

Fyneenews

Spring 2024

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

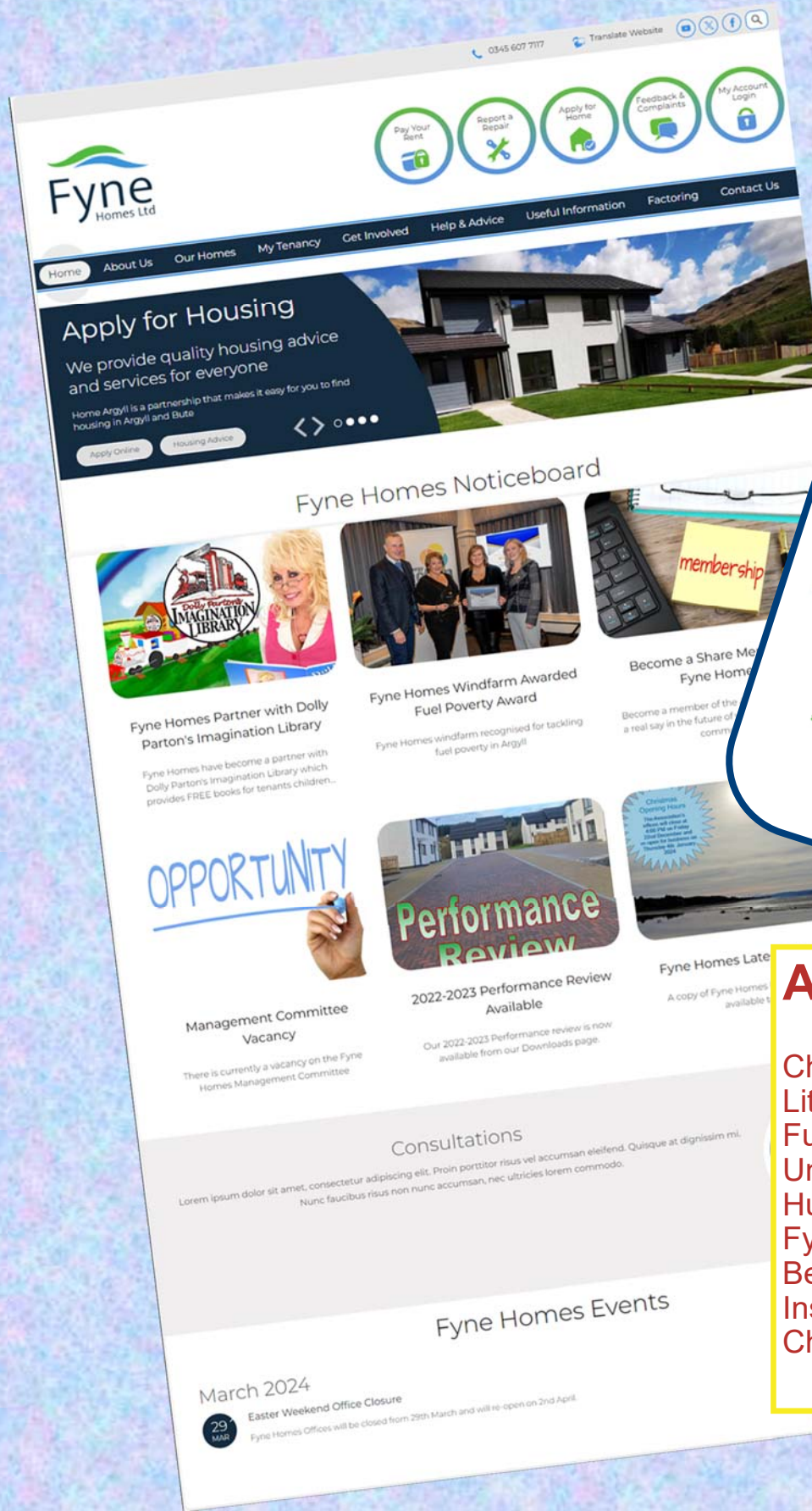
*** NEW ***

Logo
Website
Customer Portal
More Details Inside



Also In This Issue:

- Christmas Winners
- Litter Picking
- Fun Zone
- Universal Credit—Housing Costs Hub & ARC
- Fyne Heat
- Benefits Support
- InspirAlba
- Charity Fund Raising



WINNERS Tenants Reward Scheme

January 2024	Mr D Mackay	Rothesay
February 2024	Mr A Hay	Minard
March 2024	Mr B McNeil	Tarbert

£20
Monthly
Draw

Christmas News

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

Bute	Mr Thomas, Rothesay
Cowal	Mr & Mrs Paterson, Dunoon
Kintyre	Miss H Thomson & Mr R Robertson, Campbeltown
Mid-Argyll	Miss Strachan, Lochgilthead

Classic Christmas movie *White Christmas* took place with the assistance of various partners:-

MS Centre Lochgilthead
Campbeltown Picture House
Lade Centre Rothesay
Studio Cinema Dunoon

There were varying levels of interest with an overall attendance of over 70 attending.

