

Fyne news

Summer 2016

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

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Sensory Shed
New Staff



WINNERS

Tenants Reward Scheme

March 2016	Mr & Mrs W Maguire <i>(Mrs Maguire Pictured Below)</i>	Rothesay
April 2016	Mrs & Mr I Dalziel	Campbeltown
May 2016	Mr J McGowan & Ms S McGuinness	Rothesay

£20
Monthly
Draw



Mrs Irene Howard,
one of our
Lochgilphead
tenants, celebrated

Happy 100th Birthday Irene



her 100th Birthday on
Wednesday 18th May 2016.
Irene was born in Cheshire in
1916. During WW2 she helped
run the family business of
Ironmongers.

Irene then trained as a
Corsetiere where she would
help people with post surgery
and other injuries that required
a corset.

Irene married in 1941 to Les
who was a "Desert Rat" during
WW2 and was away in Africa
for over 2 years.

Irene & Les had 2 children, Pam
& Ian. She has 5 grandchildren
and 13 great grand children.

Irene is an Artist and to this day
enjoys dabbling in drawing and
painting. She is a very sociable, outgoing
lady who enjoys company.

AGM

NOTICE TO MEMBERS

AGM

Annual General Meeting

The Annual General Meeting (AGM) of Fyne Homes will be held on Wednesday 21st September 2016 at 2.00 pm in the Discovery Centre, Victoria Street, Rothesay.

The meeting requires that at least 10% of the membership attend before the meeting can proceed.

Committee wish to encourage tenant members to attend the AGM and would like to assess how many would attend if transport were available. In order that any necessary arrangements can be made we need to know numbers, so if you are a tenant member and want to attend the AGM but require transport please contact Margaret Thomson on 0345 607 7117 by 7th August 2016.



Happy New Home

Fyne Homes is proud to report a successful move for tenants Mr and Mrs McLeod. Mr and Mrs McLeod applied for a transfer and they were delighted to be offered a property in Bridge Park, which was more suitable for their needs. Sam Jamieson, Housing Officer met with the couple to make sure they were settling in well and confirmed the tenants are very happy with their new home.



Welfare Benefits

April 2016 has seen some changes to the Welfare benefits system with a few other changes planned for the future- here are brief details of the major changes.



Housing Benefit-

Housing benefit backdating for working age claimants is to be reduced so that new claims from working age claimants will be backdated for a maximum of one month. (Previously it was up to 6 months if good cause was shown)
The family premium of £17.45 is to be removed from all new claims and new births from 1st May 2016.

All Benefits-

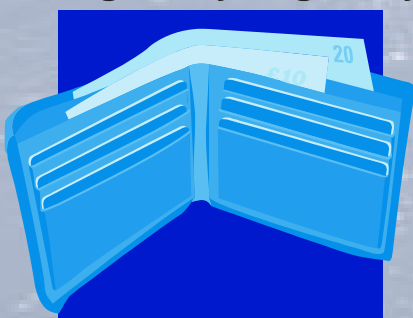
The main rates of **working age benefits and tax credits are to be frozen** in cash terms for 4 years from April 2016.

The **benefit cap** is being reduced in Autumn 2016 to £20,000 for couples or single parents with children outside of London, and to £13,400 for single people outside of London.

The benefits that count toward the cap are- Bereavement Allowance, Child Benefit , Child Tax Credit, Employment and Support Allowance (except for those in support group), Housing Benefit, Incapacity Benefit, Income support, Jobseekers Allowance, Maternity Allowance, Severe Disablement Allowance, Universal Credit, Widowed Parents Allowance, Widowed Mothers Allowance, Widows Pension.

Who the benefit cap **does not** apply to-

The benefit cap will not apply to you if you, your partner or any children living with you get any of the following benefits.



