

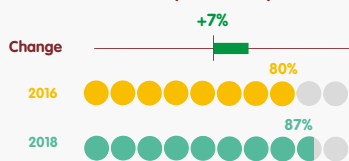
CUSTOMER SATISFACTION SURVEY 2018

The results are in and they indicate that we're on the right track!

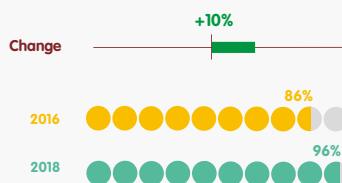
As the infographic below illustrates, we have made significant improvements over the last two years in areas such as our communication, the engagement opportunities we provide, our repairs service and the management of our neighbourhoods.

We continue to work hard to improve in all areas of the services that we provide and hope that you will continue to see the positive impact of the changes we are making.

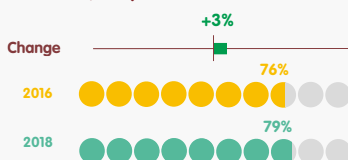
Percentage of tenants satisfied with the overall service provided by us



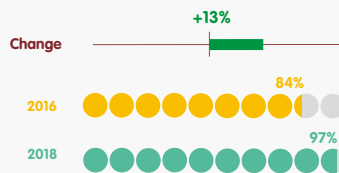
Percentage of tenants who feel we are good at keeping them informed about services and decisions



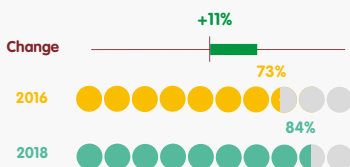
Percentage of tenants satisfied with the quality of their home



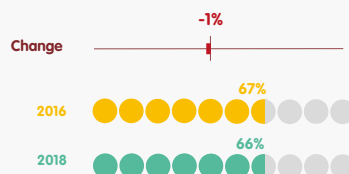
Percentage of tenants who are satisfied with the opportunities given to them to participate in our decision making



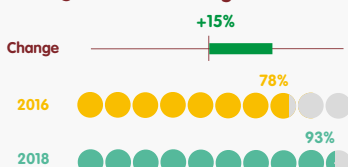
Percentage of tenants satisfied with our repairs service



Percentage of tenants who feel their property represents good value for money



Percentage of tenants satisfied with the management of their neighbourhood



We recognise that we still have work to do, especially in this area

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'Eggstremely' successful
Community Café



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Readability

Can you read our other articles ok? If not, you can ask for your newsletter to be provided in a large print format. Or, if you know of a tenant who does not have English as their first language and might struggle to read information from us, did you know that we can arrange to have it translated for them?

Just contact our newsletter editor, Karen Begg, on 01383 607549 or via karen.begg@fifehg.org.uk to request a large print copy or to enquire about alternative copy formats.

COULD YOU BE ELIGIBLE FOR ATTENDANCE ALLOWANCE?

Every year hundreds of thousands of pounds worth of benefits go unclaimed so it's important to ensure that you're receiving everything you are entitled to.

Attendance Allowance is payable to people over 65 years of age who have a physical/sensory disability or mental disability (or both) and who need help caring for themselves, or need someone to supervise them for their own safety.

If you think you, or someone you are caring for, may be eligible to apply for this benefit, please check online at gov.uk/attendance-allowance or phone the Attendance Allowance helpline **0345 605 6055** for further details.

BARKING MAD

While it is normal and natural for dogs to bark, when this barking happens a lot, or goes on for a long time, it can become annoying and upsetting for neighbours, and, if the dog owner is out a lot, they might not even realise that there is an issue.

Problems with barking dogs can usually be resolved when people discuss things calmly and work out a solution between them, however, if you are unable to do this please contact your housing officer who will address the matter directly with the owner of the dog.



NEW LEGISLATION - GENERAL DATA PROTECTION REGULATION (GDPR)

General Data Protection Regulation (GDPR) is new legislation intended to enhance the protection of personal data, which is due to come into force on **25 May 2018**.

The GDPR overhauls many areas of current data protection laws, and will replace the existing legislation - the Data Protection Act 1998.

All organisations, such as ourselves, who process personal data, are required to comply with the terms of GDPR, the core obligations of which state that:

- Personal data must be lawfully and fairly processed
- Organisations must be open and transparent about the personal data they process

As part of this, we are required to provide you with documentation which confirms which personal data relating to you we hold and process - this takes the form of a Fair Processing Notice (FPN) which you will find included as a separate insert with this newsletter.

Further information on GDPR can be found via the Information Commissioner's Office (ICO) website - ico.org.uk



FREE IT TRAINING FOR FIFE HOUSING GROUP TENANTS

Thanks to a new partnership with our neighbours, the Scottish Schools Education Research Centre (SSERC), we are now delighted to be able to offer tenants FREE IT training.

With more and more services, including Universal Credit, moving online, being able to navigate the internet safely is an increasingly useful skill to have.

We can help you learn how to find out information, fill out forms, send emails, shop securely and much, much more.

So, whether you're a complete novice who wouldn't even know how to switch a computer or tablet on, or are looking to build on the basic skills you already have please get in touch with our Engagement Officer, Helen Miller on 01383 608127 or via helen.miller@fifehg.org.uk so we can arrange whatever training will suit you best.

