

Fyne news

Winter 2023

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
22nd December and
re-open for business on
Thursday 4th January
2024

In This Issue:

Lucky Winners
Tenant Participation
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Housing Awards
Free Cinema Tickets
Fyne Heat Advice



WINNERS

Tenants Reward Scheme

October 2023

Mr D McGregor

Rothesay

November 2023

Mrs B Wolverson

Campbeltown

£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 18th December. These fantastic hampers are crammed full of goodies and will be a welcome treat just before Christmas.



Consultation Draw Winners

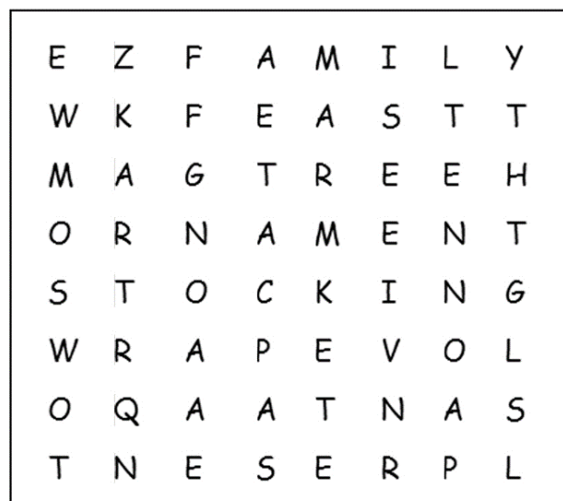
During October and November Fyne Homes ran a series of consultations on some of its policies, namely Registration of Tenant Organisations and a new policy, Tenant Domestic Abuse.

Thank you to the members of the Consultation Register for taking part in the consultation and providing feedback. These policies are in place for tenants and are driven by tenants. As always your views matter.

Registration of Tenant Organisations Policy – Mr J Rushworth, Rothesay
Tenant Domestic Abuse Policy – Miss Banks, Ardrishaig



Word Search



FAMILY

FEAST

LOVE

ORNAMENT

PRESENT

SANTA

STOCKING

TREE

WRAP

Silly Christmas Jokes

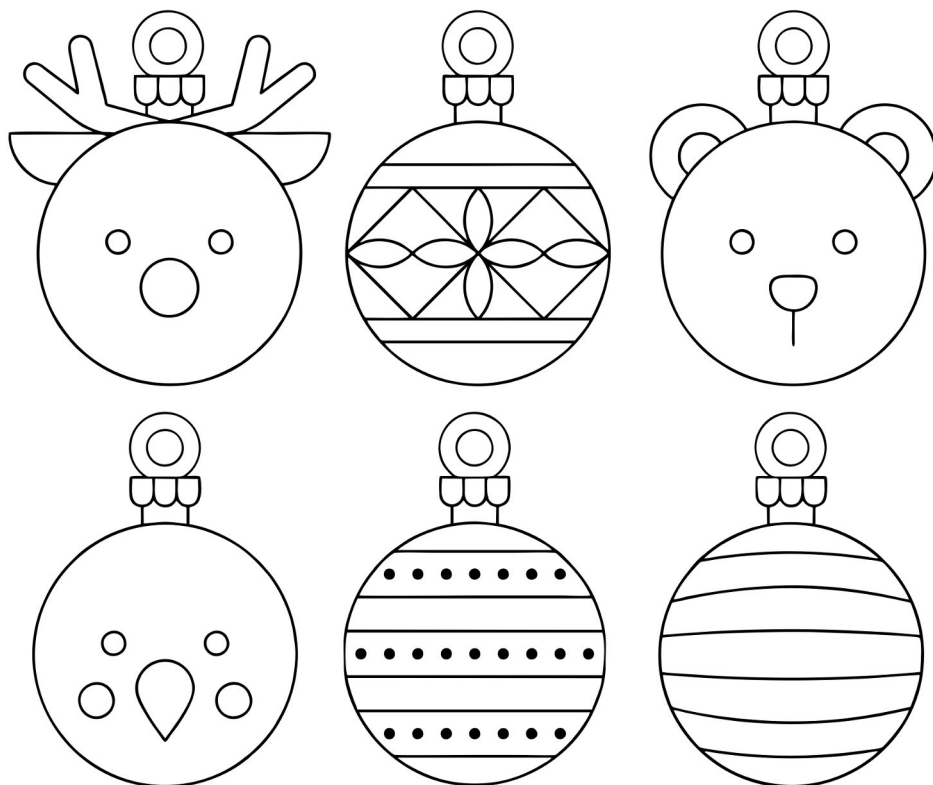
Q. What's the difference between the Christmas alphabet and the normal alphabet?