Children's Christmas movie treats were advertised in newsletter and vouchers were available to attend Campbeltown, Dunoon and Rothesay cinemas in the 2 weeks prior to Christmas. Children in Mid Argyll were invited to attend MAYDS to watch the Grinch and Selection boxes were also available. Over 60 children attended events.

Gigha Primary School received a donation of selection boxes for their Christmas party and a donation was also made to the local village hall to allow the school to put on their Christmas Show.

Thank you to all who assisted and thank you to tenants for supporting these events.



Mrs Paterson

Rent Increase



Tenants will now have received their rent increase letters detailing a 5% increase, effective from 1st April, following consultation and approval from our Management Committee.

We are aware that many tenants are effected by the cost-of-living crisis and rising costs and we want to assure them that every effort was made to keep the rent as affordable as possible while ensuring we meet our financial obligations in order to operate and provide a quality service to our tenants.

Fyne Homes, like everyone, has been impacted by the cost-of-living crisis, there has been a significant rise in contractor and material costs,

insurance premiums and office utilities. However, you should be assured that the Senior Team and the Management Committee always have the tenants at the forefront of any decision being made especially those that have financial implications.

If you are experiencing financial difficulty or would benefit from some advice, we have dedicated in house advisors' available to tenants who offer a free, impartial, and confidential service. Our Tenancy Support Advisor can advise if you are entitled to claim any benefits, help you with completing forms, support you with issues relating to existing claims and provided general advice. Our Energy Advisor offers energy efficiency advice, help with bill costs, and can assist you when dealing with Energy suppliers. If you would like to speak with our advisors or require more information, please contact 0345 6077117.

Hogmanay Litter Pick on Bute

Fyne Homes were delighted to support Bute "Couch to 10k" group with their New Year Litter Pick.

There was a great turn out for the pick and the group managed to collect 26 big bags of litter from beaches, parks, the town and surrounding area. A head count at the soup and cakes afterwards showed 33 people took part, so it proved more popular than anticipated.

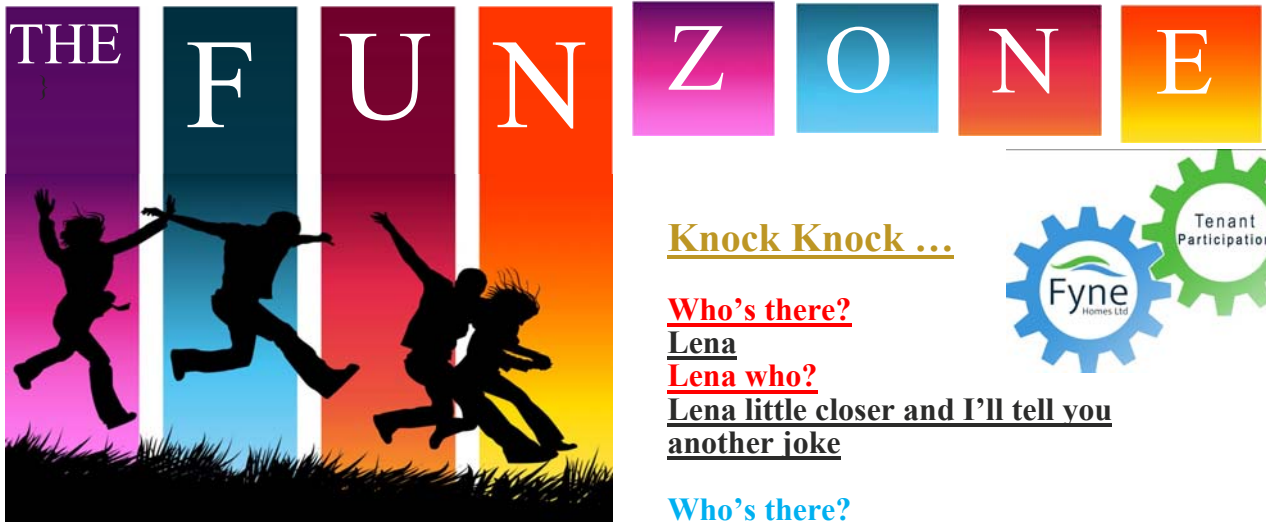
It's been agreed to hold other litter picks in the Spring, Summer and Autumn and that next time the focus will be on

different areas on the island.