Working Tax Credit, Attendance Allowance, Carers Allowance, Disability Living Allowance, Guardians Allowance, Industrial Injuries Benefits , Personal Independence Payment, The support group of Employment Support Allowance, War Widows or War Widowers Pension, War Pensions, Armed Forces Compensation Scheme, Armed Forces Independent Payment.

Benefits Changes 2016



Tax Credit-

The tax credit income disregard is to be cut. - Until this year if your household income increased by up to £5000 during the tax year this increase was ignored when calculating your entitlement for the year. From April 2016 this will be reduced so that any increase in income of more than £2500 will be taken in to account.

New State Pension-

For those reaching pension age from 6 April 2016 a new state pension is being introduced to replace the basic State Pension and State Second Pension. The new pension consists of a single amount (£155.65 per week) to be awarded in full if you have 35 qualifying years of National Insurance contributions. If you don't have the contributions required for the full pension, as long as you have a minimum number of qualifying years (between 7 and 10) you will receive a pro rata amount.



Universal Credit-



This has now been introduced in Argyll and Bute. The work allowance ie the amount you can earn before your benefit is affected is being abolished altogether from April 2016 for non-disabled, childless claimants meaning your benefit is reduced as soon as you start earning. There are still work allowances for disabled people and people with children.

Other changes

National Minimum Wage- this has been rebranded as the **National Living Wage** and is now £7.20 per hour for those aged 25 or over from April 2016.

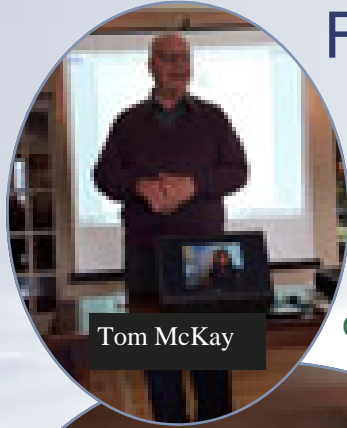
Personal Tax Allowance- the amount you can earn before paying tax has been increased from £10,600 to £11,000 from April 2016.

For further information on Welfare Benefits please check www.gov.uk

If you are having any issues with Welfare Benefits or you wish a Welfare Benefits check please contact Margo Allan on 0345 6077117 to arrange an appointment.

Fyne Homes Staff Training and Workshop Day

Fyne Homes staff all met together on 3rd June at the Loch Fyne Hotel, Inveraray. The meeting was launched by our chairman Tom McKay, which was followed by a presentation from our Chief



Tom McKay



Colin Renfrew

Executive, Colin Renfrew. The members

of staff present then split into two groups, for an informative presentation by Lorna Ashworth about our upcoming job evaluation exercise or an interesting role-play workshop by the Walking Theatre Company (you can see what they thought of us below). After lunch the groups swapped over, and then we all had a nice drive home in the evening sunshine, hopefully better informed and prepared for the year ahead.



Lorna Ashworth



Fyne Homes Staff and the Walking Theatre Company

A glorious summer day in Loch Fyne saw the staff of Bute based Social Enterprise, Fyne Homes, gather for a training day out of the office. Fyne Homes Ltd is a Charitable Registered Social Landlord, operating in rural and isolated areas. Their tenants have come to rely on the good quality and efficient services that Fyne Homes offer and staff training and development is key to the consistency of this excellent service.

As part of their training day, they included Forum Theatre role-play, delivered by another Argyll Social Enterprise, The Walking Theatre Company (TWTC). The intrepid delegates, joined team TWTC for 2 sessions of laughter, learning and much spirited discussion, in which everyone joined in, including Fyne Homes Chairman, who had everyone in gales of laughter as he enthusiastically expressed his views on the behaviour of one of the characters he met during the workshops.

Forum Theatre is an effective drama based technique that acts as a catalyst for change. Bespoke workshops, led by actor/trainers create a shared platform in which a company can explore working practice and practically implement ideas in a safe, relaxed, professionally supported environment, to develop team skills and hone best working practice. TWTC create role-play scenarios 'relevant' to a company's day-to-day experiences, that develop learning skills, reflect understanding of behaviours and explore the impact of emotion within any working 'situation'.