A. There's Noel

Q. What type of bird can write?

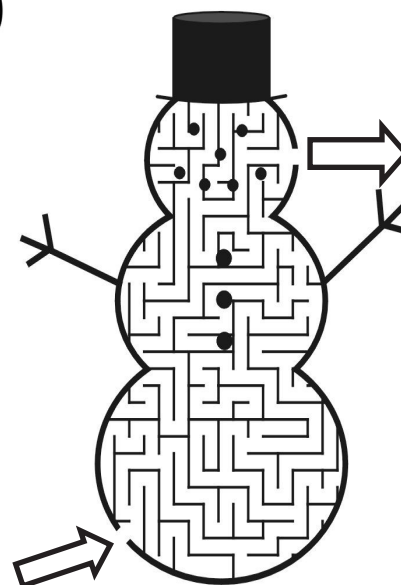
A. a Pen-guin

Colour and make your own Christmas decorations



Christmas Maze

Find your way through the snowman





Tenant Participation

Your views matter!



We need you for:

- **Consultation Register**
- **Membership of Association**
- **Management Committee Member**
- **Resident or Focus Groups**
- **Service Improvement Group (SIG)**
- **Registered Tenants Organisation (RTO)**

**Contact Craig Baxter for more information
0345 6077117 or cbaxter@fynehomes.co.uk**



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 20th September 2023 at the Discovery Centre, Rothesay and by Zoom webinar. 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:

- £3.4M spent maintaining and upgrading stock.
- 39 properties adapted with Scottish Government funding of £56K enabling tenants to stay in their homes.
- 88.6% of stock meets the Scottish Housing Quality Standard (SQHS) which covers areas such as energy efficiency and security.
- Arrears of 0.12% against a 2.5% target.
- Tenant Participation activities have resumed following Covid-19 restrictions and regular welfare calls to tenants continue.
- Welfare advice & support continue, proactive calling is ongoing to inform tenants of any benefit changes or to identify any additional benefits.

The beginning of September saw a site start in Lochgilphead to deliver 3 semi-detached blocks. Potential development opportunities are being planned for Inveraray and Bute.

Fyne Energy runs 3 wind turbines at Glenbarr, which have been operational since 2019, and are generating income, this is distributed between Fyne Homes, Fyne Futures and the Glenbarr Community to benefit the local communities. With the gift aid money received, Fyne Homes made a payment to all tenants in the form of a post office voucher, to help alleviate the financial pressure due to the cost-of-living crisis and high energy prices.

Peter Lingard, who has served on the Management Committee for 23 years, intimated his retirement following the AGM. The Association would like to thank Peter for his commitment and contribution over the years and wish him all the best for the future.





Benefits Update

Managed Migration to Universal Credit Update

Claimants in receipt of tax credits and no other benefit will be moved across to Universal Credit during 2023/2024

Those receiving a combination of tax credits plus a legacy benefit, and those getting income support, income based job seekers allowance or Housing benefit are to be migrated during 2024/2025

Those with an award of income related employment and support allowance either on its own or with Housing benefit are not to be migrated until 2028/2029

Households due to migrate over to Universal Credit will receive a leaflet through the post telling them what they need to do prior to receiving their migration notice. If claimants may be worse off on Universal Credit it is important that they wait to receive the migration notice prior to making a claim for Universal Credit as otherwise the transitional protection rules will not apply and they could be worse off.



**TAX
CREDITS
ARE
ENDING**

Get ready for
**UNIVERSAL
CREDIT**

Tax Credit Overpayments and Universal Credit

Where there is an outstanding overpayment of tax credits at the date of migration to Universal Credit, the overpayment becomes an overpayment of Universal Credit and is recoverable from that benefit. It is important for claimants to try to resolve any challenges against an overpayment decision or dispute about its recovery prior to claiming Universal Credit if possible.

