



Fyne news

Autumn 2010

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

Fyne Homes Appoint New Chairman



Peter Lingard

At our Management Committee Meeting on Wednesday 15th September 2010, Don Williams retired as Chairman.

Peter Lingard from Bute was unanimously elected as the new Chairman. Peter has been a committee member of the Association since 2000 and has previously held the posts of Secretary and Vice Chairman.

In addition to Peter's appointment as Chairman, Tom McKay from Mid Argyll was elected as Vice Chair and Robert Reid from Bute re-elected as Secretary.



Robert Reid

Have Your Say – Scottish Social Housing Charter

The Scottish Government is developing a Scottish Social Housing Charter. The Charter will be a document which sets the outcomes that social landlords should achieve and will be used by the Scottish Housing Regulator as a starting point to assess a landlord's performance.

In order to ensure they get it right, the Scottish Government is seeking your opinions and views on what a good housing service should look like and what should be in the first Charter.

A website has been set up where you can register to join the online conversation on the site, download a comments form to complete or you can simply send a letter to The Charter Team, Social Housing Division, Area 1-H South, The Scottish Government, Victoria Quay, Edinburgh, EH6 6QQ. Further information can be found at <http://housingcharter.scotland.gov.uk>

The deadline for contributions is Friday 12th November 2010 and thereafter the Scottish Government will publish a discussion paper early in 2011 which will reflect the comments they have received and set out the Government's intended approach. Subject to Parliamentary approval, the first Charter will come into effect in April 2012.



Scottish Charity No SC009152

Fyne Homes Ltd.

81 Victoria Street, Rothesay

Isle of Bute, PA20 OAP

0845 607 7117

www.fynehomes.org.uk

HEAT Argyll

Fyne Homes in partnership with the 3 other Housing Associations in Argyll have launched "HEAT Argyll" – Home Energy Advice for Argyll tenants

The aim of this project is to deliver energy advice to our tenants within their homes. Tenants will also be given advice on the efficient use of their heating and hot water systems, checks will be carried out to see if any insulation upgrades are required and advice on budget methods for payment of utility bills will also be given.



If you feel you would benefit from this advice, please contact Fiona McLachlan on 08450520039

**HEAT
Argyll**

A Diamond Find

Our Technical Services Manager, Jimmy Ewing was pleased to receive the following good news letter from tenant Mrs McKay.

“As you know I recently lost a diamond ring of great sentimental value and was distraught.

I write to let you know that the ring was found behind a kitchen unit by the workmen putting in my new central heating. I am absolutely delighted.

It is so nice to know that in this day and age there are still honest people out there. The workmen have done a great job and left no mess and my home is now nice and cosy with my new heating.

Fyne Homes must be pleased to know that they are working with such good and honest workmen and Mr Hanson must also be proud of his staff.”



Tenant Reward Scheme – Latest News

Since the launch of this scheme last summer, we have been delighted to welcome over 160 members. We are continually looking at ways in which we can give back something to those of you who work with us to keep your rent accounts up to date and your homes and the area around them in great condition.

One of our other objectives is to try and keep as much money within Argyll & Bute as we can - for instance, we only use local contractors to carry out repairs and other works to our houses.

So, in order to try and tie the two things together, we have approached local businesses in each of our areas of operation asking them if they would be willing to offer our 'Tenant Reward Members' a discount in their shops. This would not only benefit our members but it would hopefully encourage people to shop locally on the run up to Christmas.

We are delighted to say that although this is a pretty big thing to ask local businesses – especially as some of them are very small and struggling along with the rest of us! - we have had a very positive response and are in the great position of being able to run a pilot discount scheme from 1st November 2010 until 31st December 2010.

The following businesses have very kindly agreed to take part in our pilot and we cannot thank them enough for their generosity and willingness to work with us:

Rothesay

D C Murray & Co	19 Argyle Street
Pandora's	Montague Street
Mave's Lucky Box	Victoria Street
Discovery Centre	The Promenade
Millers Wool Shop	Montague Street
Electric Bakery	Montague Street
Bike Shed	East Princes Street
Fraser Gillies	Montague Street
Bute Pet Supplies	Montague Street
Brechins	Bridgend Street
3-in-1 Takeaway	Argyle Street

Dunoon

Cowal Builders	Jane Street
Codfathers Fish Shop	Argyll Street
Bookpoint	Argyll Street
Wrights Clothing	Argyll Street
Elite Clothing	Argyll Street
Electricom	Argyll Street

Campbeltown

Newgrove Furniture	Longrow
Cadenhead's Whisky Shop	Bolgam Street
Aqualibrium	Kinloch Road
Campbeltown Pottery	Union Street
Numero Dix	Union Street
Rosy Cheeks	Cross Street

Mid-Argyll

Loch Fyne Gallery	Harbour St, Tarbert
Lee Garden Take Away	Lochness St, Lochgilphead
Crinan Cycles	Argyll St, Lochgilphead
Scottish Heather Shop	Arkland, Inveraray
Eden Deli	Main St, Inveraray



Over the next few weeks we will be sending unique membership cards to all our Tenant Reward Scheme members along with further details of the pilot scheme.

