining the Fyne Homes Management Committee or would like to find out more about the role, please contact Fyne Homes, 81 Victoria Street, 03456077117 or email postmaster@fynehomes.co.uk for further information.

FyneHEAT - Fyne Homes Energy Action for Tenants is here to help Fyne Homes tenants to reduce their energy use through energy efficiency advice and assistance in dealing with Energy suppliers. The huge increases in energy costs are affecting all of us, some more than most. We are here to try and help our tenants through these tough times. If you are finding it difficult to pay your Direct Debit/Top up your Pre-payment meter then give Karen a call on 0345 607 7117 for some help and advice.

FyneHEAT

FYNE HOMES ENERGY ACTION FOR TENANTS

Karen can help you if you are in debt to energy suppliers, by helping you to arrange realistic repayment and budget methods, don't delay call Fyne HEAT today on 0345 607 7117.

We asked tenants what their top energy saving tips are, the following are Fyne Homes tenants top tips!

- 1 degree** - Turn your heating down by one degree.
- Curtains** - Close your curtains when it gets dark.
- Full load** - Washing machine or dishwasher - make sure you have a full load.
- Water** - Only use as much as you need in the kettle, don't fill it to the top.
- Light bulbs** - Use energy saving light bulbs, preferably LED's.
- Standby** - DON'T! - Always turn appliances off when not in use.



How much energy do different appliances use?

To save energy, it can help to know just how much each appliance costs to run, using standard appliances and rates under The Energy Price Guarantee for electricity (34p per kilowatt hour, or kWh). These are ballpark figures as different models use different amounts of power, but it should give you a rough idea. kWh (kilowatt hours) are the units used to measure how much power is used by an appliance. It works out as the watt power of an appliance divided by 1,000 (when used for one hour).

Appliance	kWh	Cost per hour
Tumble dryer (3,000 watts)	3	£1.02
Oven (2,000W)	2	68p
Kettle (1,800W)	1.8	61p
Electric hob (1,700W)	1.7	58p
Vacuum cleaner (1,400W)	1.4	48p
Dishwasher, Microwave & Toaster all (1,200W)	1.2	41p
Iron (1,100W)	1.1	37p
Air fryer (1,000W)	1	34p
Slow cooker (225W)	0.225	8p
Playstation 5 (201W)	0.201	7p
Electric blanket (100W)	0.1	3.4p
Sky Q box (45W)	0.045	1.5p
TV (30W)	0.03	1.02p
Fridge (28W)	0.028	0.95p
Phone charger (5W)	0.005	0.17p



Remember if you need help with any kind of issue with energy suppliers get in touch with FyneHEAT. There is also lots of help, information and advice on the FyneHEAT section of our website.



Jim Pollock.



It was with great sadness for staff and committee to hear of the passing of recently retired friend and colleague Jim Pollock.

Jim worked as a gardener within our Technical Services Team for over 15 years and was a dedicated and hard working member of staff.

A memorial service to celebrate Jim's life was arranged by his good friends Neil and Anne at the Grapes Bar on Thursday 9th March, 2023 and was well attended by his many friends and former colleagues.

Harry MacLean

Nicole Booth

Iain Macpherson

Martin Lilley

Craig Baxter

Kora Nicholson

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.

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.



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Incorporating: William Woodhouse Strain Housing Association and Bute Housing Association