Work Capability Assessment –

The government are currently reviewing the Work Capability Assessment. The reasoning given is that the workplace has changed since the last review and there are now more opportunities for disabled people to move into work due to more widely available workplace adjustments and the post-covid rise in working from home.

There are four descriptors up for review. These are the mobilising, continence, social engagement and getting about functional activities and descriptors. The government are also considering removing or changing the substantial risk for limited capability for work related activity.

**THE GOVERNMENT
IS REFORMING
WORK CAPABILITY
ASSESSMENTS**



Personal Independence Payment- Light Touch reviews

When PIP was introduced in April 2013, the intention was that claimants with ongoing awards, or those who had reached State Pension Age, would undergo a 'light touch' review after 10 years. As those cases are now coming up for review, the DWP have produced a simplified review form (AR2) which is being sent out to affected claimants.



Claimants who are likely to have been granted ongoing awards (rather than fixed term awards) are those with stable needs which are unlikely to change, high level needs which will either remain the same or worsen, and those with a review date due on or after reaching State Pension Age.

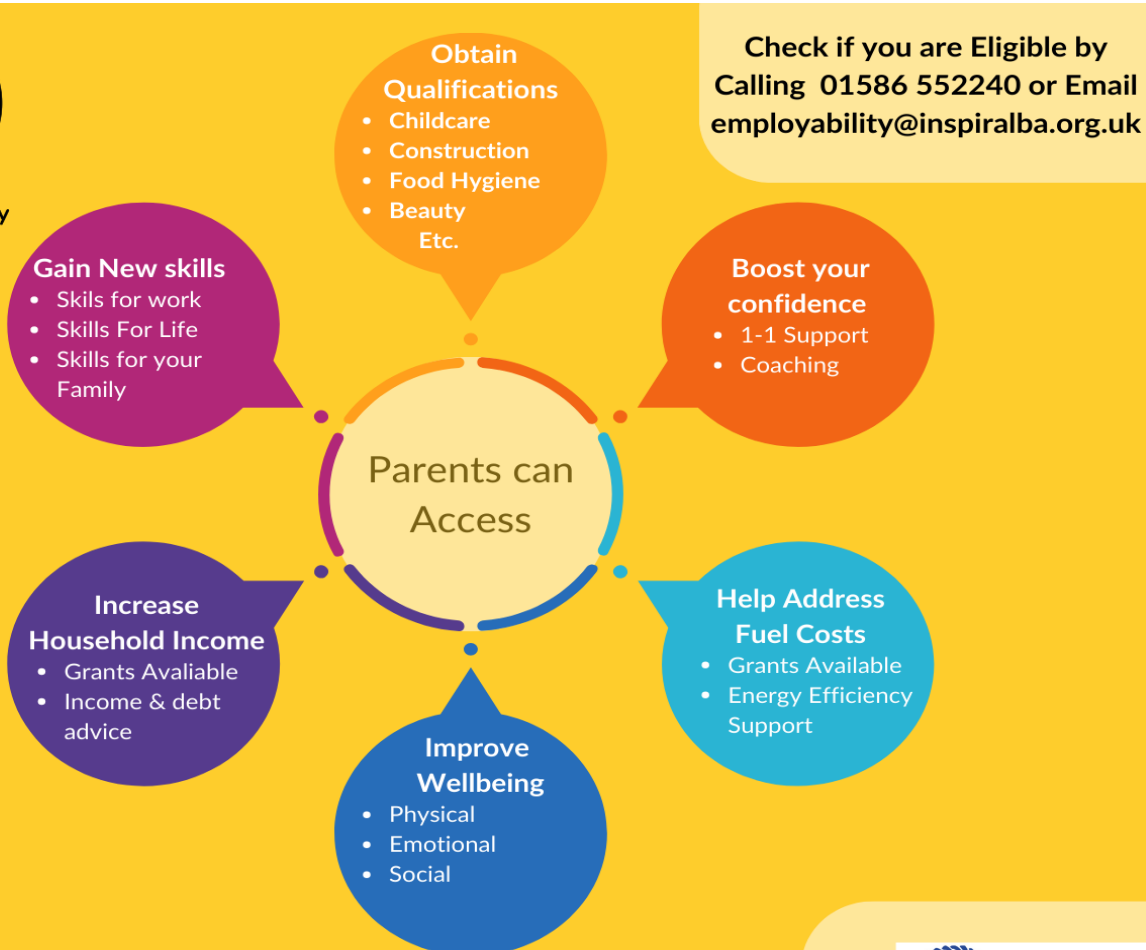
The purpose of the form is to check how claimants ability to complete everyday tasks and move around has changed. The DWP have advised they do not expect to have to carry out assessments with health professionals, unless there has been a change of circumstances that affects these abilities.