SSERC are a not-for-profit company and Registered Scottish Charity set up for the benefit of Scottish Education and wholly owned by the 32 Scottish Local Authorities. They offer a broad portfolio of services, principally in support of the Science, Technology, Engineering and Mathematics (STEM) area of the curriculum, which are not available from any other source, and have kindly offered us use of the computer suite at their Dunfermline location as well as access to their colleagues' expertise.



NOISY NEIGHBOURS

We have recently launched a new Noise App to help our tenants and other customers to report noise nuisance directly to us. It is designed to record issues of noise nuisance in real time which can then be uploaded and sent directly to the relevant housing officer.

This new technology will help housing officers to manage investigations of noise nuisance and to monitor noise remotely, determining quickly whether there is sufficient evidence of excessive noise to merit further action (e.g. the installation of full noise monitoring equipment by Fife Council) or whether the recordings evidence normal household noise which does not justify any further investigation.

If you would like further information or guidance on how to download and use the app, please contact your housing officer.

Fife Housing Group feature as one of the 100 Best Not-For-Profit Organisations to work for following our first entry into prestigious UK awards

We are delighted to have been recognised by the Sunday Times and Best Companies as one of the top not-for-profit employers in the country.

Coming in at 69 on 'The Sunday Times 100 Best Not-For-Profit Organisations To Work For 2018' list at our first attempt, we have been awarded a one-star accreditation, showing how seriously we take workplace engagement and sending a powerful message that colleagues feel both valued and motivated.

Chief Executive, Nicki Donaldson, explains just how much of an achievement this award is, 'We've been through a significant period of business change over the past three years and this award is testament to the commitment of our colleagues who believe in our shared purpose and play an important part in fulfilling it.'

'Having an engaged workforce who are connected to our aims and take pride in the work they do also improves productivity and ultimately benefits both our tenants and other customers.'

'We're absolutely thrilled to have made the Top 100, especially as this is the first time we have entered these awards, and are looking forward to building on this success over the coming months.'



FIXED PENALTY FINES FOR DOG FOULING

Dog owners have a legal duty to clean up every time their dog fouls in a public place. As such, it is an offence for any person who is responsible for a dog not to remove any excrement and dispose of this appropriately into a dog waste bin, general litter bin or domestic wheelie bin.

Poop scoop bags or any other suitable sturdy plastic bags can be used for this purpose. Local Environmental Service offices, council offices, libraries, vets' surgeries and some pet shops provide free poop scoop bags and Fife Council are also planning to put dispensers in popular dog walking areas to provide these bags free to the public.

Failure to comply with this legal requirement can result in a fixed penalty notice of £80, while anyone who does not provide their name and address could face a fine of £500.

We would encourage tenants to report any offenders (anonymously if you wish) by contacting the Environmental Enforcement Team at Fife Council on **03451 55 00 22**, via environmental.enforcement@fife.gov.uk, or online at fifedirect.org.uk/doitonline.

As dog mess can carry disease-causing germs and parasites which are a potential health threat, **we would also encourage tenants to remove dog excrement from their gardens.**

If there is an issue with dog fouling in any communal areas under our management, please contact your housing officer directly.



FIFE HOUSING GROUP COLLEAGUES FIND OUT MORE ABOUT FIRE SAFETY

Colleagues from our Housing and Property teams, members of Fife Council's Community Safety Team and representatives from the local fire station, recently visited the Scottish Fire and Rescue Headquarters in Cambuslang, to learn more about fire safety, fire risks and their referral processes.

Participants found the day both enjoyable and informative, with highlights including a tour around the fire village, the safe house and the fire simulator, which gave colleagues the opportunity to experience a room fire with temperatures over 500 degrees.

Director of Housing, Su Bramley, said, 'This unique experience offered a great opportunity for colleagues to work collaboratively with key partners. It also helped to reinforce the additional fire safety work our Housing and Property teams have been undertaking in the wake of the Grenfell disaster.'

'The safe house replicates issues and risks identified in tenants' homes and is an excellent training tool to help colleagues mitigate these. I would highly recommend attending a session at the fire village to anyone who has an interest in fire safety'.

If you would like further information on the training available, please contact **John.Gray@firescotland.gov.uk**



YOU'RE INVITED TO SHARE A MEAL AT ROSYTH COMMUNITY HUB

COMMUNITY MEALS

Every Thursday and Friday between 5 & 7pm
Fresh, healthy and seasonal ingredients
3-courses, sit in or takeaway
Pay as you feel, any donations welcome.

PIZZA NIGHT FOR TEENAGERS

Saturday 5 - 7pm
Free event suitable for 11 - 17 years

We also have access to bread,
fresh veg and frozen meals subject to availability,
donations welcome.

Get in touch if you'd like to volunteer
at Rosyth Community Hub or at our
Community Garden.

