



Fyne news

Spring 2017

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

In This Issue:

- Newsletter Delivery Changes
- FyneHeat Returns
- Starters and Leavers
- Tennant Participation
- Fyne Homes supporting Social Enterprise



WINNERS

Tenants Reward Scheme

December 2016	Mr & Mrs Cowling	Kirn
January 2017	Mr & Mrs M Rooney	Rothesay
February 2017	Mrs J George	Rothesay

**£20
Monthly
Draw**



2016 Christmas Hamper Winners

- » Mr J MacAllister —Ardrishaig
- » Ms L Parramore — Kilmun (Pictured)
- » Mr & Mrs Beagan —Isle of Gigha
- » Mrs J McMillan —Rothesay

We're changing how you will receive our Newsletters and Annual Reports

In the past we have always posted a hard copy of our newsletters and Annual Reports to our tenants and stakeholders as well as making them available on our website.

In considering our responsibility to the environment together with printing, in-house administration and postage costs we will in future be publishing our Annual Report and Newsletter online at www.fynehomes.co.uk.

If you would prefer to receive them in hard copy, direct to you by email or in alternative format please notify us.

The last newsletter to be circulated by post will be our summer issue in early July. We will not be posting a hard copy of our Annual Report this year.

Our newsletters are published in April, July, October and December and our Annual Report in September.

You can contact us by phone on 0345 6077117 or via the Contact Us area of our website to let us know your preference.

FyneHEAT

FYNE HOMES ENERGY ACTION FOR TENANTS

Fyne Homes Energy Action for Tenants Returns!

Fyne Homes has successfully bid to the Scottish Governments Climate Challenge Fund. The funding will allow Fyne Homes to offer advice and assistance to their tenants to help them reduce energy use, energy bills, switch suppliers and reduce their carbon emissions.

Drop in Energy Saving Advice Surgeries will take place regularly in Campbeltown, Dunoon, Lochgilphead & Rothesay. Look out for the first FyneHEAT newsletter dropping through your door in June. If you need help or advice to reduce your energy use, contact FyneHEAT on 0345 607 7117.

- Struggling to pay your energy bills?
- Do you want to get the best deal and switch supplier?
- Do you know how much it costs YOU to keep TV, laptop/PC, Xbox, on standby 24/7?
- Need help & advice on how to reduce your energy use and your bills?
- Confused by your electricity/gas bill?
- Not sure how to read your meter?

Call Fyne HEAT 0345 607 7117

Fyne HEAT Energy Advisors are waiting for your call.

New Starter

We are delighted to welcome Graham Larkin to Fyne Homes as Technical Services Officer for Mid Argyll. Graham brings a sound technical knowledge coupled with a wealth of experience in the housing sector and after initial training on Bute will take up his post based in the Lochgilphead office.



Leaver

Jimmy Ewing is retiring as Technical Services Manager on 17th March after almost 19 years with Fyne Homes. We would like to thank Jimmy for his hard work and dedication over the last 2 decades and tenants and staff alike will be sure to wish Jimmy a happy retirement.



During the year Fyne Homes will be continuing to run events that allow you to come along and have an informal chat with our staff over a cuppa and cake. There will also be events aimed at involving your children. These events have been a



great success in the past and they are there for you to seek advice, give us feedback or just pop in for a chat.

Along with Fyne Homes, other agencies including Argyll & Bute Council, Scottish Fire & Rescue, Argyll Net Works, Fyne Heat and others will be invited along to these events to offer their advice and assistance whether it is Welfare Reform, Energy Saving, Fire Safety, Home and Personal Safety or Home Insurance.

Information on events will be advertised in our newsletters, on our website, via Facebook, in our offices or by mail.

These events are for you and if there is anything that you would like specific advice on, let us know and we will try and arrange something in the future that will meet your request. It may be that you are involved in a local community group and want to come along and speak with other tenants.