So why use Forum Theatre role-play? Unlike real life, everyone in the team gets to create change within the training session, to reshape conversations, to try out different approaches and strategies, such as; the effects of better body language; effective framing of conversations; effective questions; use of reflective language; active listening; and taking ownership. The overall impact being, improved outcomes and achieving success.

For more information on training days please contact TWTC.

www.thewalkingtheatrecompany.com

Alana@thewalkingtheatrecompany.com

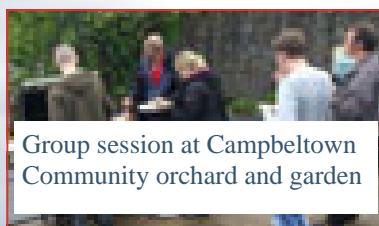
01369 820115



Dave Fee, from social enterprise 'Homesong'

Fyne Homes support for community activities

Fyne Homes has supported employability opportunities with a number of partner organisations over the past year and has now had approval to continue this work with funding support from Scottish Governments People and Communities.



Group session at Campbeltown Community orchard and garden

Growing Skills and Confidence - Community Horticulture

Support for employment, training and volunteering opportunities at community gardens in Bute, Campbeltown and Islay has proven to be an effective way for assisting unemployed people to gain confidence skills and experience. This also assists the 3 local produce organisations to continue to deliver a range of activities with health benefits for the wider community.



Gordon Allen of Wee Toon Environmental Solutions

Active Kintyre Older People's Hub -

Support for Shopperaide and Senior Citizens Monday Club to deliver services and activities for older people in Kintyre. Shopperaide provide shopping, transport and social activities for older people. Fyne Homes support assists with the costs of delivering the Elderberries Club, which is held twice a week in the Free Church Hall. The support also assists with room hire costs for the Monday Club at Kinloch Hall. Both these groups encourage social interaction for older people as well as providing information on a range of support services. Activities assist older people to live healthy, active lives and live independently as active members of the community.



Vital Spark group session

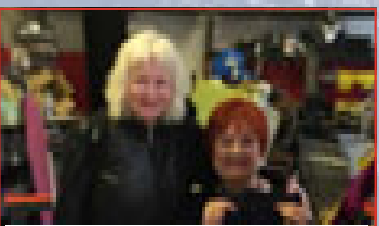
Vital Spark and Social Enterprise employment training support

Vital Spark is a two year programme to revitalise Argyll & the Islands through social enterprise activities which encourages individuals to take forward enterprising ideas which address local issues and aspirations. The programme is delivered by Firstport and Inspiralba with funding support from Highlands and Islands Enterprise and Cal Mac.



Shopperaide's Elderberries group enjoying tea and jigsaws

Over the past 9 months the programme has assisted 12 new enterprises who have accessed business support, training and use of hub space in Campbeltown, Rothesay and Dunoon. From the first round of participants, 10 new social enterprises have been established collectively securing £34,000 in Unltd funding to help with start up costs for their activities. Examples of the kind of enterprising activities include:



Alison Clark from Tripple Aspect Theatre Company pictured in her workshop in Rothesay, along with Angela Hogg, Vital Spark Programme Coordinator Rothesay

Wee Toon Environmental Solutions are now employing the social entrepreneur that set up the enterprise as well as one employed trainee, who is learning a range of skills. Inspired by Autism have now established a regular support group for parents / carers in Cowal. They built a range of presentations which they deliver for Universities and Organisations which provides an income stream for their charitable activities. Triple Aspect Theatre Company are working from their shop premises and have an event planned as part of Paisley Puppet Festival.

Funding support from Fyne Homes and People and Communities also supports placement opportunities with established social enterprises including, Calums Cabin, Kintyre Recycling and South Kintyre Development Trust.

