



Fyne news

Spring 2011

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

Whats inside this issue:

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Fyne
H O M E S
L T D.

Scottish Charity No SC009152

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Scottish Social Housing Charter

Those of you who have been tenants for some time might recall that we first mentioned the plans for a new Scottish Social Housing Charter, which will set out a performance framework for landlords, in our Autumn newsletter last year when we encouraged you to become involved in the development of this by having your say on what you would like to see included in this document.

The Scottish Government has now published a small booklet which outlines the discussions so far and sets out the outcomes that tenants and others would like to see their landlord achieve in future. They are now inviting stakeholders to read this booklet and comment on the issues raised.



We are keen for all our tenants to be aware of this and for as many of you to have your say as possible. We felt that the best way to achieve this was to give each household an individual copy of the discussion paper and this is included along with this newsletter.

Page 29 of the booklet tells you how you can make comments on any of the contents and we hope that you will take the time to read this and put your tuppence worth in!

This is your chance to have a say on how housing services may be delivered in future throughout Scotland.

WORK EXPERIENCE

Fyne Homes agreed to take Cameron Gibb as a work experience pupil from Rothesay Academy to give him the chance to see what the working environment is like in a Housing Association. Cameron fitted in well with the staff and we enjoyed having him around. Cameron has described below how his week went -

"I have thoroughly enjoyed my work experience placement at Fyne Homes. During my week here I have learned so much about the many interesting departments and activities within Fyne Homes. I have learned about the points system for prioritising housing as well as how properties are constructed and maintained. I took a tour of the Council Chambers Development and was amazed at the quality of housing Fyne Homes has to offer. I spent most of my time in the Housing Management department learning about everything from how to input SCORE sheets and fill out a tenant's application form to, of course, how to do the filing! I covered a shift at reception and learned about the switchboard and how calls are logged and forwarded as well as the mailing system and just how diverse a business Fyne Homes really is. Before coming to Fyne Homes I had no idea an office could be such a diverse place. Fyne Homes has taught me a lot and I'm sure has much more to offer. I am very pleased I could be a part of the business, even if only for a week. A massive thank you to all the wonderful staff at Fyne Homes for taking me for work experience, for all the experience and insight I have gained and of course the delicious cups of tea!



Council Tax Exemptions and Relief for Persons with Disabilities

You will by now have received your Council Tax Notice for the year 2011/2012. We would bring to your attention that you may be entitled to council tax discount, exemption or relief if you meet some of their criteria.

Please take time to read the information, relating to this, contained in the Council Tax Guide which accompanied your Notice.

If you think you meet the criteria required or would like further advice please contact your local Customer Service Point – details of which are also included in the Guide.



Pick up the Poo!

Staff and children at the Appletree Nursery in Rothesay have recently been working with the Environmental Warden to highlight the problem of dog fouling on the island.

The children drew pictures for a competition and made banners to get the “Pick up the Poo” message across to local residents.

When we saw how passionate the children were about cleaning up after their dogs we asked the nursery if they would allow us to print a picture of the winners holding their pictures.

The Association has quite a few developments that have problems with dog fouling, and despite writing to tenants and putting notices in our newsletters reminding residents to clean up after their dogs, sadly in some cases the problem continues.

We would like to make a plea on behalf of all the children in our developments – if you are out with your dog please clean up after it - not only is it an offence but it stops our children playing outside and endangers their health. Please be a responsible dog owner.



Kodi McGregor and Annalise McIntyre, Appletree Nursery Competition Winners

Tenant Participation Group Christmas Discount Scheme

The Chairman and members of the Tenant Participation Group would like to thank all the shopkeepers who participated in our trial Christmas Discount Scheme and for all their positive responses received thereafter and hope that you will work in tandem with us again some time in the future.

Also a big thank you to the numerous qualifying tenants who chose to participate in the scheme.



BUTE

BIKE SHED	23-25 EAST PRINCES ST
BRECHIN'S RESTAURANT	2 BRIDGEND STREET
BUTE PET SHOP	MONTAGUE STREET
D C MURRAY & CO	19 ARGYLE STREET
DISCOVERY CENTRE	THE PROMENADE
FRASER GILLIES	30-32 MONTAGUE STREET
MAVE'S LUCKY BOX	VICTORIA STREET
MILLERS WOOL SHOP	32 MONTAGUE STREET
ELECTRIC BAKERY	MONTAGUE STREET
PANDORAS	MONTAGUE STREET
THREE IN ONE TAKE AWAY	10 ARGYLE STREET

CAMPBELTOWN

AQUILIBRIUM	KINLOCH STREET
CADENHEADS WHISKY SHOP	7 BOLGAM STREET
CAMPBELTOWN POTTERY	34 UNION STREET
FRESH CONNECTION	18 LONGROW SOUTH
NEWGROVE FURNITURE	LONGROW
NUMERO DIX	UNION STREET
ROSY CHEEKS	12 CROSS STREET

DUNOON

BOOKPOINT	147-149 ARGYLL STREET
CODFATHERS FISH SHOP	165 ARGYLL STREET
COWAL BUILDERS	JANE STREET
ECO HEALTH STORE	HILLFOOT STREET
ELECTRICOM	136-138 ARGYLL STREET
ELITE CLOTHING	171 ARGYLL STREET
WRIGHT'S CLOTHING	192 ARGYLL STREET

INVERARAY

SCOTTISH HEATHER SHOP	1A ARKLAND
EDEN DELI	3 MAIN STREET

LOCHGILPHEAD

CRINAN CYCLES	34 ARGYLL STREET
LEE GARDEN TAKE AWAY	43 LOCHNELL STREET

TARBERT

LOCH FYNE GALLERY	HARBOUR STREET
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**The Lucky Winners of the Christmas Hampers Prize Draw were:
Mrs Sylvia Horn, Campbeltown, Mr Roy Westmoreland, Port Bannatyne,
Miss Padgett, Dunoon and Mr Jack MacAllister, Ardrishaig**

Tenant Reward Scheme

Fyne Homes has introduced a £20.00 monthly draw for all tenants in the scheme. The first draw took place in February and the Winner was Ms A Kirk, Strachur.

