

Kirkcaldy Community Café is Easter Eggstravaganza

This year's Easter-themed Community Café took place at the Linton Lane Centre in Templehall, offering the perfect opportunity for local residents to have a chat with colleagues and partner agencies about the services we deliver and the changes that are taking place in their community.

As always, there was an array of housing-related information available, 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.

There was also assistance and advice available from various other agencies, including the Scottish Fire and Rescue Service, Greener Kirkcaldy, NHS Fife and many more. Additionally, local councillors Judy Hamilton and Alistair Cameron were on hand to discuss any community issues.

During this event, tenants were also given the opportunity to share their views on the ways we consult tenants on proposed rent increases. This information is now being collated by your scrutiny group, Resident VOICES, and will be used to inform their review of this process.

Meanwhile, our themed kids' corner kept the children entertained with free face painting and seasonal activities, including our 'Design an Easter Egg' competition and other Easter crafts.

Several lucky residents left with fantastic prizes from our free raffle and one delighted young lady took 'Poppy the Pug' home after guessing her name correctly in a sweepstake raising money for our charity of the year, the Little Princess Trust.

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



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Further awards recognition for Fife Housing Group

We are delighted to have once again been recognised by the Sunday Times and Best Companies as one of the top not-for-profit employers in the UK, making us one of the 50 Best Companies to Work for in Scotland.

This accolade is supported by our recent achievement of the prestigious Investors in People (IIP) Gold Accreditation, as well as our position as a finalist in Fife Business Awards' 'Excellence in People Development' category.

These awards show how seriously we take workplace engagement as having a motivated workforce who are proud to work for our organisation, 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 look forward to building further on these successes over the coming months.



🔍 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.

OUR POWER UPDATE

Following January's news that Our Power had gone into administration, it has been announced that Utilita have taken over all of their customer accounts.

Utilita will be contacting all those who were previously Our Power customers directly to discuss their personalised tariff information and there should be no disruption to your energy supply in the meantime.

Should you not yet have received any communication from Utilita or have further questions regarding this, please do not hesitate to contact them directly on 03300 583 392 or via utilita.co.uk



Universal Credit update



If you are in receipt of Universal Credit and have not already done so, please update your Journal with your new monthly rent and service charges, as detailed in your rent increase letter, as soon as possible.

The Department for Work and Pensions (DWP) did announce in mid-March that they would allow this information to be updated via the Landlord Portal but does encourage tenants to put it on their Journal too, in order to ensure you do not lose out on any housing cost entitlement.

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.

VISION 2020...

The vision of our digital future, into 2020 and beyond...

With a focus on continuous improvement, we recently undertook a review of our Information and Communication Technology (ICT) and selected a new combined customer service, housing management, maintenance and finance system for implementation.

We are now in the process of building and testing this system and hope that it will go live in October of this year. Once installed and embedded, we expect this to facilitate more effective and efficient internal processes which should, in turn, lead to improvements in the customer service you experience.

Early next year we also hope to be in a position to launch an online tenant portal and are currently looking for input from tenants regarding both this and our current website. If this is something you would like to get involved with, please do not hesitate to contact our Communications and Marketing Manager, Karen Begg, directly on 01383 607459 or via karen.begg@fifehg.org.uk.

COMMUNITY MEAL

EVERY THURSDAY
AND FRIDAY, 5-7PM

KIDS EAT FREE!
PAY AS YOU FEEL

ALL WELCOME,
EAT TOGETHER
OR TAKE AWAY!

ROSYTH COMMUNITY HUB,
8 ABERLOUR ST
KY11 2RD

EATROSYTH.ORG.UK



KITCHEN AND BATHROOM INSTALLATIONS

As part of our ongoing commitment to providing value for money (VFM) services we have taken the decision to bring delivery of our planned kitchen and bathroom programmes in-house and have recruited a new team of operatives to undertake this work.

PLANNED MAINTENANCE UPDATE

Over the past two-and-a-half years we have been carrying out what is known as a Stock Condition Survey working with a local firm of surveyors, the David Adamson Group.

A Stock Condition Survey looks at the key elements of your home such as your roof, kitchen, electrical and heating systems, assessing their condition and establishing a date in the future when this should be reviewed, based on the average lifespan each item is expected to have.

We took the unusual decision to include 100% of our properties in this survey because we wanted to be absolutely certain which works should be undertaken on your home in the coming years. Many other housing associations only opt to survey 10% of their properties and then simply clone that data for the other 90%.

The vast majority of Fife Housing Group tenants should already have had their survey completed, however, we are aware that there is a very small number where our surveyors have not yet been able to obtain access. If you have received a calling card and not yet responded please get in touch with your Housing Officer now so that we can ensure all homes are surveyed.