**Rosyth Community Hub,
8 Aberlour Street**



Rosyth Community Hub
or
EatsRosyth

www.eatsrosyth.org.uk

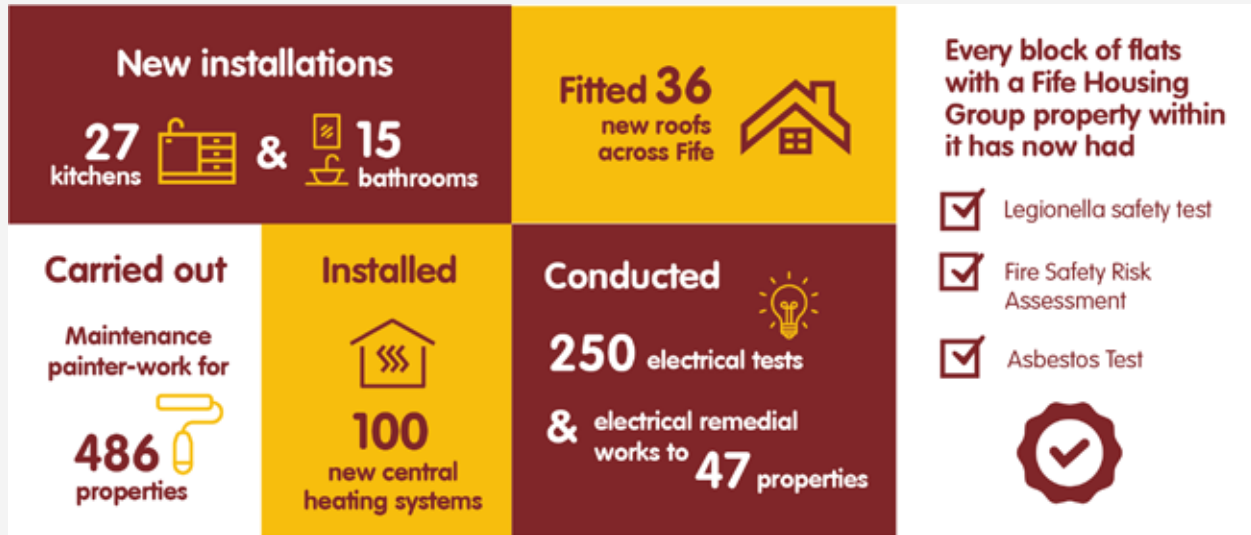


Developed by Sue Jamieson 011383 803110

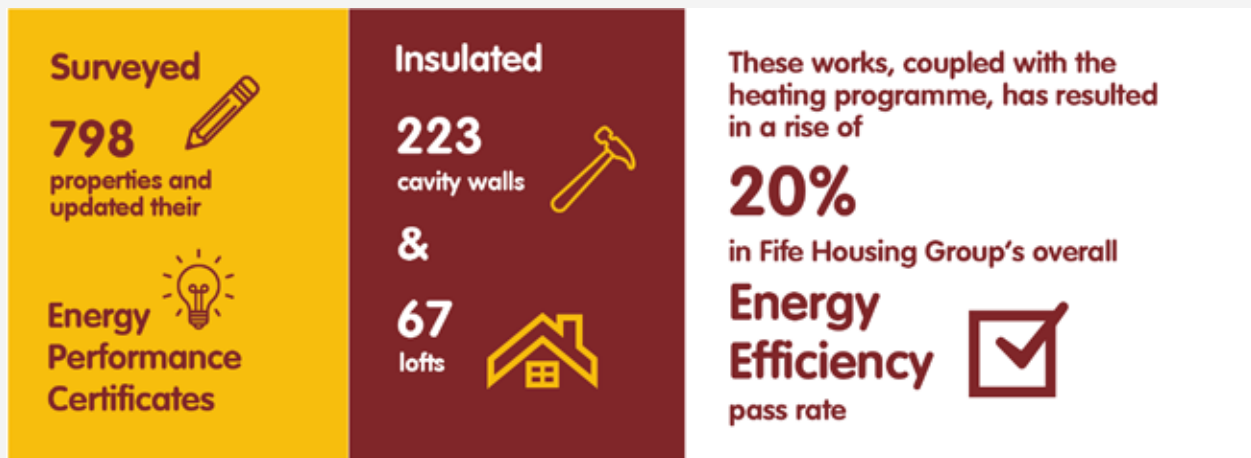
PLANNED MAINTENANCE UPDATE

As a not-for-profit organisation, we are committed to investing the money generated from your rent into improving both our business operations and your home, to ensure that the condition and energy-efficiency of our housing stock meets the appropriate standards. Unfortunately, as funding is limited, we cannot do everything we might like and do have to prioritise which work is undertaken each year.

Last year we...



Focusing on energy efficiency works we...



Stock Condition Survey

Our three-year Stock Condition Survey programme is now entering its second phase. These surveys will give us essential information regarding the energy efficiency of our properties as well as confirming the remaining lifespan of major components such as kitchens, bathrooms, roofing and electrical installations. The results from these surveys will inform our future planned maintenance programmes, allowing us to target our resources in the most effective manner.

This information will also be used to report the condition of our stock to the Scottish Housing Regulator.