The group have their fingers crossed for additional funding as this would really help them expand and structure their activities and means they can support some local people to do the Jog Scotland Leader course and also allows them to continue to work with partners such as as the Bank of Ideas to use when they hold events.

Onwards and upwards in 2024.





Knock Knock ...

Who's there?

Lena

Lena who?

Lena little closer and I'll tell you another joke

Who's there?

Nana

Nana who?

Nana your business

Colors Word Search

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

Who's there?

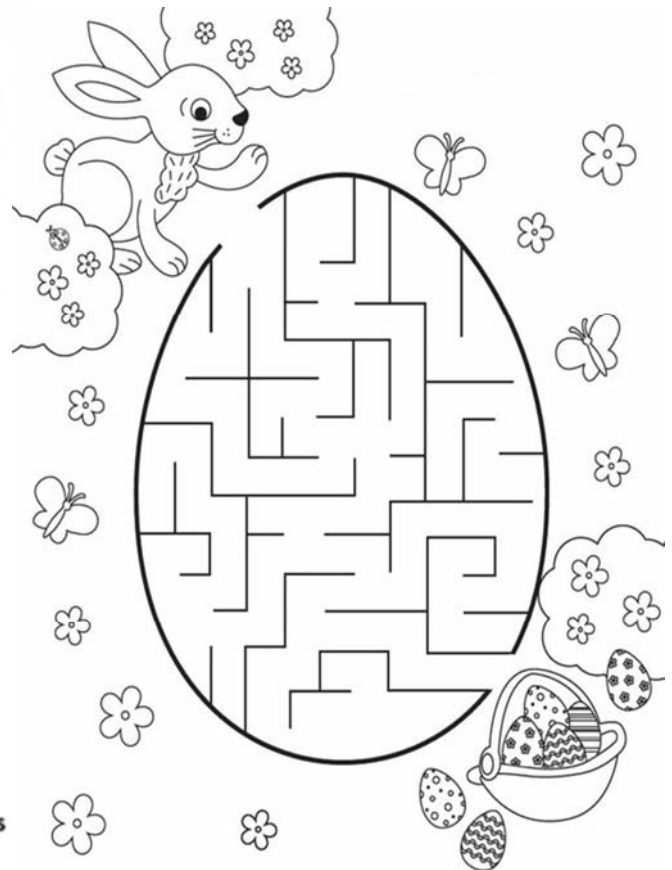
Cow's go

Cow's go who?

No, Cow's go moo!

Maze Fun

Help the Easter Bunny get to the eggs



- | | |
|--------|--------|
| BLACK | PINK |
| BLUE | PURPLE |
| BROWN | RED |
| GREEN | WHITE |
| ORANGE | YELLOW |



Did you know...?



Hummingbirds are the only birds that can fly backwards and upside down



There are more stars in the universe than grains of sand on the Earth's beaches.



Keep the water cycle running smoothly.

How to save your drains and help the cycle.



Never flush down the toilet:



Never pour down the sink:



Updating Universal Credit & Housing Benefit



If you are currently in receipt of Universal Credit you will need to complete your "Confirm your housing costs" to do in your journal so that DWP pay the correct amount after 1st April 2024. 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.

Police Scotland – Focus on Fraud



**POLICE
SCOTLAND**
Keeping people safe
POILEAS ALBA

Fraud is on the increase. Every day Police Scotland receive hundreds of reports involving more and more sophisticated scams duping innocent people out of their savings leaving them not only at a financial loss but feeling distraught, embarrassed, isolated and unable to cope. Most frauds are instigated via social media, e-mail, text, phone call or in person on your doorstep. If you receive any correspondence in these formats which seems too good to be true then it usually is.

This message is a timely reminder to all to be careful of becoming a victim of fraud. Fraudsters take many different forms, they could befriend you on social media or convince you they are a family member to the extent you transfer monies. They could turn up on your doorstep offering to carry out essential maintenance on your property, Bogus Callers. They could contact you on the phone saying they are from an official body, for example your bank, lawyer or Police and ask you to transfer money. They could pretend to be someone from a company claiming you have won a great prize and they "just need your personal and bank details" for you to receive what is yours. Do not enter any personal payment details or passwords into any site unless you are 100% sure it is legitimate. Check who you are conversing with, is who you believe them to be, by checking in person or by contacting them by another means. If in any doubt at all then stop. Ask a trusted friend or family member to check for you. Always contact Police Scotland if you think you have been the victim of fraud. Contact your bank as they may be able to stop a payment. Trading Standards and Citizens Advice are always on hand to assist.