During 2018/19 we also have completed the following major planned works:

63 
kitchens

127 
bathrooms

174  **boilers & heating systems**

including a large number of conversions from electric to gas heating

51 
new roofs

along with related fascia, soffit and rainwater goods

Assuming responsibility for these installations ourselves will not only allow us greater control over both the process and end product but should also effect significant long-term savings for subsequent investment elsewhere.

Surveys for the first kitchens and bathrooms to be replaced as part of this programme are already underway and you will be contacted directly to arrange a suitable appointment should your home be included.

in addition to numerous electrical installations, new door entry systems and repainting.

With the benefit of our Stock Condition Survey we are now developing our five-year programmes and expect to complete the following works in 2019/20:

138 
new kitchens

128 
new bathrooms

15  **full new heating systems**
including electric to gas conversions

181 
replacement boilers

21  **new electrical consumer units**

14 
new roofs
along with related fascia, soffit and rainwater goods

Plus, of course, a large number of repairs or replacements to curtilage walls and fencing, as well as door and window replacements.

If your home is included in any of the programmes above, you will be contacted well in advance to arrange a detailed product survey and to confirm a suitable appointment for the contractors to attend.



Before



After

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



ESTATE INSPECTION PROGRAMME

In the next three months, estate inspections will be carried out in the areas detailed below. Following each of these inspections, an action plan will be put in place to address any identified issues. If you would like any further information regarding these, please do not hesitate to contact your Housing Officer directly.



Date / Time	Location	Housing Officer
May 2019		
Thursday 16 May 2019 @ 10am	Abden Court and Church Walk, Kinghorn	Karen Gilruth
Friday 24 May 2019 @ 9am	Pentland Place and Lomond Gardens, Kirkcaldy	Lynn Mather
Thursday 30 May 2019 @ 2pm	Dubbieside, Methil	Greg Turner
June 2019		
Wednesday 12 June @ 10am	Camdean, Rosyth	Laura White
Wednesday 19 June @ 2pm	Ivy Grove and Main Street, Methilhill	Greg Turner
Thursday 27 June @ 2pm	Admiralty Road and Backmarch Road, Rosyth	Ross Glancy
July 2019		
Wednesday 3 July @ 10am	Boyle Drive and Castlandhill Road, Rosyth	Laura White
Friday 12 July @ 10am	Duncan Crescent, Dunfermline	William Earnshaw
Tuesday 30 July @ 9am	East Wemyss	Ross Glancy

CONSIDERING COMPLAINTS... WHAT WE'VE LEARNED

Complaints usually highlight issues, whether in regard to an existing process, service or department, and the information provided can prove invaluable in addressing these. We regularly use data gathered from complaints to analyse the root cause of the problem and identify possible solutions to prevent reoccurrence in the future. Here are a couple of examples where customer complaints have recently made an impact on the way in which we do things...



What happened?

A tenant received an invoice for a recharge, which they incurred as a result of a failure to provide agreed access to their home some five months earlier. The tenant claimed that this was the first of them being made aware of any such charge and, given the delay, requested that the recharge be reduced or cancelled.

What changed?

The recharge remained payable, as it had been applied in line with our procedures, however, we accepted that a more timely process should be in place to ensure tenants are made aware of recharges when they are raised. Our Finance team is now taking this opportunity to ensure that greater focus is given to issuing recharge invoices within a shorter timeframe.

What happened?

A tenant was unhappy with the delay in completing all snagging works following the replacement of their gas central heating system. During the investigation of the complaint, our Clerk of Works attended to confirm the outstanding works and instructed the contractor to re-visit and address these issues. The complaint was then closed on the understanding the contractor would re-visit as agreed, with the tenant being assured this was now in hand. Regrettably, the contractor failed to re-visit, resulting in the tenant having to make further contact with us to chase this up.

What changed?

Complaints are often closed on the understanding that subsequent actions or works will be undertaken, however, a refined follow-up process has now been implemented to monitor the completion of these works and ensure that they are completed within an agreed timescale, preventing such complaints having to be re-opened or escalated.



GIVING SOMETHING BACK

This year we have made a commitment to 'Giving Something Back' to our tenants and local communities through an initiative empowering teams of colleagues to develop and deliver their own projects, designed to make a difference.

These are just some of the projects our colleagues have been working on...

Give a kid a coat

We told you about our 'Give a kid a coat' campaign in the last newsletter. This was a simple concept, whereby we invited donations of pre-loved coats and jackets from families whose children had grown out of them and then made these available, free of charge, to the thousands of families living below the poverty line in Fife, for whom such items may be an unaffordable luxury.

We were absolutely blown away by the response we received to this initiative and, thanks to the overwhelming generosity of the people of Fife (and beyond), were able to help keep almost 500 less fortunate children warm over winter!