DWP have also confirmed that claimants who fail to return their form will not have their form disallowed. Instead, the claimant will be invited to have an assessment with a health care provider.

This could affect some of our most vulnerable tenants who may not engage with the process at all putting their income at jeopardy. If you have a family member who receives one of these forms or your receive one yourself and you need assistance to complete it please contact Margo Allan our Welfare Benefits worker on 0345 6077117.



Parental Employment Support Fund



Check if you are Eligible by
Calling 01586 552240 or Email
employability@inspiralba.org.uk





FREE children's books with Dolly Parton's Imagination Library

What a better Christmas present for your children than to sign them up to **Dolly Parton's Imagination Library** which will provide FREE books for tenants' children, under the age of 5 who are eligible under the scheme.

Over 30 families have signed up to the scheme already, so don't delay...sign your child up today!

If you have a child under the age of 5, all you need to do is register and your child will get one FREE book EVERY month until their 5th birthday. To register, complete the attached form and return to your nearest Fyne Homes office

Each month the Imagination Library will post a high quality, age-appropriate book to children. The books are specially wrapped and addressed to the child and are delivered at NO COST to the family.



Inspired by her father - who couldn't read or write - Dolly's determination to ensure no child faces the same hardship led to the creation of a small, community book gifting project for children in Tennessee in 1995. Since then, it has transformed into a global phenomenon, gifting books to over two million children around the world every single month.

If you have any questions or would like to find out if you are eligible for the scheme, contact our Tenant Participation Officer Craig Baxter at cbaxter@fynehomes.co.uk or call 0345 6077117 and he will be happy to give you all the information you need.

Annual Performance Review 2022/23

Our Annual Performance Review for 2022/23 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***





Dolly Parton's Imagination Library Registration Form

FREE books for children under 5

Parent/Guardian's Name:		
Home address including postcode:		
Contact No:	Email:	
Details of child(ren) to be registered		
Name(s)	Date of Birth	Sex (M or F)
Signature of parent/guardian:		
<p>"I hereby explicitly consent to allow the Dollywood Foundation, Inc. to use the information provided herein for the purposes of participating in Dolly Parton's Imagination Library book gifting programme. To measure the benefits of this program we may create datasets with the information provided herein and share them with research and educational advancement partners. You agree to review our full Terms & Conditions and Privacy Policy by visiting imaginationlibrary.com. By signing and submitting this form you expressly consent to the terms set forth herein"</p> <p style="text-align: center;">Return to any Fyne Homes Office to complete registration.</p>		



CIH Scotland Housing

Fyne Homes are delighted to report that they made the final of the Scotland Housing Awards 2023 shortlist!

The category was Excellence in Customer Service and was for our Energy Gift Aid project at the end of 2022 beginning of 2023, when over 1590 households shared £118,000 to assist with the cost-of-living crisis.

In 2022 Fyne Homes received their share of the first-year profits from their subsidiary Fyne Energy, which had established 3 wind turbines to generate revenue for the local community of Argyll and Bute. The profits of the turbines are split evenly between the Glenbarr Community, Fyne Futures and Fyne Homes Housing Association Ltd.

Established board member and Chair of Fyne Energy Tony Harrison, felt strongly that the cost-of-living crisis should be a key consideration in the allocation of these funds, specifically looking at assisting with the impact of energy costs given the source of funding. The Fyne Homes Management Committee and senior team were extremely keen to support the suggestion that the funds for this first year should assist with tenant hardship, and in a way that directly helped each individual household.

A working group was set up with key members from all departments, including Welfare, Energy and Tenant Participation specialists. They then explored the options for consideration by Committee.