To contact Fyne Homes about these events please either call 0345 6077117 and ask for Craig Baxter, Tenant Participation Officer or email cbaxter@fynehomes.co.uk

Tenant & Owner Satisfaction Survey As you will be aware, Fyne Homes recently carried out a Tenant & Factored Owner Satisfaction Survey. Knowledge Partnership, who are an independent company specialising in this field were appointed by Fyne Homes to carry out the survey on their behalf. The information gathered will allow Fyne Homes to look at the areas where to maintain performance and areas where they can improve. Results of the survey will be reported in our summer newsletter and on our website www.fynehomes.org.uk

Tenant Participation

Get Involved

Fyne Homes Tenant Participation is dedicated to improving interaction between tenants and Fyne Homes.

This includes: the overall service you receive, keeping you informed about services and outcomes and your opportunities to participate in Fyne Homes decision making.



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

Consultation Register

Register to be consulted with and we will contact you for your view on matters that may be of interest to you.

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 the neighbourhood for example.

Better Services Team (BeST)

Be part of our tenant scrutiny team and help Fyne Homes to assess our performance against our key performance indicators, including the Scottish Social Housing Charter's outcomes.

If you are interested in getting involved in any of these ways please contact us through your local office or email us on postmaster@fynehomes.co.uk or call 0345 6077117 and ask for Craig Baxter, Tenant Participation Officer.

Fyne Homes supports services for older people in South Kintyre

Shopperaide is a local charity, based in Campbeltown and operating since 2011 who provide a grocery shopping, befriending and household support for older people in the Kintyre area. Their work supports older people to live at home independently for as long as they are able. They also encourage citizenship by providing volunteer opportunities, with a considerable amount of volunteer time supporting their work locally. The demographics of Argyll highlight the increasing need for services for older people and Fyne Homes have been working with Shopperaide for the past 2 years to support and expand their services.

With support from the Scottish Governments People and Communities fund Fyne Homes has been able to assist Shopperaide to expand and grow their services over the past 2 years. This has supported the charity to extend shopping and extra help activities (which include help with household tasks, appointments for banking, health related and social activities and even moving house). However having identified that social isolation was a key factor for the older people a range of social activities have been developed.

The Old Pals Network and Garry's Gang weekly activities for men and twice weekly 'Elderberries Club' offering a range of activities and the opportunity for older people to meet and socialise in comfortable, safe surroundings, with assistance to meet their transport and support needs.

A variety of activities are undertaken to suit the people attending e.g. walking and physical activity, arts and crafts, pampering sessions, information sessions, entertainment and outings – with 50+ people regularly attending.

Feedback from participants:

'It gets me up in the morning and I like meeting with my new friends here'.

'Many thanks for making my life easier and for your help throughout the year' (client that we shop for weekly and who lives 17 miles from the main town.)

"A very big thank you to you all for giving your time and dedication to ensuring our brother was kept well and truly stocked with his favourite supplies every Tuesday" (clients' sister when he moved into a nursing home)

"as a new person to the area with health problems – this has helped with my recovery" (originally a volunteer & now a sessional worker at Elderberries)

Susan Paterson, Shopperaide Director said:

"Shopperaide is delighted with the support we get from Fyne Homes it has helped us to provide services for older people in Kintyre".

For more information on Shopperaide services please contact: 01586 55 1600



NO FOULING



Tackling Dog Fouling FREE Dog Waste Bags

CLEAN IT UP!



Fyne Homes has introduced a new dog fouling initiative
FREE dog waste bags and dispensers are available at any Fyne Homes office.

The objectives are:-

- ♦ To reduce dog fouling
- ♦ Improve the environment within our community

As a responsible dog owner, you can prevent the problem of dog fouling in public places by considering the following points:-

- ♦ If you have a private garden, teach your dog to "go" before you leave your home
- ♦ Always carry dog waste bags to clean up after your dog
- ♦ Never let your dog out alone

Dog walkers are encouraged to pick up after the dogs in their care and dispose of it responsibly into "any bin". The general public are encouraged to report known offenders to Argyll & Bute Council dog warden. on 01546 605514

Don't end up in the Dog House
pick up after your dog



FREE dog waste bags here!!



In partnership with



What should you do if your Carbon Monoxide Detector Goes off?

- Open your doors and windows for ventilation and leave the room for fresh air
- Shut off your gas supply
- Contact Gas emergency service (0800 111 999)
- Contact Hanover out of hours



Fyne Homes supporting Social Enterprises to create jobs and provide services in our rural communities.