Family Fun Day

One of our teams recently organised a free day out for a group of local families.

Tenants were asked to nominate deserving families, who they thought would really benefit from spending a fun-filled day together, and colleagues set about arranging a Family Fun Day to be remembered.

Keen to do something to support these families by arranging a day where they could forget about the challenges they're facing for a few hours and just focus on spending some quality time together, they held the event at Cluny Activities, meaning that they were able to cater for all different age groups, with family games and fiercely contested egg and spoon races in the morning, followed by



footgolf and some time in the adventure playground for the younger kids, and archery and air rifle practice for the older ones, in the afternoon.

There was also a face painter available, who proved very popular with children and adults alike, and the day finished up with an Easter egg hunt which meant that everyone went home with lots of chocolate!

Everyone seemed to enjoy themselves and feedback on the day was fantastic so we hope that we helped to make a difference for some families who may otherwise not have had much to look forward to during the school holidays.

Charity of the Year

Fundraising for our Charity of the Year, the Little Princess Trust, has continued in earnest with several bake sales, candle parties, tombolas and sweepstakes being held.

A number of colleagues also took on a sponsored 125 mile cycling challenge (image above), covering the distance between our office and the Cairngorms in under nine hours and raising an impressive £570.50 to add to our total.

There are various other events still in the offing, with the proceeds from massages offered as part of a Colleague Wellbeing Day and sponsorship from both a 26 mile walk and the imminent 'big chop', where colleagues will not only be raising cash but also donating their own hair to this great cause, still to be added to our total but we are already well past our initial goal of £1,000 and have now smashed our revised target of £2,500!

For more information on the fantastic work the Little Princess Trust do, please check out their website - littleprincesses.org.uk



Get rid of your rubbish for FREE!

Another team chose to provide skips so that residents in the Templehall area of Kirkcaldy could help clear up their community by disposing of, or recycling, unwanted items completely free of charge.

This initiative proved to be very popular and we are now looking into the possibility of offering similar opportunities elsewhere in Fife.



Cycling for fitness and fun

You may already have read the article on cycling for fitness and fun elsewhere in this newsletter but, as well as providing you with information on some of the

cycling related opportunities within Fife, we would like to encourage you to embrace the physical and environmental benefits of getting on your bike by giving some equipment away to Fife Housing Group tenants in two FREE prize draws.



Prize Draw 1

Enter for your chance to win one of three bike accessory packs including the following items:

- £30 voucher towards a cycle helmet
- Set of bike lights
- Puncture repair kit
- Bike pump, bell and water bottle
- Fife Cycle Park Family Day Pass for two adults and up to three children

Name: _____

Address: _____

Contact number: _____



Prize Draw 2

Enter for your chance to win one of two £60 balance bike vouchers from The Bike Shop Scotland (based in Pitreavie Business Park, Dunfermline)

Name: _____

Address: _____

Contact number: _____

Closing date for entries – 30 June 2019

PERFORMANCE UPDATE 2018/19

at home with...
fife housing group



At or exceeding target



Below but with 5% of target



Below target

Repairs

Time taken to complete emergency repairs



Target = 4 hours or less



Time taken to complete non-emergency repairs



Target = 15 days or less



Percentage of repairs completed 'right first time' (RFT)



Target = 92% or better



Percentage of repair appointments made and kept



Target = 95% or better



Voids

Percentage of rent lost through vacant properties



Target = 0.9% or less



Anti-social behaviour

Percentage of anti-social behaviour (ASB) cases resolved in target



Target = 80% or better

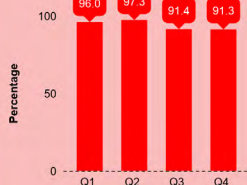


Complaints

Stage 1 - Percentage of complaints responded to within 5 day target



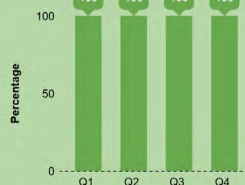
Target = 100%



Stage 2 - Percentage of complaints responded to within 20 day target



Target = 100%



NEW LEGISLATION

Housing Scotland Act 2014

Allocation of Houses

As part of the new Housing Scotland Act 2014, landlords such as ourselves were required to consult on and confirm how we intend to allocate our properties. We are subsequently expected to explain these rules in our Allocation Policy and ensure that it is made available to everyone.

In November and December 2018, we worked with partners from the Fife Housing Register (FHR) to produce an online survey to review various areas in our policies, as defined by Section 4 of the Housing Scotland Act 2014, including key areas such as overcrowding, under-occupancy and suspensions.

We would like to thank everyone who took part in the consultation. Full survey results can be found on the Fife Housing Register website at fifehousingregister.org.uk



Fife Council's new recycling campaign



Fife Council have launched a campaign to raise awareness of two small changes designed to help improve the quality of recycling collected.