It's never too late to join the Tenant Reward scheme if you meet the criteria. However, if you want to be able to take advantage of the generosity of our local businesses in the run up to the festive season, please complete the enclosed application form and return it to us no later than Friday 22nd October 2010.

Change to Office Opening Hours

Following recent consultation with tenants it became apparent that some of our tenants required more flexibility over our office opening times. The opening hours of our office at **Ralston Road, Campbeltown** will be changing from Monday 4th October to the following:

Monday	9.30 a.m. – 4.00 p.m.
Tuesday	9.30 a.m. – 4.00 p.m.
Wednesday	9.30 a.m. – 6.00 p.m.
Thursday	9.30 a.m. – 4.00 p.m.
Friday	9.30 a.m. – 4.00 p.m.

We hope that this will give our tenants more opportunity to visit us at times that suit them better.

We will pilot the new hours for 6 months in the first instance to allow us to monitor lunchtime and late evening use.

As part of the recent consultation on area office service delivery there was a prize draw for tenants who returned the questionnaire. The lucky winners of £50 supermarket vouchers were:

- **M McAllister, Campbeltown**
- **Gillian Aitken, Ardrishaig**
- **Catherine Connolly, Dunoon**

We are still considering how we can better deliver services in Mid-Argyll and Cowal and we will be writing out to tenants in those areas over the next few weeks with further information.

Fyne Homes reports success at AGM

Fyne Homes, held its AGM on 8th September 2010 at the Discovery Centre, Rothesay, where members heard of the Association's activities over the last 12 months.

The meeting was attended by 27 members which readily exceeded the number required for a quorum. One new member, Richard Harding from Bute was successfully elected onto the Committee of Fyne Homes bringing the Management Committee membership up to 12 out of a possible 15 members.

As previously predicted our development programme funding reduced dramatically from a peak of £8M in 2007/8 to a mere £1.88M in the past financial year. However, one of our main achievements this year was the completion of our development at Tigh-na-Cladach in Innellan which was the first in Scotland and the first affordable development in the UK to be awarded German "Passivhaus" Certification.

Other successes included:

- Launch of our Tenant Reward Scheme
- £2,817,405 spent on maintaining and upgrading our housing stock
- Launch of HEAT Argyll
- Development on site at Lochgilphead High School
- 98.19% of rental income collected

However Chief Executive, Colin Renfrew highlighted that financial viability is essential in these challenging economic times and we have already begun the process of identifying areas where efficiencies can be made, but not at the expense of quality or innovation.

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.

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.

Feeling Green?

If you would like to receive future editions of our newsletter via email then please let us know - simply email us with your name, address and email address to postmaster@fynehomes.co.uk

Our Repairs Categories

In order to provide you with an efficient repairs service, the Association has set “repair categories” with different timescales within which works should be completed.

When you report a repair the person taking your call will tell you the category which your repair has been placed in and the date by which your repair should be completed.

Our categories and timescales are detailed below.

- **Emergency Repairs** – Completed or made safe within 6 Hours Repairs necessary to prevent serious damage to the building, danger to health, risk safety or risk of serious loss or damage to the occupiers of the property.
- **Urgent Repairs** – Completed within 3 working days (commencing day following reporting) Repairs which seriously affect the comfort or convenience of the occupier.
- **Routine Repairs** – Completed within 10 working days (commencing day following reporting) Repairs which will not seriously interfere with the comfort or convenience of the occupier.
- **Qualifying Repairs**
To comply with legislation we also have the “Right to Repair” scheme. This right entitles you to have certain “qualifying repairs” carried out within a specified timescale, or you can bring in another contractor. You may also be eligible for compensation if the work is not completed on time.
You will be advised when reporting a repair if it is included in this scheme. For more information on qualifying repairs please contact our Technical Services Department at our Rothesay Office (direct line telephone number 0845 0520039).
- **Inspections**

Some repairs may need assessed before repair work can be instructed. The member of staff taking your repair will advise you at the time of reporting if an inspection is required to be carried out. Inspections will be done within four working days. Following the inspection we shall advise of the action to be taken.

When you report a repair we will issue you with a repairs request confirmation slip detailing the repair, the contractor who has been instructed to carry out the work, any access arrangements and the target date for completion.

This slip also contains a tenant satisfaction survey. In order to allow us to continually monitor and improve the service we provide we would be grateful if you could complete this and return it to the Association in the freepost envelope that we provide.

Access for Repairs/Missed Appointments

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.

No access visits are a waste of staff and contractors time and can be costly to the Association.

Contact Information

Tel: 0845 607 7117 • E-mail: postmaster@fynehomes.co.uk • Web: www.fynehomes.org.uk

Fyne Homes Ltd
81 Victoria Street
Rothesay
Isle of Bute
PA20 0AP
Fax: 01700 505267

Dunoon
63 Hillfoot Street
Dunoon
Argyll
PA23 7DR
Fax: 01369 706939

Campbeltown
42 Ralston Road
Campbeltown
Argyll
PA28 6LE
Fax: 01586 552680

Lochgilphead
1 Smithy Lane
Lochgilphead
Argyll
PA31 8TA
Fax: 01546 606519



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