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



The Hub and The Dunoon Addictions Recovery Cafe



Having to break the cycle of addictions can be hard, especially if you are trying to do it alone.

The Hub will offer support during your journey to recovery and beyond.

What's on offer

Mondays - 4.00pm - 6.00pm - PRIDE drop in. Come and join this friendly group for chat and activities.

Tuesdays - 1.00pm - 4.00pm - "Tah-Dah" Women's Group. A group especially for women to come and talk in confidence and to share experiences. Not only do we serve tea and cake but we also have weekly activities such as make-up tutorials, cinema outings and learning new skills such as pottery or crochet.

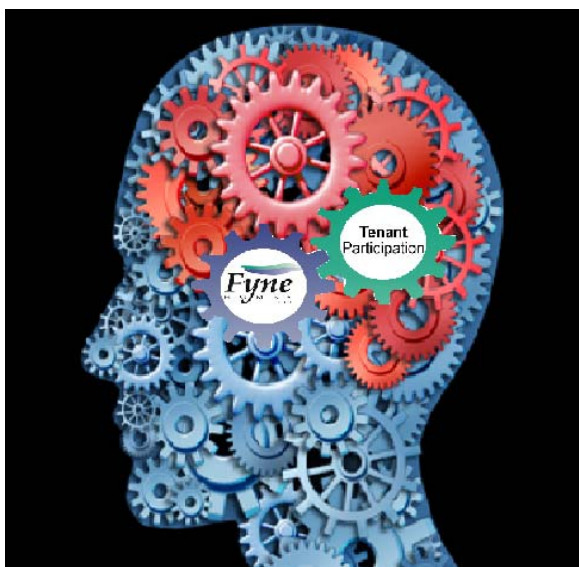
Wednesdays - 10am and 4pm - ARC (Addictions Recovery Cafe). This is a lovely space where there will be hot soup and sandwiches and a very warm welcome to all. The cafe is run by the fabulous ARC Volunteers. It's getting extremely popular so just goes to show what a good job they're doing. Everyone is welcome.

Thursdays - We have 2 fabulous activities on a Thursday. First is the Creative Journal Group run by two members of staff from ABRC. This is proving to be a really popular activity and is run between 10am and 12pm. The second activity of the day is MENZONE. An afternoon for just men! Sometimes it's just tea and chat but there will be group activities coming soon. Watch this space.

Every other Thursday we have the ARC family support group. This is open to relatives, friends or carers of people struggling with drug, alcohol or gambling issues.

As time goes on we will tell you about how the activities were received.

If you know someone who might need help dealing with addiction and need help please email: addictionsrecoverycafe@gmail.com