These changes are:

- Cartons - such as juice, long-life milk and soup cartons – now go into your green recycling bin

- Low-quality plastics that are very difficult to recycle, including carrier bags, cellophane, plastic film and wrappers now go into the blue bin

You should already have received a new guide to help you with these changes but more information can also be found on their website - fifedirect.org.uk/recycling

INTRODUCTION TO THE INTERNET

FREE IT TRAINING FOR FIFE HOUSING GROUP TENANTS

We were excited to hold the first of our FREE IT training sessions for tenants last month, delivered in association with the Scottish Schools Education Research Centre (SSERC).

During their 'Introduction to the Internet', tenants eager to get to grips with the increasingly digital age in which we find ourselves living, were taken through a number of simple exercises designed to both build their confidence and their online abilities.

Using search engines, creating an email account or carrying out your online shop, can all seem a little daunting without someone to guide you through the do's and don'ts, but, knowing what to do can open up a whole new world of opportunities.

Our partners at SSERC are experts at ensuring even absolute beginners feel at ease online and the session was enjoyed by everyone who attended, proving that with a little support, learning new skills needn't be so daunting after all. We have further sessions in the pipeline and it would be great to see some new faces at them, so,



if you fancy coming along, please get in touch with our Engagement Officer, Helen Miller on 01383 608 127 or via helen.miller@fifehg.org.uk.

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.



Team news

Congratulations

Congratulations to Caroline O'Donnell on her permanent appointment to the role of Director of Operations and to Jim Davidson and Michael Duffield on their promotions to Operations Supervisor and Maintenance Officer respectively.



Welcome!

Say hello to the newest members of our Operations Team, responsible for the delivery of our planned kitchen and bathroom programmes.

We are also delighted to welcome Douglas Smith, who joins us on a permanent basis as Clerk of Works, as well as Laura White (Housing Officer), Steven Jackson (System / Finance Manager) and Siobhan Smith (Operations Advisor) who will be working with us on a temporary basis while other colleagues are seconded to our Vision 2020... project.



Douglas Smith
(Clerk of Works)



Craig McGhee
(Electrician)



Kieran Crooks
(Labourer)



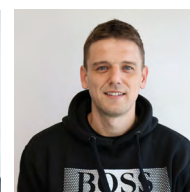
James McGregor
(Plumber)



Keith Chesher
(Joiner)



Scott Holland
(Semi-Skilled
Labourer)



Stuart Lamond
(Joiner)

Resident VOICES Review

Chair, John Bell, tells us what the scrutiny group have been focussing on recently...

We are currently reviewing how Fife Housing Group conduct their annual rent consultations with tenants. To date, these consultations have involved providing information through newsletter articles, in leaflets, on their website and via social media channels, conducting surveys to gauge opinion and inviting interested tenants to attend discussions on the topic. Whilst these are all useful means to share knowledge and gather tenants' views, we are keen to explore how they can achieve a greater level of tenant feedback when it comes to deciding future rent levels.

To do this, we are in the process of gathering data from a range of different sources, including Fife Housing Group colleagues, other Housing Associations and the Tenants Information Service (TIS). We also held a tenant focus group in March, allowing us to consider both the alternative methods being used by other organisations and, more importantly, what your priorities are when it comes to discussing rents.

Once we have gathered and reviewed all of the relevant information, our aim is to identify suitable recommendations on how this process could be more beneficial to both Fife Housing Group and you, the tenant.

If this is something which interests you, we would love to hear your thoughts and are always keen to welcome new members. The group are a friendly bunch and you don't have to have previous experience in housing to join, the most important thing you can offer is your honest, open viewpoint. Resident VOICES gives tenants the opportunity to have a say on how Fife Housing Group could improve processes such as this going forward.

Should you wish to find out more or come along to one of our meetings, please contact Engagement Officer, Helen Miller on 01383 608127 or via helen.miller@fifehg.org.uk.



Chair, John Bell (left), with fellow Resident VOICES member, George Allan, at our recent Community Café in Kirkcaldy



Great reasons to join our Board

Ever wished you had the opportunity to influence the decisions we make? Thought about getting involved to ensure tenants' voices are heard? Then now is the time to get involved and start making a difference!

We are committed to improving the services we provide by 'Getting the basics right' and recognise the need for tenant representation at the highest level in order to accomplish this.

This being the case, we are currently looking for a motivated tenant to join our Board of Management, who are responsible for setting the strategic agenda and agreeing all major decisions affecting Fife Housing Group.