Fyne Homes has had a commitment to supporting social enterprise activity across the area for the past 10 years, recognising the significant contribution social enterprises make not only to the Argyll economy but to the sustainability of services and communities across the area. Social enterprises are innovative, independent businesses that exist specifically for social and/or environmental purposes. With 244 social

enterprises operating across Argyll and Bute, the sector has a combined income of almost £40.7m and supports an estimated 1,795 jobs, whilst delivering a range of community benefits and supporting the sustainability of our rural communities.

'Social enterprises aim to make a profit just like any private sector business. However, 100% of their profits or surpluses are always reinvested back into their social and/or environmental purpose'. Social Enterprise Scotland

Over the past 2 years Fyne Homes has secured support from People and Communities funding to support employability placements with existing social enterprises. Social enterprises across the area including; Kintyre Recycling and Callum's Cabin have been supported to provide employment and training for 32 unemployed people.

In addition Fyne Homes has provided support to Inspiralba and Firstport to take forward the Vital Spark programme, which assists people to take forward new social enterprise ideas and start up new enterprises. The programme has supported 30 individuals and so far 14 new social enterprises have secured start up funding from UK awarding body Unltd. They are at various stages of growing their businesses from test trading activities to fully operation (with one social

enterprise having been operating for a year and now employing 3 people within the enterprise).

A range of local services and products have been developed including Employment and Training activities, manufacturing adaptations and mobility aids, arts activities, services for children and young people, services for older people and environmental activities.



Alison Clark of Triple Aspect Theatre Company along with Vital Spark local Programme Coordinator Angela Hogg



Gordon Allen of Wee Toon Environmental Solutions along with Andrew and Kelvin

ReStyle

Time for a spring clean! Out with the old, in with the new. During your spring clean this year remember that ReStyle love donated items. Any furniture that you think may still have some life left would be welcomed. We are now also accepting donations of white goods. Please get in touch and we can organise a viewing.

If you are shopping with us for your used furniture ReStyle has new opening times. We are now closed on Monday and open on a Wednesday.

Monday – Closed

Tuesday 10:30 – 2:00

Wednesday 10:30 – 2:00

Thursday 10:30 – 2:30

Friday 10:30 – 2:30

Saturday 10:30 2:30

Sunday – Closed



Bute Produce



Throughout the winter 4 of our trainees achieved the RGBE (Royal Botanic Gardens Edinburgh) Certificate in Practical Horticulture.

The beds have been prepared for permaculture plots in order that plants will be maintaining the soil which allows succession crops to benefit from the nutrient left in the soil by the previous crops. This means that there will be less need for heavy machinery to work the land and therefore further reduce our carbon footprint. Training has commenced for our New Keeper in anticipation of our bees arriving on site in the spring. There will be courses available for you all to attend which will help you understand how to Grow Your Own Vegetables, Seed Saving and Composting. The new season will bring new Bute Potatoes, carrots, onions, lettuce, purple sprouting broccoli and many others all grown locally at Bute Produce.

There are still some plots available to be adopted, free of charge for you to grow your own plants and vegetables. You can order vegetables through our green box scheme to have them delivered to your home or ready for you to collect fresh from the garden every week.

Please contact us on 01700 503181

FYNE HOMES CHRISTMAS DONATE TO ST VINCENT'S HOSPICE, RENFREWSHIRE



Throughout December 2016 Fyne Homes' staff decided it would be a good idea if anyone wanted to come to work in festive wear and donate £1 each time they did it. The offices looked nice and cheery with some choosing to wear jumpers, hats & earrings and in one case AN ELF OUTFIT (staff member being kept anonymous!!). Again, rather than handing out Christmas cards to each other, staff & committee members gave a contribution to a charity.



A staff member was chosen at random and they requested that the money be donated to St Vincent's Hospice as their late father received such good care. As you can see from the certificate the Hospice were delighted.

Well done to everyone involved, a fantastic effort to raise £200!!

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

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.



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.

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



This newsletter
has been
produced using
re-cycled paper

Fyne Homes Limited. Registered Office: 81 Victoria Street, Rothsay, Isle of Bute, PA20 0AP
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Incorporating: William Woodhouse Strain Housing Association and Bute Housing Association