Planned Maintenance Programme 2018/19

Work Planned	Approximate number of homes or blocks	Approximate investment
Heating upgrades	215	£530,000
Roofing	66	£600,000
Kitchen upgrades	147	£600,000
Replacement bathrooms	125	£350,000
Electrical testing (including remedial work)	913	£425,000
Stock Condition Survey	738	£33,600
Insulation programme	230	£116,000
Door entry systems upgrade	9	£50,000
Windows and doors	11	£70,000
Gutter cleaning and remedial work	800	£50,000
Close lighting improvements	60	£75,000
Lock-up maintenance	17	£10,000
	TOTAL	£2,909,600

Please note that, while we do hope to undertake all of the works listed above, emergency situations occasionally occur which mean that works may need to be rescheduled.

Tenants in affected properties will be notified individually of expected start dates and timescales.



STEPPING UP FOR A SECRET MISSION...

In 2017 we launched a Mystery Shopping programme, designed to measure the level of service being provided to tenants over the telephone.

The results were generally very positive with our Mystery Shoppers, who are all tenants, indicating that colleagues were polite, courteous, keen to listen and capable of answering the queries they were faced with. When asked to identify any aspect of the call which could have been improved, the majority of our Mystery Shoppers also advised that no improvements were necessary.

Whilst such positive feedback is fantastic, it is equally important to understand any barriers tenants face when contacting us and some of our Mystery Shoppers did indicate that there were occasional instances where they felt colleagues could have shown more patience and offered more detailed advice.

This feedback has been shared with all colleagues and every effort will be made to improve on the areas identified, whilst striving to continue to provide the high standard of service experienced by most tenants.

One of our Mystery Shoppers from Dysart explains a little bit more about his experience: 'Carrying out the Mystery Shopping exercise was really easy and each call only took up about five minutes of my time. I would definitely recommend getting involved as, not only does it help Fife Housing Group improve their services, it is also an opportunity to gain experience on a personal level'.

We would like to say a special thank you to all those who were involved in our Mystery Shopping, whose assistance has provided us with a greater insight into whether tenants' expectations are being met, in regards to good telephone service.

The Mystery Shopping programme for 2018 is currently being agreed and we are always keen to increase the number of tenants involved in our programme so, if you think this is something you would like to become part of, please contact Helen Miller for further information on 01383 608127 or via

helen.miller@fifehg.org.uk.



PREVENTING LEGIONNAIRES' DISEASE

Legionnaires' Disease is caused by breathing in Legionella bacteria, which is common in natural and artificial water systems such as hot and cold water systems. Legionella is usually associated with larger water systems in factories, leisure centres and hotels but they can also live in the smaller water supply systems used in homes.

Legionella bacteria can multiply in hot or cold water systems and storage tanks in residential properties and then be spread, for example, in the spray from showers and taps. Legionella can survive in low temperatures, but they usually thrive at temperatures between 20°C and 45°C. High temperatures of 60°C and over will kill them.

The risk of legionella causing illness in small domestic properties is exceedingly low, however, the biggest risk is when the property has been empty for more

than a week or so. As such, if you are returning from more than a week away from home or are moving into a new property it's good practice to always:

- Run the taps and flush any shower heads with hot water for around one minute after a period of non-use (To flush the shower head remove it from its holder before switching on the shower and then hold down over drain as close as possible to lessen the risk of inhaling sprayed droplets)
- Clean and de-scale shower heads every three to six months
- Flush toilets twice to circulate water through the system

FUNDING GIVES GREEN LIGHT FOR LUMPHINNANS' COMMUNITY GARDEN

Lumphinnans Tenants' and Residents' Association (TRA) are delighted to have secured funding to begin transforming a disused garage site into a community garden.

Coalfields Community Futures Programme, which supports community-led regeneration within ex-mining villages by encouraging active citizenship and building local democracy, has awarded the group £3,000 towards the redevelopment of a vacant lot at the end of Ochilview.

The land itself has been donated by Fife Housing Group and local Housing Officer, Audrey Cameron, has been involved with the TRA since its inception in February last year. 'We're always keen to support our tenants and other local residents who want to help make a difference in their community and are really thrilled at the success this group has had in the relatively short time since they formed. It just goes to show what can be accomplished when people are enthusiastic about helping to improve their local communities and work together to achieve a common goal'.

Lumphinnans TRA Treasurer, Tracey McCann explains how they intend spending the money, 'This funding will enable us to buy a storage container and materials to build raised beds for planting flowers and vegetables. We hope that lots of local residents will get involved in this initiative and that it will help to grow community spirit, not only by giving families the opportunity to learn about gardening but also by encouraging everyone to take pride in our village'.



Fife Housing Group colleagues and Lumphinnans TRA members at the site they hope to transform into a community garden.

[L-R: Audrey Cameron (FHG Housing Officer); Dot Cairns (TRA Chair); Tracey McCann (TRA Treasurer) and Helen Miller (FHG Engagement Officer)]

The Lumphinnans Tenants' and Residents' Association work closely with a number of other local community groups and have also received fantastic support and guidance from local Councillor Darren Watt. They meet regularly at the Lumphinnans' Bowling Club and are always keen to welcome new members. Check out their Facebook page or contact Fife Housing Group's Engagement Team on 01383 606162 or via info@fifehg.org.uk for more information on getting involved with this, or any of our other, tenants' and residents' groups.

TEAM NEWS

CONGRATULATIONS

Congratulations to Caroline O'Donnell on her promotion to Director of Human Resources and Business Support, a new role which now includes responsibility for reactive repairs.