As a Board Member you will:

- Play an important role in major developments and shaping the business
- Bring your experience so that decisions are made in the interest of tenants
- Monitor our progress and performance

You should be:

- A tenant of Fife Housing Group
- Interested in housing issues and tenant participation
- Able to provide a voice for our tenants and their communities but understand business constraints

Our Board meets six times a year with an additional Annual General Meeting, strategic event and ongoing development sessions.

The post is voluntary but offers an excellent opportunity to gain additional career skills or enhance your knowledge of business and social housing as, although no previous experience is necessary, full training and support will be provided.

To arrange an informal chat with our Chief Executive or request an application pack, please contact her PA, Laura Grieve, on 01383 606162 or via laura.grieve@fifehg.org.uk.

You can also check out the recruitment video on our website - fifehg.org.uk



**Working together
for a safer Scotland**

IF YOU'RE OUT, OR ASLEEP IT'S JUST **NOT ON**

Keep everyone and everything important to you safe. Don't leave appliances such as **dishwashers, tumble dryers and washing machines** on when you're out or asleep.

- Register your white goods so you'll know if a safety issue is identified. Visit www.registermyappliance.org.uk
 - Check for product recalls - visit www.electricalsafetyfirst.org.uk/product-recalls/
 - Get your free home fire safety visit. We'll help you sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.
- Call 0800 0731 999
 - Text 'FIRE' to 80800
 - visit firescotland.gov.uk

DOMESTIC APPLIANCE FIRES 2018

121 WASHING MACHINE FIRES 

111 TUMBLE DRYER FIRES 

53 FRIDGE FREEZER FIRES 

33 DISHWASHER FIRES 

Follow us



@SFRSYourSafety



Scottish Government
Riaghaltas na h-Alba
gov.scot



SCOTSS
Trading Standards

Electrical
Safety First
The UK's electrical safety experts





CYCLING FOR FITNESS AND FUN

There are many benefits to cycling, it's healthy, relatively inexpensive and a great way for the whole family to get some outdoor exercise together. This directory contains some handy contacts to inspire you to cycle into spring and summer.

Bike repair projects

There are several bike repair projects in Fife which recycle second hand bikes and make them available for resale to the local community, at very reasonable prices. A range of adult and children's bikes, as well as volunteer and learning opportunities covering basic bike repairs and maintenance, are offered through the following projects:

Kirkcaldy

Gallatown Bike Hub/Club - Old Bowling Club, Gallatown Park, Kirkcaldy (behind Sheach on Dunnikier Way).

Contact: Vinny or Shuggie – 07557913860
(bike availability and volunteer opportunities)

Workshop open: Thursday and Friday (10am – 4.30pm)
Saturday (10am - 2pm)

Levenmouth

Biking Buckhaven - 47 Sandwell Street, Buckhaven, KY8 1BZ
(operated by community led environmental action group Clear Buckhaven)

Contact: Colin - 01592 719345 (bike availability)
Irene - 01592 715021 (volunteer opportunities)

Workshop open: Wednesday and Thursday
(10am – 3.30pm)

Burntisland

The Freedom Cycling Project - Toll Centre, East Toll Park, Burntisland, KY3 9HA.

Contact: Yvonne Crombie - 01592 872854
(bike availability and volunteer opportunities)

Fife Cycle Park - Longview, by Lochore Lochgelly, KY5 8AA

If you're looking for somewhere safe for the whole family to cycle off-road, then the Fife Cycle Park is a great option. Based near Lochore Meadows and operated by Fife Council, this is a cycle track where you can hire a bike and helmet and pay to pedal for as little as £2.50 per hour for a child and £3.50 for an adult. Instructor led classes, including balance bike lessons for toddlers, are also available for all ages. For further information please call 01592 583493.

Balance Bikes

A balance bike is a bicycle for kids that helps them learn how to balance and steer properly. Balance bikes come with no pedals or drivetrain, and are usually made from either wood or metal. As a rule of thumb, balance bikes must be small enough for the child to touch the ground with their feet flat on the floor, allowing them to guide themselves in the initial stages while they get their bearings. In the beginning, the child should start scooting along with their feet until they feel confident enough to balance on the two wheels, moving without their legs. Once they have learned how to balance properly, the steering should then come naturally, particularly as they don't have to think about pedalling, which can be a distraction for beginners.

There is an initiative offering access to balance bikes currently being rolled out to council nurseries throughout Fife. If your child is enrolled at a Fife Council nursery please check availability with them directly.

Local Cycling Groups

There are also a number of cycling groups you can hook up with who organise local cycling events for all ages.

- Levenmouth Community Cycle Club - 07380136972
- Middleden Mountain Bike Club (Kirkcaldy) - middledenmtb.co.uk
- Meedies Bike Club (Lochore Meadows Country Park) - andy@meediesbikeclub.co.uk



Gardening gloves at the ready...