Brain Teasers

Puzzles to keep your mind active

FIND THE TREES WORD SEARCH

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

BALSAM FIR

BALSAM POPLAR

BASSWOOD

BEECH

BIG TOOTH ASPEN

BLACK SPRUCE

BUTTERNUT

EASTERN COTTONWOOD

EASTERN RED CEDAR

EASTERN WHITE PINE

ELM

HEMLOCK

HOPHORNBEAM

IRONWOOD

LINDEN

MOUNTAIN ASH

NORTHERN RED OAK

NORTHERN WHITE CEDAR

PAPER BIRCH

PIN CHERRY

QUAKING ASPEN

RED MAPLE

RED OAK

RED PINE

RED SPRUCE

SHAGBARK HICKORY

STRIPED MAPLE

SUGAR MAPLE

SYCAMORE

TAMARACK

WHITE ASH

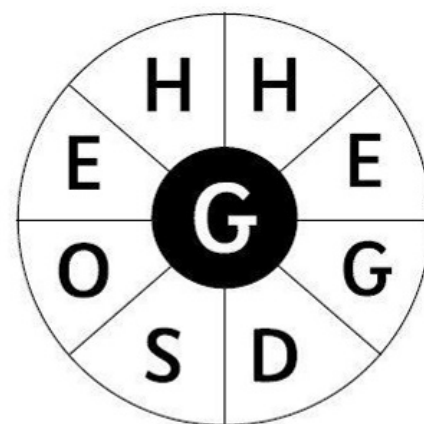
WHITE OAK

WHITE SPRUCE

SUDOKU

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

WORD WHEEL



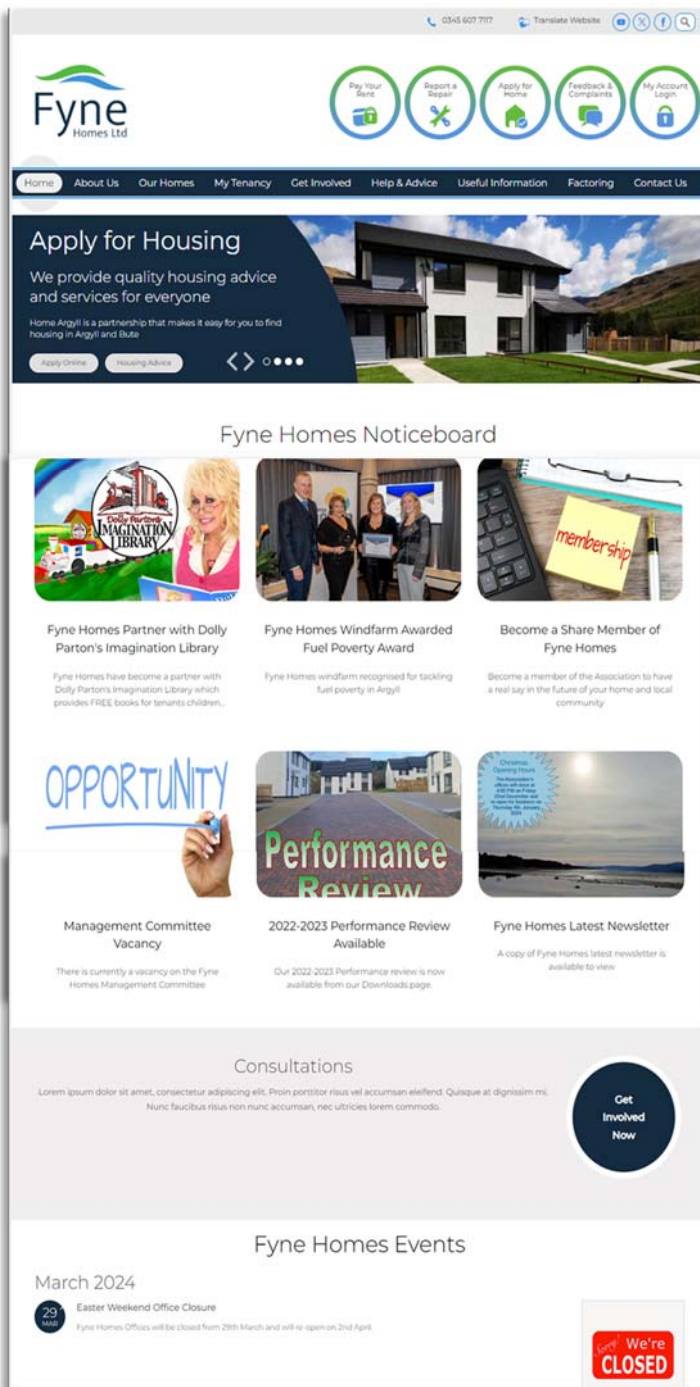
This word wheel is made from a 9 letter word. Try & find that word, then make as many words of any length as you can from these letters. You can only use each letter once, each word must include the letter **G**

New website

We have launched a new look website which went live on the 2nd April. The easy to navigate site allows visitors to find out more about Fyne Homes, applying for a home, information about our management committee and how to become a member of the Association. You will also find a library of our policies, minutes of management committee meetings, accounts, newsletters, and other useful information.

For our current tenants it provides easy access for paying your rent, reporting a repair, contacting us, accessing the tenant portal and has a dedicated section offering advice and help with benefits, welfare, and energy bills. We are always keen to encourage our tenants to have an interest and participate in how Fyne Homes is run, if this is something that interests you, more details can be found on our tenant participation section on the website.