Although a relatively small organisation, Fyne Homes structure and staffing levels lends itself well to a customer centric approach, which means continual engagement with customers creating a good understanding of their needs. Fyne Homes had been undertaking regular welfare calls with their more vulnerable tenants since the beginning of covid. These had continued as both the tenants and staff gained from these regular and personal interactions. There are also dedicated welfare and energy officers proactively contacting tenants, in addition to their tenant participation programme which also has a full-time member of staff. These engagements coupled with their regular survey feedback routes and day to day interactions with housing and technical officers were telling Fyne Homes clearly that tenants were experiencing increased hardship, which was exacerbated by the winter period.





Awards 2023

All tenants received a letter in mid-December 2022, with the amount they were being awarded and instructions on how to access it.

The decision to share the funds directly with tenants was not only extremely well received by the tenants themselves, but also by staff. The calls flooded in, mostly to thank Fyne Homes, but also to confirm that the letter was genuine. Many of the staff reported emotional and heart-warming interactions with their tenants with some reporting that they topped up their gas and electric and the relief that this would alleviate some of the worry over the festive season when they would be home more using their utilities and some reported using the funds for shopping.



This whole organisation approach saw the teams pull together to identify, discuss, and work through all the considerations, pitfalls, and barriers. As a result of the success of the project Fyne Homes Committee have also approved the use of a smaller fund for 2023 which will be used for emergency welfare issues.

Although Fyne Homes didn't win this time, pipped to the post by Wheatley Group who boast over 90,000 properties and over 2,500 staff, the committee, management and staff will continue to do their best for the tenants.

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 Friday 15th December, 2023.





FYNE HOMES TENANT PARTICIPATION
PRESENTS

CHRISTMAS MOVIE

FUN



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

SEE A FILM OF YOUR
CHOICE BETWEEN
15TH DECEMBER
TO 29TH DECEMBER

ENJOY A VISIT TO THE CINEMA
ON US!



"THE GRINCH"
WILL BE SHOWN
AT MAYDS, LOCHGILPHEAD
THURSDAY 14TH DECEMBER @ 5PM

OPEN TO
PRIMARY 7 AGE
CHILDREN & UNDER

CONTACT 0345 6077117 TO BOOK A TICKET FOR ANY EVENT





Classic Christmas Movie

PRESENTED BY FYNE HOMES TENANT PARTICIPATION



KINTYRE

Tuesday 12th December @ 1pm
Campbeltown Picture House
Hall Street
Campbeltown

COWAL

Wednesday 13th December @ 10:30am
Studio Cinema
John Street
Dunoon

BUTE

Thursday 14th December @ 1pm
The Lade Centre
Rothesay

MID ARGYLL

Friday 15th December @ 2pm
Snowdrop Argyll (MS Centre)
Campbell Street
Lochgilphead