A Few Words from our “Apprentice Challenge” Winner



“After winning the Apprentice Challenge, I was overwhelmed by the result. Not only was I the overall winner in Scotland, but I was also inspiring people who have motivated me. I have gained more knowledge and experience from the debates, conferences and seminars. I intend to keep in touch with all of the other apprentices, as I have made a few friends and I love to network with them one day. I am very honoured and humbled by the encouragement that I’m receiving from my Committee Members. It is good for my future ambitions.”

“The world is your oyster” as the saying is.

“There are many reasons why I applied for this opportunity like this don't come around often. Things that really appealed to me were the chance to gain work and life experience. I was well supported and trained.”

“Personally, I am really interested in using logical approaches to solve problems and find answers. My research into housing management made me feel this career is perfect for me.”

“I like interacting with our applicants, completing their application form and processing it until they become tenants. Most of all, I enjoy dealing with maintenance enquiries, dealing with repairs and...”

“I learn something new every day, which is great.”

“I have been very fortunate in my apprenticeship, working in different departments within the organisation. It has helped me clear my arrears. This has been very beneficial and a really rewarding experience.”

“On completion of my apprenticeship, I will be a Housing Admin Trainee. I am over the moon!”

“I really hope that I can encourage you to apply for apprenticeships; as you can achieve great success, just like mine! My ambition is to work as a housing officer one day. My apprenticeship has helped me decide on my career path that I wish to achieve.”

“Apprentice Challenge” Champion

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... did I take away the title
... t I also met a lot of
... d me. I have
... ence from learning
... sessions. I also
... e other
... iends and would



...y all the support and
... om all of the staff at Fyne Homes and
... Fyne Homes and our island. I will continue to work hard to achieve my goals and life

They say!

...lied for the Modern Apprenticeship. Firstly, the Isle of Bute is a small island, so
... ound a lot. After researching the apprenticeship, the
... ere that I would be learning on the job and
... ould be getting paid, educated, qualified

... how people think and behave and in
... oblems, make decisions and find
... really left me feeling enthused, and I



... when assisting them to complete an
... ntil it reaches a stage when the applicants
... helping them out, whether it's housing or
... antisocial behaviour or reporting estate management issues.
... hich I believe is building up and strengthening my self-confidence.
... pprenticeship as my line manager has allowed me to job shadow colleagues in the various
... . This has allowed me to gain work experience in reception, finance, maintenance and rent
... al, and I now know, briefly, how each department operates. My apprenticeship has been a

... p; I have been offered a permanent position in the housing department to work as a
... ne moon and delighted with my good news!!

... ough people
... can gain
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... le on the

Champion Apprentice



Fyne Heat Update

What did we want to do?

- Reduce Fuel Poverty
- Engage with our tenants
- Encourage behaviour change
- Reduce energy use
- Reduce carbon emissions.

How did we do it?

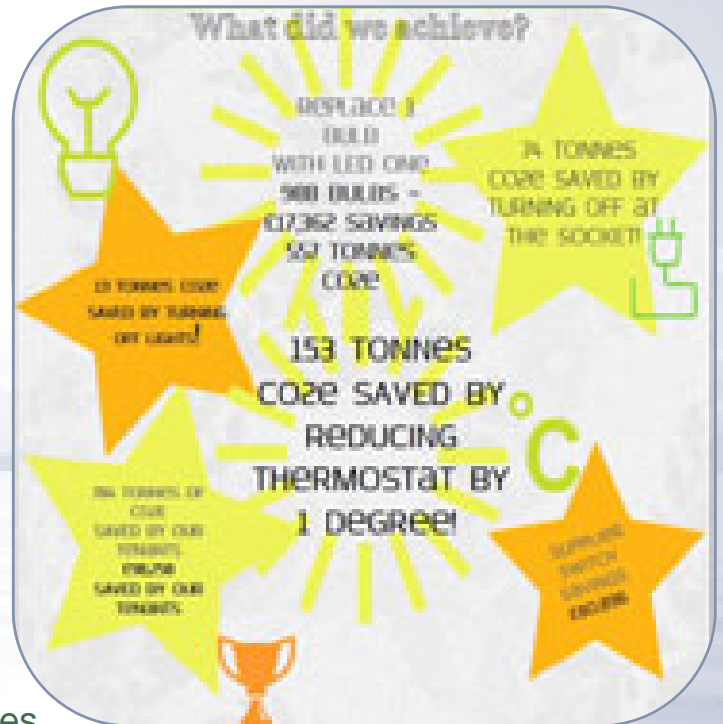
- Quarterly FyneHEAT newsletter to all our tenants
- Energy Saving Advice surgeries – a cuppa, cake and energy saving advice
- FyneHEAT bags, pens, thermometer cards for our tenants
- Distributed 274 energy monitors
- 11 staff trained as energy advisors
- 2,314 miles and 56 ferry journeys for homes visits and advice surgeries.