It's that time of year again, when the nights start getting lighter, the sun shines a little bit more often and the flowers begin to bloom, all of which makes it the perfect time to launch our 2019 Gardening Competition.

The purpose of this competition is to reward tenants who take pride in the presentation of their outdoor spaces, recognising the positive impact these attractive garden areas have on the wider community, and its continued success comes down to the dedication and hard work of the many keen gardeners devoted to making their garden space come to life in the summer.

This year, unlike previous years, there will not be specified categories for garden types; instead, every entry will be in with a chance of winning one of the three prizes on offer.

So, whether you have a shared garden area with your neighbours, a private garden or even a potted area within your veranda, we welcome your entries and look forward to seeing all of your efforts come into bloom.

Entry for the competition is open NOW and will close on 14 June, with judging scheduled for 26-27 June.

If you would like any further information on how to enter the competition, please contact our Engagement Officer, Helen Miller, on 01383 608127 or via helen.miller@fifehg.org.uk



2019 Garden Competition - Entry Form

Please talk to your Housing Officer or contact Helen Miller on 01383 608127 or via helen.miller@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.....



Closing date for entries - Friday 14 June



Dysart

Housing Officer, Karen Gilruth, is again arranging two hanging baskets for display on the commemorative 'Tron' structure and is looking for a volunteer to tend to them over the next few months. If you would be interested in helping out please contact her directly on 07825 855224 or via karen.gilruth@fifehg.org.uk.



Rosyth

You may already have met our new part-time Housing Officer, Laura White, who has been working with us since January. Laura is managing the properties in Rosyth previously covered by Stephanie McCulloch, who is currently seconded to our Vision 2020... project. These properties are largely in and around the Primrose area, Boyle Drive, Brankholm and Castlandhill Road and Laura has spent the past few months getting to know the area.

Laura works full days on Tuesdays and Wednesdays as well as Thursday mornings and can be contacted on 07825 855223 or via laura.white@fifehg.org.uk. Laura is also responsible for dealing with our lock-ups throughout Fife.



Kirkcaldy

Dog fouling is becoming an issue at some of the blocks of flats on Dunearn Drive and would like to reiterate that those tenants who allow their dogs, or visitors' dogs, to do their business in the communal rear drying areas, must ensure they tidy up any mess.

We continue to reiterate that leaving rubbish in communal stairwells or on verandas is a direct breach of your tenancy agreement and that household rubbish must be disposed of appropriately in the bins provided, taken to the local recycling centre or uplifted by Fife Council.

Tenants in blocks of flats at Cairnwell Place, Cheviot Road and Valley Gardens were consulted by Fife Council as to whether they wished to keep their separate recycling bins, or have one larger landfill bin. Most tenants have chosen not to recycle and it is

important that you now put all rubbish in your blue bin and leave nothing in the back closes, as we note that there are still items discarded here.

As we come into the spring and summer months Housing Officer, Lynn Mather, would like to emphasise that it is important that you cut your grass and keep your garden tidy. If you are unable to carry out gardening duties yourself, you will need to look for someone who can carry out the work on your behalf and this will be at a cost to yourself.

On another note, we are pleased to confirm that we have now received planning permission and a building warrant to allow one of our properties in Kirkcaldy to have an extension added in order to meet the needs of a disabled applicant.

Kennoway

We recently donated some old tools to the Kennoway Community Shed, which is open every Tuesday and Thursday between 10am and 1pm.

The Community Shed is a hub for anyone over 18 years old who would like to learn new skills, make a difference to the village where they stay or just meet new friends and feel part of something. If you are retired, unemployed, or not able to work right now and would like to get involved your Housing Officer,

Ross Glancy, would be happy to point you in their direction.

Ross would also like to take this opportunity to remind tenants not to dump household items in the bin store areas. These items should be disposed of appropriately, taken to the local recycling centre or uplifted by Fife Council. If there continues to be an issue with the bins themselves not being emptied then you should report this to the council directly on 03451 550022.



Dunfermline

During Stephanie McCulloch's secondment, William Earnshaw has taken over as housing officer for all of our tenants in Dunfermline. Over the last few months he has had the pleasure of meeting many tenants for the first time and looks forward to meeting many more of you throughout the year.

Regrettably, he has also recently had to investigate a number of incidents of anti-social behaviour, some of which have resulted in the need for legal action. Going to court is always a last resort for us but is sometimes necessary in order to protect the safety and quality of life of our other tenants.

Anti-social behaviour includes any action which causes unacceptable levels of annoyance for your neighbours and breaches your tenancy agreement.

Examples are:

- Loud and persistent noise
- Nuisance caused by animals, including dog fouling
- Nuisance caused by you using your home for commercial or business purposes
- Nuisance caused by children
- Swearing and general disorder.