FREE TO ATTEND - CALL 0345 6077117 TO BOOK YOUR PLACE

ENJOY A CUPPA, MINCE PIE, OR SOME FIZZ



Brain Teasers

Puzzles to keep your mind active

FESTIVE SUDOKU

	A						M
S	C		H			R	
	M		R		C		
S		S		R		I	
		C	I	T	M	S	
		M		H		T	R
			M	R		T	
	S				I	H	C
I						S	

WORD WHEEL



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 **R**

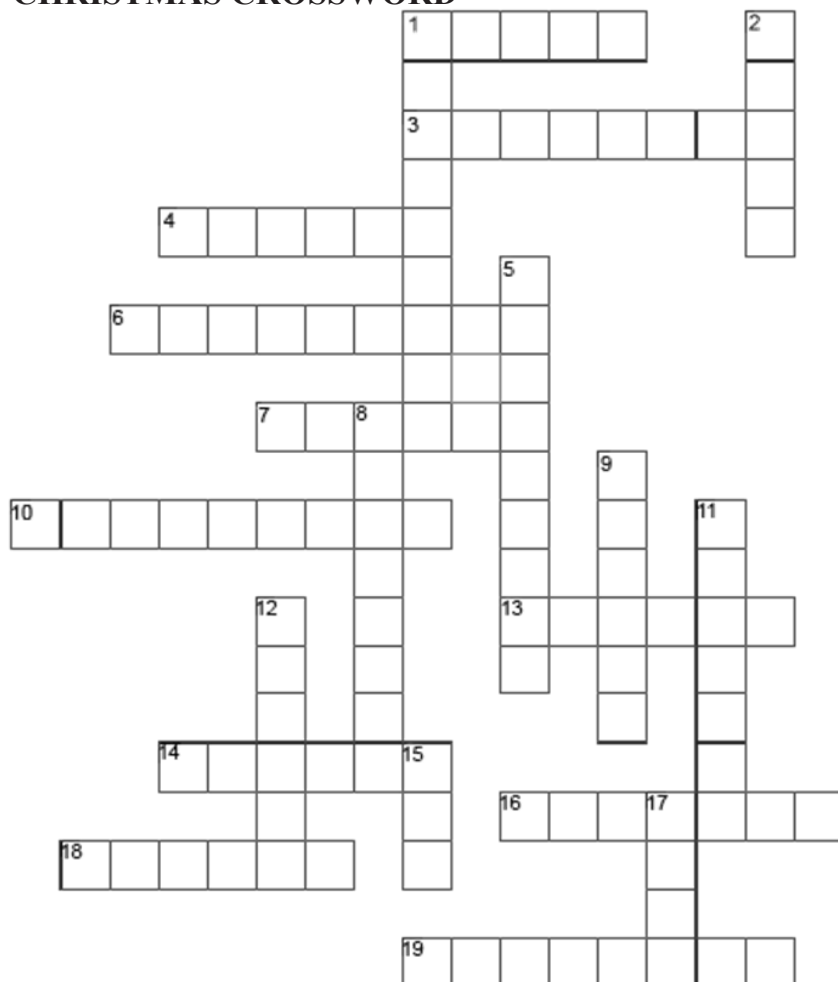
Across

1. Christmas hymn
3. The original Santa Claus
4. A bird traditionally eaten on Christmas dinner
6. A crystal of snow
7. Father of Jesus
10. An evergreen plant producing white berries
13. A traditional Christmas drink
14. Vehicle used by Santa Claus
16. Santa enters the house through this
18. Circular Christmas decoration for the front door
19. Another name for Christmastime

Down

1. A hard candy in the shape of a rod
2. December 25 is his birthday
5. The birthplace of Jesus
8. A sock filled with goodies on Christmas day
9. The sound bells make
11. A human figure made from packed snow
12. The four weeks leading up to Christmas
15. A mischievous fairy
17. The three wise men belonged to this tribe

CHRISTMAS CROSSWORD





WE LOVE PETS!

PET REMINDER

We love pets just as much as you do however, as a gentle reminder, tenants are advised that as per your tenancy agreement, the following conditions apply when you have pets in your property or grounds.

You must not keep or breed any pets or animals without our prior permission.

If you apply to us for permission to keep pets the following are some of the conditions that may be applied:

- Keeping your pet is not prohibited by the Dangerous Dogs Act 1991, or by any other law
- You are responsible for the behaviour of any pets owned by you or anyone living with you
- You must take all reasonable steps to supervise and keep such pets under control
- You must take all reasonable steps to prevent such pets causing nuisance, annoyance or danger to your neighbours. This includes fouling or noise or smell from your domestic pet
- You must take reasonable care to see that such pets do not foul or cause damage to the house, your neighbour's property, anything belonging to us or anything we are responsible for, such as the common parts
- You are responsible for cleaning up pet faeces.

The Association is entitled to remove permission and request the removal of any animal which is causing nuisance or damage.