What did we achieve?

- Switch to LED bulbs = £17,362 SAVED
- Turn thermostat down by 1 degree = 153 tonnes CO2e SAVED
- Supplier switch savings = £80,896 SAVED
- Turning off lights = 13 tonnes CO2e SAVED

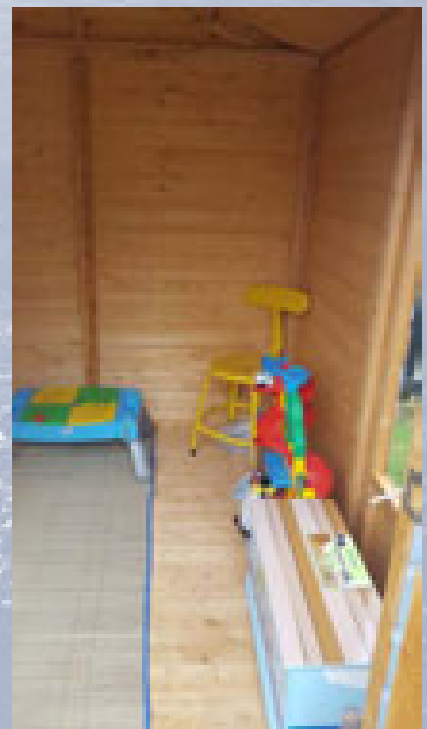
FyneHEAT

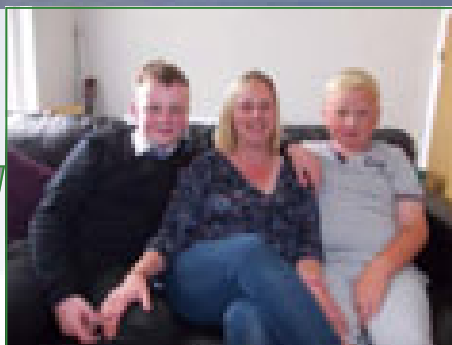
FYNE HOMES ENERGY ACTION FOR TENANTS



Sensory Shed

Mr P McDade & Miss C Finlay, 2 Miller Court were recently granted funding from Family Fund, a UK charity that provides grants for families raising disabled or seriously ill children and young people. The grant allowed the family to build a 7 x 7 sensory shed. The sensory shed will provide an environment that is designed with the purpose of stimulating the senses with texture, colour, scent etc.. Work was carried out by a local tradesman and the family is very happy with the results.