WELCOME

We are delighted to welcome the following new colleagues:

Tracy Cumming – Finance Manager
Aleksandrs Paholovs – Finance Assistant
James Ryan – ICT Support Assistant
Sandra Brown – Temporary Project Officer

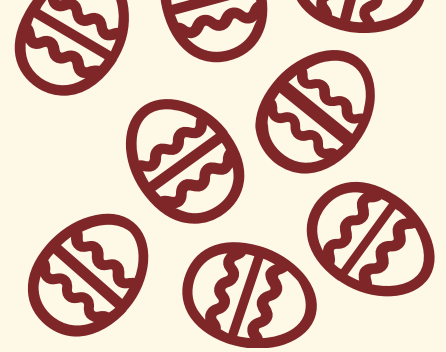
FAREWELL

We also bid farewell to a number of colleagues who have retired or moved onto pastures new:

Kevin Lynch – Director of Property and Commercial Business
Jim Bett – Clerk of Works
Alan Watt – Plumber
Kerry-Anne Westerman – Finance Officer
Laura Woods – Leadership PA



ANOTHER 'EGGSTREMELY' SUCCESSFUL COMMUNITY CAFÉ



Fife Housing Group hosted another 'eggstremely' successful Community Café at the end of March, with over 50 residents coming together at St Ninian's Church in Abbeyview, Dunfermline.

Colleagues from all teams were on hand to provide an array of housing-related information; including details of our repairs and maintenance services, the housing allocations process and our plans for the future, as well as some ideas as to how residents can get more involved to help improve the services we deliver.

Three members of Resident VOICES were also in attendance and their stall proved to be very popular, with several people indicating they were interested in finding out more about the work the group does.

In addition, various partner agencies, including Police Scotland, The Scottish Fire and Rescue Service, Fife Council's Safer Communities and Tenant Participation teams, Link Living, Wise2Welfare, Self-Directed Support (SDS) Options, Cosy Kingdom and Scottish Autism, were on-hand to

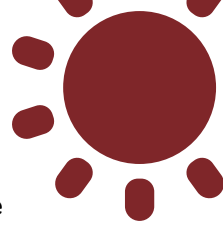
provide information and advice on the range of services they can offer. Local councillor James Calder was also available to chat to local residents about community issues.

The appearance of a fire engine was certainly a hit with the kids (both big and small) and the Easter-themed kids' corner provided plenty of additional activities with crafting, competitions, games, snacks, goodie bags and free face-painting all on offer.

A huge thank you goes out to the local businesses in Dunfermline and surrounding areas who went above and beyond in terms of fundraising for the event, with lucky winners of the amazing prizes on offer all astounded by their generosity.

We hope everyone who attended the event found it enjoyable and informative and we would like to thank everyone who came along on the day.





SUN SHINES ON SCHOOL VISIT

It was sunshine and smiles all around, when the P5 children of St. John's Primary School in Rosyth swapped their classroom for our Crombie building site recently.

The 28 children took part in a workshop on Health and Safety with primary contractor ESH Border Construction's Contracts Manager, Chris Wilson, and special guest Dudley, the Health and Safety Elephant, before being kitted out with hard hats and high-vis vests for a tour of the new 19 home development.

Architect Graeme Gallagher, from Oliver and Robb Architects, was also on-hand to talk to the children about the planning that goes into creating new buildings and show them around one of the amenity bungalows he designed.

Fife Housing Group Director of Housing, Su Bramley, who was involved in co-ordinating the event, explains some of the benefits of engaging with the community in this way, 'It's always great to be able to give something back and get local children involved whenever we are working on a new development. Visits such as this give them a chance to see first-hand what happens on site and to better understand all of the different professions who play a part in creating new homes. This fun day out was also a great way to reinforce the serious message that building sites are dangerous places, not exciting playgrounds, and should never be entered without qualified supervision'.

St. John's Headteacher, John Hutcheon, added, 'The trip was a brilliant opportunity for the children to really see what work goes on in building sites, and the vast range of job opportunities that the construction sector can offer. It tied in perfectly with primary 5's current topic, and they all had a wonderful time. Thank you to Fife Housing Group,

ESH and Oliver and Robb for a fantastic experience for our pupils'.

If you know of a school or community group who would like to get involved with any of the engagement opportunities we offer, please contact our Engagement Assistant, Melissa McManus directly on 01383 608105 or via melissa.mcmanus@fifehg.org.uk.



Garden Competition

Calling all green-fingered tenants...

Following the success of last year's Garden Competition we are delighted to announce the launch of our 2018 event.

Whether you have a full lawn and flower beds or a collection of hanging baskets and pots on your veranda, this competition has been established to reward tenants who take pride in the presentation of their outdoor spaces and to recognise the positive impact these attractive garden areas have on the wider community.

Kids can join in too with the return of our popular 'Best Children's Display' category.

Judging will take place on 3 and 4 July, with prizes awarded to the winners in each category - please see entry form below for further details.



2018 Garden Competition - Entry Form

Please talk to your Housing Officer or contact Melissa McManus on 01383 608105 or via melissa.mcmanus@fifehg.org.uk to register your interest.