Examples of more serious behaviour are:

- Harassment or racial harassment
- Violence including domestic violence
- Drug dealing or use of the property for other criminal behaviour
- Drug or alcohol abuse
- Neglect of children

We would stress to all tenants that the concerns they may have over anti-social behaviour are likely to be shared by many other residents in their area. It is important that any such incidents are reported both to Police Scotland and Fife Housing Group. This can be done in confidence and there is no requirement for either the Police or ourselves to visit your property, if you do not wish us to. Ultimately, if no one reports problems, nothing gets done. Let's all work together and make Dunfermline a safer place to live.

Some useful contact details:

Police Scotland

Phone: 101 (or call 999 in an emergency)

Email: DunfermlineSouthCPT@Scotland.pnn.police.uk

Crime Stoppers

Phone: 0800 555111

Report crime anonymously online: crimestoppers-uk.org/give-information/forms/pre-form

Fife Council's Safer Communities Team

Phone: 01592 583642

Email: saferrcommunities.team@fife.gov.uk

Finally, you can contact William directly using any of the following:

07525 260447

01383 607450

william.earnshaw@fifehg.org.uk

High Valleyfield

Housing Officer, Gavin Waddell, has been in the village carrying out a number of estate inspections, on the back of our commitment to making improvements to the surrounding environment this year – feel free to give him a shout and share your thoughts on this if you see him out and about.

Recent months have seen an increase in residents using the stairwell to store cycles, prams and shoes. Please note that the stairwell is not an extension of your home and that this is a serious breach of Fire Safety Regulations as the area must be kept clear at all times.

There is also a new Tenants' and Residents' Association in the area, meeting in the Valleyfield

Centre each month, with the next meeting scheduled for Wednesday 8 May at 4.30pm. The members are a great group of people and anyone can get involved, regardless of whether you rent or own your home. Please just let Gavin know if you would like any more details regarding this.

There is also a new 'West Fife Village Community Hub' running on a five week pilot, again at the Valleyfield Centre. This has been organised by local residents and will bring together loads of different agencies and advice for local residents in a relaxed setting, with the usual fun and games, cake, coffee and great chat. Again, if you are interested, contact Gavin and he can give you more information.



Lumphinnans

Spring has sprung and, following a successful litter pick and planter building session with volunteer apprentices from Forsters Roofing, the Lumphinnans Tenants' and Residents' Association are looking for your input in the continued development of their Community Garden. Do you have skills the group could use or would you just like to become more socially active? Either way, the group would love to hear from you.

Monthly meetings take place at Lumphinnans Bowling Club and residents are invited along to enjoy a cuppa and a chat with likeminded people sharing their thoughts and ideas for the coming year. If you have access to Facebook, you can also 'like' their page for updates.

Recent months have seen an increase in residents using the stairwell to store cycles, prams and shoes. Please note that the stairwell is not an extension of your home and that this is a serious breach of Fire Safety Regulations as the area must be kept clear at all times.

It also prevents the stair cleaning contractors from carrying out a proper clean of the stairs, a service which all residents pay for.

On top of this, Housing Officer, Audrey Cameron, would like to remind all residents of their responsibility to ensure all recycling bins are used correctly.

On a lighter note, some residents will have received notification in relation to the installation of replacement kitchens – if your home is included in the programme for this year please ensure that you make appropriate arrangements to allow our Operations Team access.



Methil

After residents of Lilac Bank raised concerns regarding the number of trees in the area, highlighting the amount of light they were blocking as well as the quantity of leaves falling during autumn, we approached Fife Council to confirm their responsibility for these and they have subsequently arranged for 18 of the trees in questions to be removed. Although the cutting down of trees is not ideal from an environmental perspective, we do recognise that it is sometimes necessary and hope that this will benefit all residents in the area.

We would also like to take this opportunity to issue a gentle reminder not to drive over the grassed section of Lilac Bank as this churns up ground and is dangerous to kids and dog walkers using this area.

Unfortunately, there also seems to have been an increase in anti-social behaviour within Methil recently. We have a policy in place which deals with this type of behaviour and will manage it accordingly. Should

you have any issues with neighbours then we would remind you to try talk it through rationally in the first instance. If this is not appropriate or has

been unsuccessful then we would ask you to contact your Housing Officer and, in serious cases, Police Scotland. We also promote the use of our 'Noise' app which is another useful tool for monitoring excessive noise. While we will deal with any breach of tenancy we would remind all tenants and residents there is an independent mediation service that can also be utilised. We can refer you or you can contact them directly via 01592 641618 or infofife@sacro.org.uk.



Should anyone have any estate improvement ideas they would like to see taken forward, please contact your Housing Officer, Greg Turner, directly to discuss on 07811 393822 or via greg.turner@fifehg.org.uk.