Visit our new website at www.fynehomes.org.uk





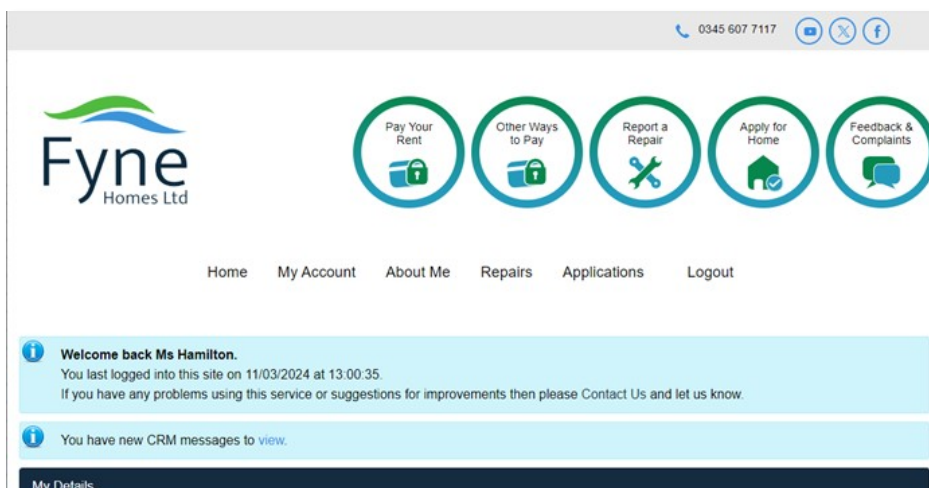
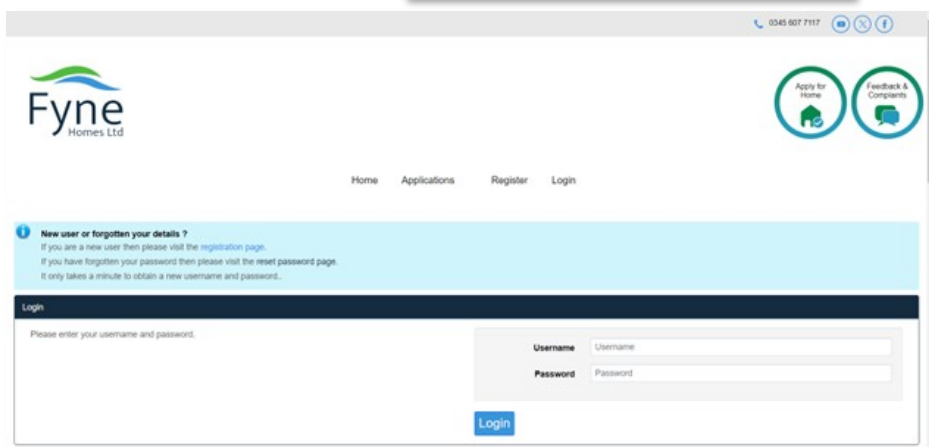
Logo

Our corporate branding has also had a revamp, we have refreshed our main and subsidiaries logos to make them more contemporary whilst keeping the Fyne Homes identity.



Customer Portal

The Customer Portal allows you to easily update your contact details, make a payment, view your payment history and charges, report a repair, and contact us. You can sign up for the portal by visiting the “my account login” section of the website and follow the link for the registration page alternatively for further information or help with access please contact us by emailing postmaster@fynehomes.co.uk or by calling 0345 6077117.



FyneHEAT

FYNE HOMES ENERGY ACTION FOR TENANTS

Struggling with your energy bills? FyneHEAT can help!

If you're falling behind with your energy bills, and are struggling to pay, the best thing to do is contact your supplier as soon as possible.

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.

We are here to try and help you through these tough times. If you are finding it difficult to Top up your Pre-payment meter please give Karen a call on 0345 607 7117 for some help with your bills.

We can help you to -

Understand your bills

Help you to manage energy debt

Take meter readings to monitor your energy use

Resolve billing errors/Prepayment meters

**Call Fyne Homes and ask to speak to Karen
0345 607 7117**



Radio Teleswitch



What is the Radio Teleswitch Service, and what is it used for?

The Radio Teleswitching Service (RTS) enables Electricity Suppliers to switch large numbers of electricity meters between different tariff rates and helps deliver specific electricity tariffs designed for customers who need to use electricity for their heating and/or hot water. This longwave radio signal will be switched off in June 2025 and your old meters must be replaced with a new type of Smart meter. Ofgem, the energy regulator for Great Britain, expects energy suppliers to replace all RTS meters before the service ends in June 2025. Don't worry, if you have an RTS meter, you can upgrade to a smart meter. Smart meters are the only technical replacement for RTS meters because they can be programmed to deliver a similar service. Get in contact with your electricity supplier to find out when they can install your new meter.

By 30 June 2025, the Radio Teleswitch Service (RTS) will end. The switch off will affect energy customers that have an RTS meter in their home and may mean that their heating and hot water supply stops functioning as normal.

All electricity suppliers are contacting affected customers to offer them a smart meter upgrade before the RTS service ends on 30 June 2025.