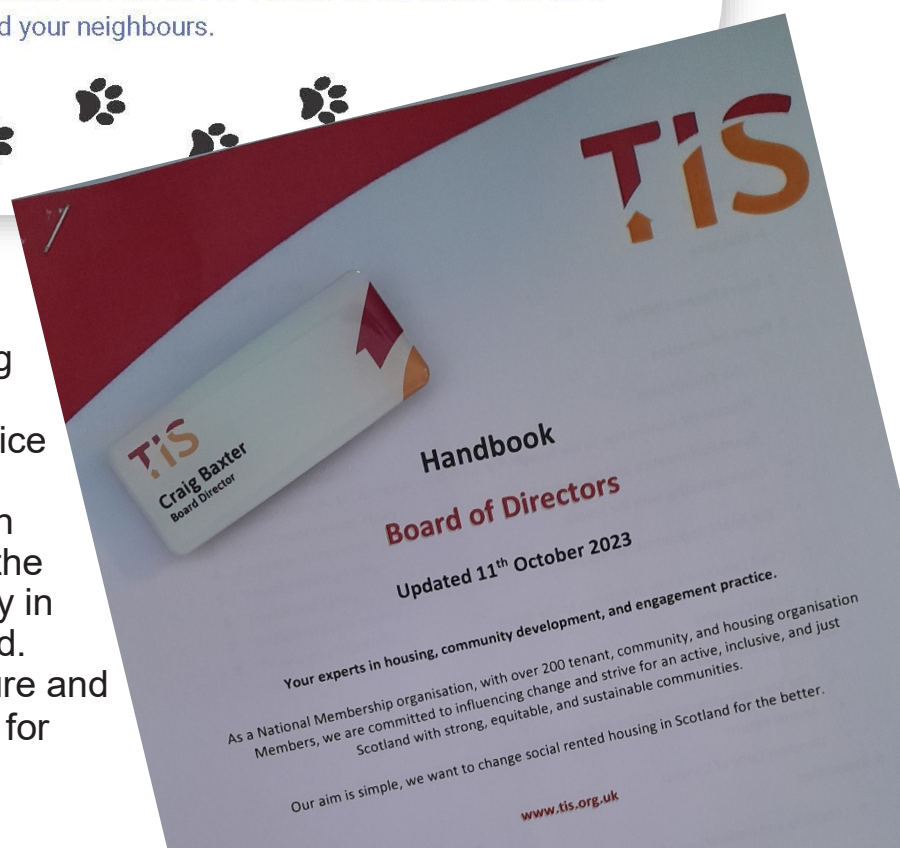
This is not a route we would wish to go down however, as we are aware how important your fur babies are to you! Therefore, it is important to make sure the above conditions are met to ensure a positive environment for yourself, your pets and your neighbours.



TIS Board Appointment

We are delighted to announce that our Tenant Participation Officer, Craig Baxter has been appointed to the board of the Tenant Information Service (TIS).

This is a fantastic opportunity for both Craig and Fyne Homes to help lead the future of tenant engagement, not only in Argyll & Bute but throughout Scotland. We wish Craig well in his 2 year tenure and look forward to what the future holds for Fyne Homes and TIS.





Energy Bills

For most, costs are likely to be higher this winter than last. While the cost of energy will be less than this time last year, the state isn't giving homes the £400 subsidy it did last winter. The loss of those six £66/£67 monthly reductions means that most will still pay more this winter than last.

Fyne HEAT

FYNE HOMES ENERGY ACTION FOR TENANTS

Take Meter Readings!

Pick one day a month to take a meter reading and send it to you supplier, this keeps your bills accurate, and you will pay for what you use – not what your energy supplier thinks you use!



Check your Direct Debit (DD) is yours too high? Energy rates dropped on 1 Oct, but some have still seen DDs rise. If you pay by monthly DD, check your kWh usage from your bill against what your energy supplier has estimated what your usage is. If it's too high compared to last year ask your supplier to reduce it.

Remember, you will use more energy during winter, but your usage is also averaged out over 12 months, so it's worth checking.

Warm Homes Discount -schemes are open now!

You could get £150 off your electricity bill for winter 2023/24 from the Warm Home Discount Scheme. (WHD) is a one-off discount on your electricity bill, paid between October and March. You do not need to apply if you get the Guarantee Credit element of Pension Credit. You'll automatically get a letter telling you about the discount if you're eligible.

Otherwise, you'll need to apply directly to your energy supplier. Your electricity supplier may have extra eligibility criteria. This is known as being in the 'broader group'.

How to get the discount

Contact your electricity supplier to check if you are eligible and to apply, they will tell you which benefits mean you are eligible. The number of discounts suppliers can give is limited, so check with them even if you were eligible for a discount last year.

The easiest way to apply is your energy supplier's website, if you are unable to apply online and need help contact FyneHEAT/Karen Hilton on 03456 077117, have your energy account number and details of the benefits you receive to hand.



**Have an Energy Efficient
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. No need to buy new decorations – get creative instead! Painted pinecones look great on a Christmas tree and Christmas wreaths can be made with pretty much anything you can find and recycle.

Less Really Is More - forego an excess of "stuff" and make every gift count 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.

Switch off don't standby and save £30 a year. More than three quarters (78%) of us admit to regularly leaving at least two devices on standby and while you are at it unplug unused device chargers too!