Alternatively fill in your details below and return this form to Fife Housing Group, 7 Pitreavie Court, Pitreavie Business Park, Dunfermline, KY11 8UU.

Name:.....

Address:.....

Phone.....

E-mail.....

Type of garden (please tick category)

- Private garden Communal garden Horticultural garden
- Children's display Other display (balcony, veranda, border, hanging baskets, pots etc.)

Closing date for entries - Friday 15 June

READY, STEADY, GARDEN...

Following the success of last year's tenants' gardening competition, we're on our marks to make sure this year's event is even bigger and better.

Supported once again by the expert team at The Plant Market, with assistance from our very own Resident VOICES Chair, John Bell, tenants are invited to enter a variety of categories to suit all styles of gardens.

Whether you have your own private garden, help to maintain a communal garden or simply have a small display of potted plants, hanging baskets or a fairy garden on your veranda, we want you to get involved!

The kids can join in too with the return of our popular 'Best Children's Display' category. Getting them into gardening can help to spark their creativity and will teach them about where flowers and food come from.

If you're looking for some tips on how to get them interested then you'll find some great ideas on the BBC website - bbc.co.uk/gardening/gardening_with_children. There's lots of other fantastic gardening advice available online as well and you can also follow our Facebook page ([@fifehg](https://www.facebook.com/fifehg)) for handy hints and tips.

So, grab those gardening gloves, get set and grow!

Entry for the competition is open NOW with judging scheduled for 3-4 July.

If you would like any further information on how to enter the competition, please contact our Engagement Assistant, Melissa McManus, on 01383 608105 or via melissa.mcmanus@fifehg.org.uk.





UNIVERSAL CREDIT UPDATE

It's now been just over six months since full-service Universal Credit went live in Fife.

If you have already made a claim, please make sure you keep your journal up to date to ensure your claim is processed quickly, using the correct information.

As everything is now processed digitally, if the Department for Work and Pensions (DWP) require any information from you they will request this via your online journal so it is really important that you check this regularly.

If you have not already done so, please ensure that you provide DWP with details of your new rent charge from 1 April 2018. Failure to do this will mean that your Housing Cost payments may not meet your rent charge and you will be responsible for paying any difference.

Fife Council has produced a guide which explains the whole Universal Credit process, including how to apply, how long you will wait to receive your first claim, and what support is available (particularly for those in financial difficulty). A copy of 'Your Guide to Universal Credit' can be found on the publications section of their website (fifedirect.org.uk) or you can request a paper copy by calling them on 03451 55 11 55. Additional guides, 'Keeping your Full Benefit Payment' and 'Changes to Benefit Caps', are also available.

Fife's Digital Directory (also available on the council website) details where free internet access is available if you need to get online and work coaches, based within Job Centres, can also assist with your claim. Alternatively, you can call them on 0345 600 4272 or drop into any of Fife's Community Job Clubs.

We understand that there may be difficulties as you make your initial claim and wait for your first payment, however, support is available. For advice on managing money, looking for work and accessing help, please talk to your housing officer or contact Citizens Advice and Rights Fife (CARF) directly on 0345 1400 095 or via their website - cabfife.org.uk

Further help, guidance and information can also be found at gov.uk/universal-credit



Working with your bill provider to make payments easier for you



Over the phone
0844 557 8321



On the internet
www.allpayments.net



By Direct Debit



Callpay
Payment Management System



Through the allpay App

Available on the iPhone
App Store

Available on
Android
Market



By text message
www.allpayments.net/textpay



Over the counter
at PayPoint



Over the counter
at the Post Office®

ARE YOU LOOKING FOR A LOWER-COST LOAN?

Conduit Scotland is a Community Development Financial Institution (CDFI) which offers an alternative to high-cost, short-term lenders such as 'payday loan' providers or 'loan sharks'.

Support is at the heart of the service with a number of local organisations providing help on budgeting, savings, debt management and how to maximise income – all tailored to a person's individual circumstances. This support is available for as long as needed, including before, during and beyond the course of a loan.

Who is it for?

This service is for residents on lower incomes with no record of savings, who have an extremely poor or no credit rating.

Where some people have used short-term loans in the past, recent changes in financial regulations mean they may no longer be eligible for loans from other providers.

Who else is involved?

Conduit Scotland is a trading name of Five Lamps, which has been jointly contracted by Fife, Falkirk and West Lothian councils to provide the borrowing part of the service.

In Fife, Conduit Scotland also works with Citizens Advice and Rights Fife (CARF), Jobcentre Plus, Fife Gingerbread, the Scottish Welfare Fund, Fife's credit unions and other relevant organisations, to provide advice and services that are tailored to individual customer needs.

Are there 'branches' like a bank?

Two shops opened during 2017 – one on the High Street in Kirkcaldy and one on Chapel Street in Dunfermline. These shops also have desks for support agencies and partners so customers can approach them for advice as well.

Opening hours are 10.00am – 4.00pm Monday to Friday, and 9.00am – 12.00noon on Saturday.

Customers can also apply online at conduitscotland.com and over the phone on 0300 111 0559. Phone lines are open from 8.30am – 5.00pm, Monday to Friday.

They can also be contacted directly via loans@conduit.org.uk.