Not sure whether you have an RTS meter, there are a few things you can look out for:

- there may be a separate switch box near your meter with a radio teleswitch label on it
- your property is heated using electricity or storage heaters
- there is no gas supply to your area.
- you get cheaper energy at different times of day.
- Your tariff may be: Economy 7, Economy 10 or Total Heat Total Control

Will I be able to stay on the same tariff I am on now?

Your supplier will be able to tell you which tariffs are available to you. They should offer a tariff that is suitable for the hot water and/or heating set up in your home.

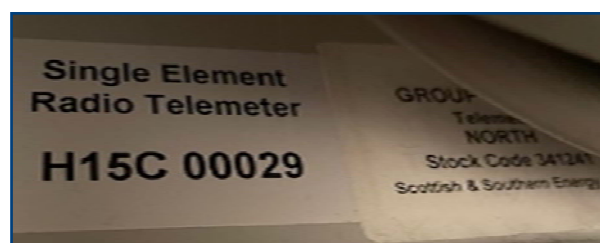
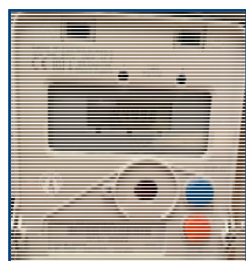
What happens if I don't upgrade to smart meters?

The heating and/or hot water provisions in your home could be affected.

You may find that your heating and/or hot water is continually left on or off, or the charging-up happens at the wrong time of day.

Your electricity supplier won't be able to confirm how much electricity you have used during peak or off-peak times, which means your electricity costs could be much higher than before.

A smart meter will give you a similar service to your RTS meter. You should speak to your supplier to find out more. If you need more information, please contact t your electricity supplier or call FyneHEAT on 0345 607 7117.



Benefits Support

At Fyne Homes we have a Welfare Benefits worker Margo Allan who can help you with any benefits problems you have, or she can do a benefit check to see if there are any additional benefits you may be able to claim.

Please see below a **case study** of a tenant Margo recently worked with.

Our tenant contacted Fyne Homes to see if they might be entitled to get the Warm Home Discount of £150 from their energy supplier, to help with their energy bill. Margo checked current benefit entitlements to see if they met the criteria, our tenant was receiving State Pension of £203.00 per week, as this was just over the Pension Credit threshold of £201.05 per week they were not entitled to the Warm Home discount.

During the conversation the tenant mentioned some health issues they had, Margo suggested that they might be eligible to claim Attendance Allowance which is a tax-free benefit you can get if you have reached pension age, are physically or mentally disabled and need help with personal care or supervision to stay safe. Attendance Allowance is not means tested so you can claim no matter what level of savings or income you currently have. Margo assisted the tenant to complete the claim form for Attendance allowance.

After a period of about 8 weeks our tenant got a letter from Attendance Allowance saying that they were entitled to the standard rate of Attendance Allowance of £68.10 per week.

As our tenant lived on their own this also meant that they were entitled to a severe disability premium in Pension Credit Guarantee, this meant that rather than the threshold for pension credit being £201.05 per week, it was increased to £201.05 plus £76.40 = £277.45.

As our tenant was receiving £203.00 state pension per week, they were now entitled to Pension Credit Guarantee of £277.45 less £203.00 = £74.45 per week.

So total gain was Attendance allowance of £68.10 plus Pension Credit of £74.45 per week= £142.55 per week.

And the good news is that as they are now entitled to Pension Credit guarantee they are eligible for full housing benefit , and full council tax benefit. They also get help with some health costs, such as help with hospital travel fares and help towards the cost of glasses. Also if entitlement for the Warm Homes Discount scheme remains the same next year they will qualify automatically !

If you would like a welfare benefits check please call Fyne Homes on 03456 077117 and ask to speak to Margo.



Have your say – Association Membership

Becoming a member of the Association gives you a real say in the future of your home and local community. A membership will allow you to vote on major issues affecting the Rules of the Association, enables you to stand for election on our Management Committee, attend our AGM and allows you to vote to appoint members to our Management Committee.

Joining the Association is easy, there is a one-off cost of only £1, which gives you a lifelong membership, then simply fill out the form below and return to any of our offices, you must be 16 years old or over to become a member. For further information please contact our Corporate Manager, Eilidh MacCallum.

Any new members joining between April and our AGM in September will be entered into a prize draw to win £100.

We value all our existing members and to show our appreciation all current members of the Association will automatically be entered into a prize draw to win £100.

The winners will be drawn at our AGM on the 18th September 2024.