1. Don't forget to switch off when you are not watching your TV. A survey found that more than half of us (53%) leave the TV on as background noise.
2. Get out and enjoy some winter sunshine, whether it's a short or long walk it really makes you feel better to get some fresh air – why don't you take a bag and do a quick litter pick on your favourite walks.
3. Help – if you need help with your energy bills or have problems with your supplier get in touch with FyneHEAT on 0345 607 7117 we may be able to help you.
4. When all the festivities are over and you find you are struggling with anything reach out, there are many organisations waiting for you to call, don't suffer alone or in silence.



Have a Merry Christmas and a Happy New Year!



SHARE YOUR RECIPES & DIY TIPS



DO YOU HAVE A FAMILY FAVOURITE RECIPE?

CAN YOU PASS ON A GREAT DIY TIP?

If you want to share a favourite recipe or DIY Tip with other tenants and see it in print then contact Craig Baxter on 0345 6077117 or cbaxter@fynehomes.co.uk

The recipes and tips will be published in a booklet and made available for tenants in the New Year



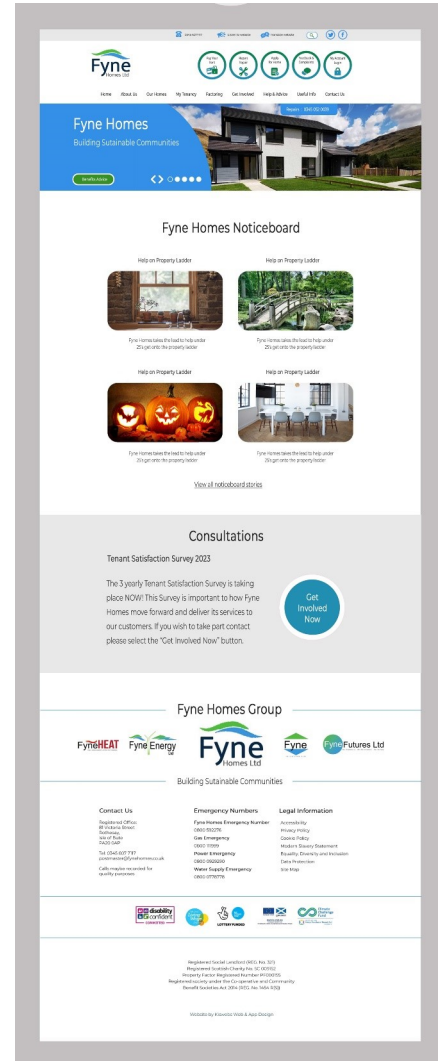
New Website and Customer Portal

The Fyne Homes website is having a refresh and the new site will be available early in the New Year. As well as taking this opportunity to revamp our data we are also modernising our Logo and design scheme— not too much so you will still recognise us. Also don't forget about 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 official launch will be with the new website, but a working 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 have introduced 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





Kora Nicholson

Louise Anderson

Hazel Leitch

Lee Hardman

Harry Maclean

Dougie McDade

Jimmy Anderson

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.

Office Bearers

Fyne Homes would like to introduce our new Chair and Vice Chair for 2023/24.

Shirley MacLeod is the new Chair of Fyne Homes, for the past 4 years Shirley has been the Vice Chair and served on the Management Committee for 16 years.

David Herriot is the new Vice Chair, having previously held the position of Company Secretary. David is also the Chair of our subsidiary companies, Fyne Futures and Fyne Initiatives, and has been a Management Committee member for 5 years.

Fyne Homes wish them the best in their new roles.

James McMillan stood down from his position as Chair following the 2023 AGM. James held the position for 4 years and the Association would like to thank him for his hard work and commitment over this time and we are pleased that he is remaining as a Management Committee member, where he has served for over 16 years. James is also a Director of our subsidiary companies, Fyne Initiatives and Fyne Futures.





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

E-mail: postmaster@fynehomes.co.uk • Web: www.fynehomes.org.uk

Rothesay—Head Office

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

Dunoon

78 B John Street
Dunoon
Argyll
PA23 7NS

Campbeltown

3 Harvey Lane
Burnside Street
Campbeltown
Argyll
PA28 6GE

Lochgilphead

Smiddy House
Smithy Lane
Lochgilphead
Argyll
PA31 8TA

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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