Five Lamps are authorised and regulated by the Financial Conduct Authority (FCA), Financial Services Register number FRN 656112, however, they are in no way part of Fife Housing Group and this article should not be interpreted as an endorsement of their services.

YOU'VE GOT THE POWER

Fife Housing Group is a member of Our Power, which is a UK not-for-profit energy supplier set up to provide customers with a fairer way to buy the energy they need.

Their mission is to make household energy more affordable and greener for all energy customers, whilst helping those who are at risk of fuel poverty or on lower incomes, and this is why we now transfer all of our void properties over to them.

HEAT or EAT is a choice too many people have to make, but, Our Power's new +IMPACT tariff aims

to change this for four million fuel poor British households.

As well as being a green alternative, +IMPACT is cheaper than most BIG 6 tariffs and customers who choose to switch will be directly supporting Our Power's mission to make energy fairer.

If you would like to find out more about switching, you can visit the Our Power website at our-power.co.uk





Fife

Many of our tenants are now being transferred over to Universal Credit and experiences have, so far, been fairly mixed. If you require any advice, or assistance with completing the application, please contact your Housing Officer as soon as possible. We can also help if you are struggling to make ends meet whilst waiting for a first payment, again please contact your Housing Officer to discuss the options available to you.

We are continuing to look at ways to improve engagement with all our tenants and residents and are specifically looking at how we can make our estate walkabouts more beneficial for all involved. If you have any feedback regarding these or suggestions about other activities you would like to see us introduce, please have a chat with your Housing Officer or contact our Engagement Team on 08000 274 007 or via feedback@fifehg.org.uk.

Lochgelly

We are progressing with plans to replace all door entry systems in this area, however, we are unable to proceed with installation until we have consulted with any owners in the affected blocks.

A new bin collection is currently being trialled. Due to the high level of occupants in the flatted stock, we have been experiencing an increase in contamination of the bins. Fife Council has agreed to remove all recycling bins and have replaced them with one large multi-purpose landfill bin. This is currently in place, and we are pleased to say that it has significantly improved the overall appearance of the blocks.



Before



After

Inverkeithing

We are aware of an issue regarding caravans being stored in parking areas here, which is anti-social as it is causing problems for residents who are subsequently unable to park their cars. Caravans must be sited outwith the car park area and there are a number of caravan storage areas which can be contacted to make appropriate arrangements for this.

The ongoing demolition and new build in Fraser Avenue is beginning to take shape and does not seem to have had any negative impact on our residents in the Spencerfield Road area.

Crombie

Unfortunately, there has been a delay with the handover of our new homes here, partly due to the recent adverse weather conditions and partly because the utility suppliers have postponed their start date on site. We are hopeful that this will now take place in June and appreciate the patience and understanding shown by local residents during this build.



Dunfermline

Dunn Crescent

We received complaints from local residents in Dunn Crescent regarding inconsiderate parking during drop-off and pick-up times at Woodmill High School, where drivers had been parking on and damaging the grass landscaped area - this also caused difficulties for residents getting in and out of the street. To help combat this issue we recently installed bollards.

BASICSIM Tenants' & Residents' Association

Following our engagement with BASICSIM TRA (covering: Bute Crescent, Allan Crescent, Skye Road, Islay Road, Shields Road, Iona Road and MacBeth Road), we arranged to have an additional planter installed outside our properties on Allan Crescent. If you live within the catchment area and are interested in getting involved, the meetings are held on the third Wednesday of the month at 1pm in the Tryst Centre. You can contact the group directly via basicsimtra@yahoo.com.



Kennoway

Work is now in progress to remove the bin stores at the rear of the flats in New Road. This will go some way to improving the look of the area and is part of larger plans to improve the environment in New Road – watch this space for further details in due course.

The gas supply installation to our properties in Leven Road is also underway and affected residents should have already have been contacted by Housing Officer, Gavin Waddell, and Contracts Officer, David Todd, to confirm the details of this process.

Levenmouth

We recently made a donation to Levenmouth Foodbank and have now established a relationship allowing us to issue vouchers to anyone in this area who is in need of assistance. If you require a voucher, please contact your Housing Officer, Greg Turner, who can deliver this to you. The Levenmouth Foodbank can also offer assistance from other agencies and is open on Mondays and Fridays from 4pm to 6pm.

Tenants are reminded that they must not drive over grassed areas in order to park closer to their property. This is a particular problem in Lilac Bank and not only destroys the grass but is also dangerous to pedestrians and children using the area for its designated purpose. We are considering installing natural barriers to stop this practice, but when this is preventable, it is not a good use of tenants' money.

Over the winter, a number of homes were observed to have larger items dumped in their gardens. All tenants with gardens are reminded you are responsible for its upkeep and tidiness. If you are struggling to maintain your garden, please contact Greg on 07811 393822 to discuss how best to remedy the situation.



Kirkcaldy and Dysart

We would like to remind tenants again that the dumping of rubbish in stairwells is prohibited as it is a breach of tenancy and poses a health and safety risk.

Please arrange for the proper disposal of bulky items. Fife Council provide a special uplift service which includes furniture, fridges, freezers, etc and charge £15 for a limited number of items. If you require their uplift service, please contact the Recycling Helpline on 03451 55 00 22. You can book an appointment from 8am to 6pm Monday to Friday.