The cheque was presented to Ms Kirk and she said "I am delight to have won the first draw".

Watch this space for our other winners.



Pictured above is Mr Westmoreland, Port Bannatyne with Housing Officer Kathryn Armstrong.



Pictured above is Mr Jack MacAllister of Ardrishaig

WIN A NINTENDO DS



SPOT THE DIFFERENCE COMPETITION

The competition is open to tenants' children aged 14 years old and under.

Circle the 15 differences on picture 2, cut out and send to:-

Fyne Homes - Spot The Difference Competition, 81 Victoria Street, Rothesay, Isle of Bute, PA20 0AP.

Remember to include you name, address and age.

Closing date for entries, Monday 30th May 2011.

Good Luck!



PICTURE 1

PICTURE 2

COMMITTEE VACANCIES

Fyne Homes has vacancies on their Management Committee so now is your opportunity to become a volunteer member. The Association is largely keen to hear from any tenant/resident living within its areas of operation - Bute, Campbeltown, Dunoon or Mid Argyll - willing to join the Management Committee.

- **What is the Management Committee?**

Fyne Homes is governed by its Management Committee which comprises 15 volunteer members made up through an election process or co-option. Committee members are asked to deal with specific issues relating to the operation of Fyne Homes. Management Committee and most sub-committee meetings are held every two months.

- **How do I become a member of the Management Committee?**

First of all you must be a member of the Association. Application for Membership costs £1 and application forms can also be obtained from your local office. However you can be co-opted on to the Committee without the need to be a member.

- **Do I need to live in Bute to attend meetings?**

No. Committee Meetings are carried out by video conferencing and Fyne Homes has excellent facilities installed in each area office which allows members to attend meetings within their locale.

- **What skills are required?**

You do not have to be an expert in the field of development, finance, housing, information technology, staffing etc. but these types of business skills would be beneficial. Where identified internal and external guidance and support will be offered and provided to allow you to familiarise yourself with the day to day running of the organisation and to make important decisions which affect the communities in which we operate.

- **What will I have to do?**

A willingness to give up some of your time in the evenings to attend committee meetings which usually last about 2 hours – on average once a month. Be prepared to participate in training opportunities to enable you to fulfil your responsibilities.

- **Do I get paid?**

Unfortunately no. As a volunteer member you will not be paid although you can expect to receive reasonable “out of pocket” expenses e.g. for the provision of childcare, family care and travel to allow you to attend meetings, training etc.

If you think you are a potential candidate for a position on our committee or are interested in becoming a member please contact Fyne Homes Ltd, 81 Victoria Street, Rothesay PA20 0AP for further information or contact your local office.





Letters to the Ed

Our newsletter is your newsletter, so we would like to hear from you. Have you something you would like to share with other tenants? Or a local event you would like to let people know about? If so, send your letters to - The Editor, Fyne Homes Ltd, 81 Victoria Street, Rothesay, Isle of Bute, PA20 OAP, mark it clearly that you

want it considered for our newsletter.

Please bear in mind that to be considered for publication, letters to the editor must include the writer's full name and address, so don't forget to put your details on the letter.

We look forward to hearing from you.



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

STOCK CONDITION SURVEY

Fyne Homes is pleased to announce that we have appointed the John Martin Partnership (JMP) to carry out a stock condition survey to a sample of our properties.

This survey will allow the Association to ascertain the current condition of its stock and help to determine future investment needs.

The survey will commence on 11th April 2011 with the aim of all surveys being completed by 6th May 2011.

A surveyor will call at your home within these dates to carry out a survey, however, if they find you are not at home they will try and gain access to another property in the area. We must stress that you do not have to wait in for a surveyor to call and you do not have to take time off work.

The Surveyors will carry photographic I.D. along with a letter of authority issued by the Association and will be on headed paper. You should ask to see these before allowing the Surveyor into your home.

Should you have any concerns or queries about the stock condition survey, please contact Fyne Homes' Technical Services Department on our Local Rate Tel. No. 0845 0520039.



ANNUAL GAS SERVICING AND 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.

Garden Maintenance

Our seasonal gardeners will be commencing grass cutting at the beginning of April and we would ask you to ensure all childrens toys etc in the gardens are removed and safely located to enable this work to be carried out.

We would also advise that the gardeners will not, under any circumstances, cut the grassed areas where dogs have been fouling.

We hope now that the good weather is approaching residents and their children will be able to make use of the drying greens and enjoy sitting in their gardens.

EMERGENCY REPAIRS

In the event of an emergency repair outwith office hours, or on a public holiday, you should call the following 24hr emergency number:-

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.



Contact Information

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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.