Inverkeithing

We are currently installing external wall insulation to our properties in Inverkeithing as part of a joint contract with Fife Council. Once complete, tenants should notice a definite reduction in their household energy bills.



Crombie

We celebrated completion of the final phase of our new development here by hosting a Tartan Tea in partnership with the Crombie Residents' Association. The entire village were invited along for an afternoon of Scottish themed fun and frolics including a ceilidh, highland dancing, gardening demonstration, face painting, competitions, stovies and shortbread. Enjoyed by all, the event gave new tenants an opportunity to meet their neighbours and provided and insight into village life.



These tenants have now been in their new homes for almost six months and settling in well, as we work with the builders, ESH, to resolve the last of the snagging issues within this development.

Lochgelly

By now, residents should have received a letter from Fife Council confirming that, due to the high level of bin contamination in the area, the decision has been made to trial the removal of green, grey and brown bins. Instead larger blue bins will be supplied, which should be used for all of your recycling needs.

If anyone would like to keep their separate recycling bins, they must take ownership of this by contacting Fife Council Recycling Helpline directly on 03451 55 00 22. Opening hours are 8am - 6pm, Monday to Friday.

Due to the continued dumping of household items and bin bags in this area, the rear bin stores have also been demolished. If anyone would like to report illegal dumping, you can contact your Housing Officer, Audrey Cameron, confidentially on 01383 608128 or 07747 895965. Additionally, Audrey would like to take this opportunity to remind all residents that the rear garden area is a communal area, used by young and old alike.



Hill of Beath and Cowdenbeath

The removal of the rear bins stores at 71-105 Allan Park has been successful in reducing household waste dumping at the rear of the flats, allowing children a safe environment to play in. If the trial of one recycling bin is successful in Lochgelly, we will be looking to roll it out in Hill of Beath however, in the meantime, Housing Officer, Audrey Cameron, would like to remind all residents of their responsibility to ensure that current recycling bins are used correctly.

Recent months have seen an increase in residents using the stairwell to store cycles, prams and shoes. Please note that the stairwell is not an extension of your home and that this is a serious breach of Fire Safety Regulations as the area must be kept clear at all times. It also prevents the stair cleaning contractors from carrying out a proper clean of the stairs, a service which all residents pay for.

Please refer to internal communication boards for details about your bin collection days and how to report any issues with your central heating or general repairs. If there is any other information you would like to see displayed here, please contact the office or discuss it with Audrey directly.

Housing Officer	Contact Details
Ross Glancy	t: 07970 804740 e: ross.glancy@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
Laura White	t: 07825 855223 e: laura.white@fifehg.org.uk

RATATOUILLE

(Recipe from EATS Rosyth)

This simple flavoursome Mediterranean dish is a great way to use up leftover vegetables and is versatile enough to be served with pasta, rice, crusty bread or as a side with a meat dish.



Ingredients

- 1 x large onion, thickly sliced
- 4 x courgettes, sliced
- 3 x peppers (any colour) seeds removed and sliced
- 400g chopped tomatoes
- 1 tbsp olive oil
- 1 tbsp dried mixed herbs
- 1 tbsp tomato purée
- 100ml red wine

Method

1. Heat the olive oil in a large saucepan and fry the onion over a medium heat until it goes soft but not brown
2. Add the courgettes and peppers and cook for 15 minutes stirring often
3. Add the tomatoes, purée, wine and herbs.
4. Cook over a medium heat until vegetables are cooked but still firm (don't forget to taste as you cook and add a teaspoon of sugar if the tomatoes are a little bitter)
5. Serve with your preferred accompaniment

 **Prep**
5 - 10 mins

 **Cook**
20 to 30mins

 **Serves**
4

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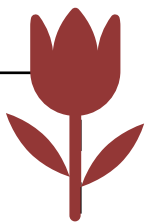
To enter: Complete the wordsearch, cut along the dotted line and send your entry to the address below by 30th June 2019

- | | | |
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| ANIMALS | CLEANING | SHOWERS |
| BABY | CROCUS | SPRING |
| BLOOM | DAFFODIL | SUNSHINE |
| BULBS | HATCH | TULIP |
| BUNNY | LAMB | |
| BUTTERFLY | RAIN | |

NAME: _____

ADDRESS: _____

_____ TEL: _____



Wordsearch winner

Thanks to everyone who entered our autumn competition and congratulations to our lucky winner, Shirley Cuthbertson of Kennoway, who received a £25 Asda gift voucher and will be able to treat herself to something nice next time she's 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

Fife Housing Group

7 Pitreavie Court, Pitreavie Business Park,
Dunfermline, KY11 8UU

at home with...



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