Housing Officers Lynn Mather and Karen Gilruth are looking to set up a Templehall and Sauchenbush Tenants' and Residents' Association in Kirkcaldy. If you are interested in becoming involved, please contact our Engagement Officer, Helen Miller on 01383 608127 or via helen.miller@fifehg.org.uk.

Dunearn Drive

Tenants in the flats here should refrain from putting padlocks on the rear communal gates and remove any which have been installed immediately. These gates must never be padlocked to allow access for emergency services and contractors.

Please also ensure you take responsibility for moving your bins back to their blocks once they have been emptied, and not leave them on the street as this causes difficulties for people with pushchairs or mobility issues, becomes unsightly and allows others to use the bins that don't belong to them. If any of your bins are overflowing, please take your refuse to the local recycling centre situated at Templehall Community Centre.

Cheviot Road and Valley Gardens

Your Housing Officer, Lynn Mather, will be arranging for notice boards to be put up in the closes here. These will provide information on recycling and other articles with information of any courses, groups, etc. that are available in your area.

Do you need to downsize?

If you're finding that your home is too big for you and would like to discuss what options are available for downsizing we'd be delighted to hear from you, especially if you live in the Kirkcaldy area where we have a particular demand for larger properties.

Rosyth

Camdean

Unfortunately, due to extreme weather conditions, only one resident attended the walkabout in the Gillway and surrounding area and, therefore, the decision was taken to cancel the event. The resident advised us of some abandoned cars, and we have taken action with our Fife Council partners to address this.

Housing Officer	Contact Details
Angie Munton	t: 07811 439939 e: angie.munton@fifehg.org.uk
Audrey Cameron	t: 07747 895965 e: audrey.cameron@fifehg.org.uk
Gavin Waddell	t: 07771 776679 e: gavin.waddell@fifehg.org.uk
Greg Turner	t: 07811 393822 e: greg.turner@fifehg.org.uk
Karen Gilruth	t: 07825 855224 e: karen.gilruth@fifehg.org.uk
Lynn Mather	t: 07973 827628 e: lynn.mather@fifehg.org.uk
Stephanie McCulloch	t: 07811 439905 e: stephanie.mcculloch@fifehg.org.uk
William Earnshaw	t: 07525 260447 e: william.earnshaw@fifehg.org.uk

Together we can... make a difference

at home with...
fife housing
group

Would you like to see improvements within your community and to the services we provide?

- Short Surveys
- Mystery Shopping
- Resident Inspectors
- Walkabouts
- Residents' Association
- Resident VOICES

Then why not help us to start changing things for the better?

Getting involved is easy and there are lots of flexible options available so, let's work together to improve both our services and your community - you'll be amazed what we can achieve!

Giving something back

Got an idea that would make a difference in your community? Tell us how we can help!



08000 274 007

feedback@fifehg.org.uk



EASY OMELETTE ROLLS

 **Prep**
5 mins

 **Cook**
10 mins

 **Serves**
2

(Recipe from EATS Rosyth - eatsrosyth.org.uk)

Quick, cheap and handy for packed lunches, this recipe is super versatile as you can add any chopped leftovers to make different flavours each time and then store in the fridge until required.

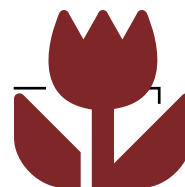


Example ingredients

- 4 x eggs
- 1tbsp vegetable oil or knob of butter
- Chutney (optional)
- Mozzarella (own brand will work well and is less than 50p per packet)
- Cherry tomatoes
- Salt and pepper

Method

1. Beat eggs together in a bowl with salt and pepper.
2. Heat half the oil or butter in a small frying pan over a medium heat.
3. Pour half of the egg mixture into pan and tilt for 2-3 minutes until cooked thinly and evenly then transfer to chopping board and leave to cool.
4. Repeat with remaining oil/butter and egg mixture to make second omelette.
5. Spread chutney thinly over cooled omelettes (if using).
6. Slice tomatoes and cheese over the top.
7. Wrap tightly and wrap in cling film before cutting into slices (if desired).



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

SPRING WORDSEARCH

Enter our WINTER competition and you could WIN a **£25 ASDA voucher**.

To enter: Complete the wordsearch, cut along the dotted line and send your entry to the address below by 15th June 2018.

ALLERGIES
BIRDS
BLOOMING
BUDDING
DAFFODIL

FLOWERS
GARDENING
GRASS
OUTDOORS
PICNIC

SEASONAL
SPROUTING
SUNSHINE
VIBRANT
YELLOW

NAME: _____

ADDRESS: _____

TEL: _____

Wordsearch winner

Thanks to everyone who entered our Winter competition and congratulations to our lucky winner, Nan Lomas of Rosyth, who is delighted to have won the £25 Asda gift voucher and will be treating herself to a new skirt and jumper next time she is in store.

Contact us

Freephone: 08000 274 007
Gas emergencies: 0800 281 856
Text: 0771 77 3666 Email: info@fifehg.org.uk

Our opening hours are:

Monday to Thursday 8:30am - 5:00pm
Friday 8:30am - 4:30pm

at home with...

fife housing group

fifehg.org.uk

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