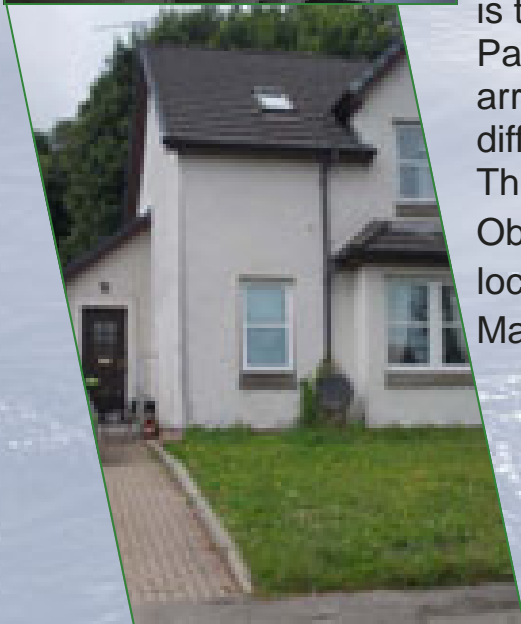
New Extension

Ms Pasqua Faccenda is delighted with the new extension built on to her home at Columba Court, Ardrishaig.

Ms Faccenda moved out so that a downstairs bedroom, wet room, larger hallway, kitchen with adjustable hob, and ramp be built/extended in order to make her home more accessible, due to her long term medical condition.

Aidan and Finlay, Pasqua's sons are delighted to be back home, as is the cat!

Pasqua has said "these new living arrangements will make a huge difference in my every day life". The contract was delivered by Oban based CP Architects and local contractor Duncan MacGregor.





Fyne Futures Ltd
National Charity No. 1034431



Summer Activities at Bute Produce

Bute Produce is running events throughout the months of July and August for children and their parents/ carers/playgroups/nurseries/afterschool clubs to participate.

The events will take place each Wednesday between 12-2pm, to book a place simply call 01700 503181 or email admin@fynefutures.org.uk . All events are **FREE** of charge, simply appear after you have booked your place wearing suitable old clothing and appropriate footwear, trainers in dry weather/ wellies if wet.

The schedules of events are:

6 th July	Make a Scarecrow
13 th July	Organic gardeners do/do not game
20 th July	Crop and family games
27 th July	Yes No Maybe Compost Game
3 rd August	Herb Spiral
10 th August	Build a Wildlife Habitat
17 th August	Friend and foe game
24 th August	Reduce Reuse Run Around game
31 st August	Tool and Use matching game



Grow Your Own workshops, enjoy the outdoors, learn new skills and meet new people, workshops run for 4 weeks, starting **Tuesday 5th July 2016** or **Tuesday 9th August** and are **FREE**
To enroll call 01700503181 or email admin@fynefutures.org.uk



Learn soft furnishing skills, e.g. making cushions, table runners etc.
All you need to bring along is a sewing machine and we will supply the fabric.
Every Tuesday in August between 2-4pm in the Re-style shop, Montague Street, Rothesay .
To register call 01700 503181