Membership Application Form			
Please complete and return this form along with your £1 membership fee to any of our offices, you must be 16 years old or over to apply.			
Title	First Name	Surname	
Address:			
Email address		Contact Number	
Occupation:		Date of Birth	
I am a (tick as appropriate)	Fyne Homes Tenant <input type="checkbox"/>	Owner/Occupier <input type="checkbox"/>	Resident <input type="checkbox"/>
Declaration			
I hereby apply to become a member of Fyne Homes Ltd. I agree to support the Association's aims and objectives.			
Signature _____		Date _____	





Fyne Homes and InspirAlba supporting Household Resilience

The household resilience project has funding from Scottish Government (Investing in Communities) and UK Shared Prosperity. The project aims to work with householders to redress some of the challenges of increasing household costs whilst also providing employment and training opportunities across the area.

The project has supported 4 graduate apprenticeship roles and 23 further posts created with third sector organisations. In the first year of the project, the advocates have engaged with 295 households across the area through with referral to access further support from Bute Advice, Alienergy and

Home Energy Scotland. Bute Advice help clients access additional income via benefits and pension checks as well as supporting individuals with debt recovery. Alienergy and Home Energy Scotland can assist with reducing energy costs. Advocates can also refer householders to Spark Your Purpose Programme, which provides coaching, training and personal development planning for those not in work and also for parents on low income.

The advocates continue to make referrals to partner organisations for their clients. One client has reported since being involved with the programme that they feel more “financially prepared”. A particular focus all the advocates have had recently is strengthening client social networks. Creating these strong networks and connections are important during times of crisis. Clients are encouraged to build relationships with community organisations that can provide critical support during emergencies.

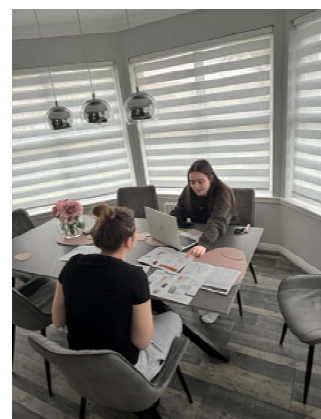
Case Study: A young person was living in the back of his car with no space for his son to visit him. Advocates helped with applying for housing providing some support for meetings as he lacked confidence. Referrals to Bute Advice and AliEnergy were also supported. The outcomes were:

- Now living in a two-bedroom flat
- Grant for white goods secured.
- Initial support to access food bank

Case Study for Warmer ColGlen: A disproportionate Council Tax banding was identified and evidence was provided to The Scottish Assessors office resulting in a re banding for the householder. This also then provided access to the Home Energy Efficiency Programme for Scotland –Area Based Scheme. Argyll and Bute Council awarded £16,600 funding for insulation. BCA insulations carried out underfloor and loft insulation and also removed and replaced cavity wall insulation. The property was also eligible then for a repair grant of £750 if the insulation measures were carried out. The outcomes for this household were:

- A reduction in yearly costs
- A rebate of £5000 from the council
- Improved energy efficiency
- Reduction in heating bills

For more information on the project please contact:
Leah.McGuigan@inspiralba.org.uk



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

Charity Fund Raising

During the year staff have the option of “dressing down” on the last Friday of the month and it culminates in December with our Christmas Jumper Day. Staff make a donation for the privilege. Charity fund raising also takes place in December when staff and committee, instead of giving each other cards, make a donation and put their Christmas Wishes and name of their chosen charity on our Christmas tree. The Christmas Wishes are then drawn with the winning charity receiving the accumulated donations.

This year a fantastic sum of £273.27 was raised and the winning charity was Thrombosis UK, which was the chosen charity of our Housing Admin Officer, Megan Reynolds.

This year we also raised £151.00 for Breast Cancer Now with an afternoon tea and staff and committee have donated to Rothesay Academy’s Christmas Hamper initiative. A great year of fundraising by staff and committee, well done to all.

Here’s to beating those figures this year!



Katie Johnston

Sheena Macfie

Hazel Leitch

Dougie McDade

Kalum Ledicott

Kora Nicholson

David Cameron

Eilidh MacCallum

Martin Lilley

Jacqui Mathieson

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

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

Rothsay—Head Office

Fyne Homes Ltd
81 Victoria Street
Rothsay
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

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.

*Fyne Homes Limited. Registered Office: 81 Victoria Street, Rothsay, Isle of Bute, PA20 0AP.
Registered Social Landlord (REG. No. 321) ; Registered Scottish Charity No. SC 009152 ;
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
VAT Registration Number 454 6688 51*



This
newsletter
has been
produced
using
re-cycled
paper