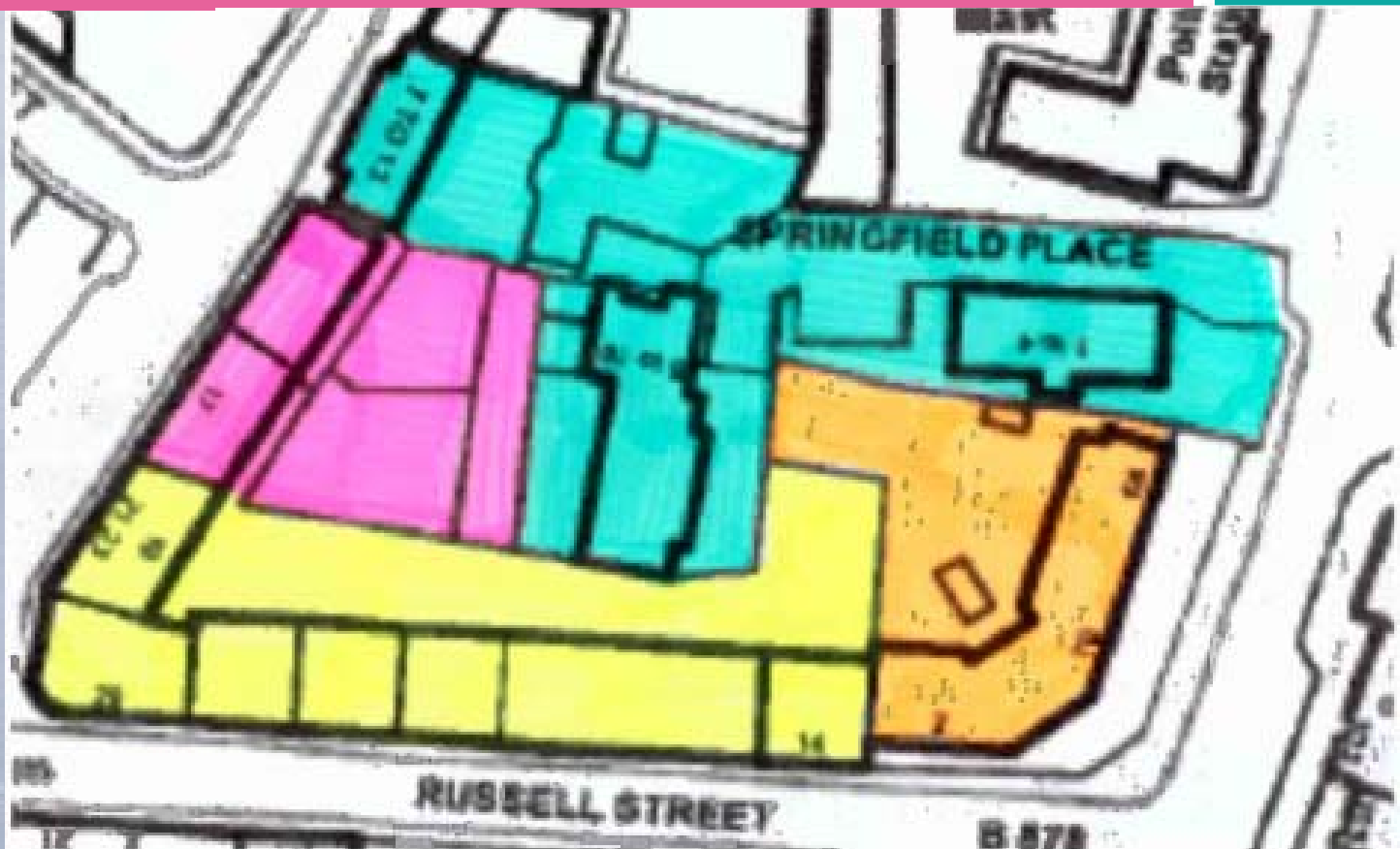
Fyne Futures Recycling

As part of our continuing Zero Waste Bute project, Fyne Futures Recycling will be inviting 81 tenement households to take part in a unique pilot. We are testing 4 different types of recycling kit and working with tenants to support increased recycling. The pilot area will cover a quadrant in the centre of Rothesay. We are inviting householders to get involved in recycling and give us feedback on the kit provided.



Blue Area – Communal designed bring site (based on Orbis design) with individual green bags

Pink Area – 3-box stack system



Yellow Area – Landfill bin pads / Recycling bin pads with individual green bags

Orange Area – Communal 'Node' with individual green bags



Fire Safety Notice

This damage occurred after an outside candle was left unattended in someone's back garden. The candle fell over and

set the back door on fire. Luckily no one was injured, this time, and the property was relatively unscathed, apart from the door.

Can we please ask that you are extra vigilant when using candles, both inside and outside your property.

If you feel that you would benefit from a Home Fire Safety Visit from your local fire safety officer please contact your local housing officer or your local Fire Station.



New Starter



John MacCallum started as Technical Services Manager at the beginning of June. He is currently shadowing some of our senior technical department staff who are getting ready for their well earned retirement.

When John has picked up all the good practices and expert knowledge from our team, he will be ready to provide managerial control for the excellent repairs and maintenance service that our tenants expect.

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, Rothesay, Isle of Bute, PA20 0AP
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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