

at home with...



## CORONAVIRUS – SERVICE UPDATE

The health and safety of our tenants, other customers, contractors and colleagues remains paramount and we are committed to following the Coronavirus guidance issued by the Scottish Government.

We are continuing to deliver our services under the current restrictions, whilst taking all possible precautions to safeguard our tenants, colleagues, contractors and others against the risk of infection and, to this end, ask that you advise us in advance if we are due to visit your home and you are self-isolating or have been diagnosed with Coronavirus.

Our office is still closed to the public but, having invested in technology which allows for home working, our colleagues remain fully contactable on **08000 274 007** or via **info@fifehg.org.uk**.

We have also cleared the backlog of non-emergency repairs and inspections which built up during the last lockdown and are now able to schedule appointments for these as normal.

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## REPORTING EMERGENCIES

Please note that you can continue to report emergencies outside of normal office hours by calling **08000 274 007**.

For gas central heating emergencies please call the contractor for your area directly:

East Fife (Hill of Beath to Ceres) – Kingdom Gas – 0800 389 9463

West Fife (Dunfermline to High Valleyfield) – City Technical – 0333 202 0708

## 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](mailto:karen.begg@fifehg.org.uk) to request a large print copy or to enquire about alternative copy formats.

## PLEASE MAKE SURE YOU USE THE CORRECT PAYMENT REFERENCE

Whether you are making a payment to us via a bank transfer, direct debit, Universal Credit or your allpay card, it is essential that you use the correct reference so that we can ensure the money is allocated to the right place and your account balance is accurate.

The reference you should use for rent payments is your tenancy code followed by /01 e.g. 1010100/01. If you are paying for a recharge or a legal fee you will have been informed what reference to use or supplied with an allpay card.

Next time you are making a payment, please double-check the reference you are using and update it if necessary. If you are unsure what the correct payment reference is, please do not hesitate to contact your Housing officer or a member of our Finance Team who will be able to confirm this for you.

## ESTATE INSPECTION UPDATE

Although we were unable to proceed with our Estate Inspection Programme in its usual form during lockdown, we took the opportunity to have individual colleagues visit ALL of our estates to identify any external work, such as repairs to paving or fencing, which it would be possible to undertake both whilst restrictions remained in place and going forward.

As part of this process, we also removed old, individual bin stores in Allan Park, Hill of Beath, in an effort to prevent fly-tipping, and built new communal areas for residents to keep their bins in Dunearn Drive, Kirkcaldy, so that they no longer block pathways in the area.



## COVID-19 CRISIS FUND

In recognition of the increased financial strain COVID-19 has put on many households, we have been working with partners to deliver emergency fuel vouchers to tenants.

During the pandemic, we have been able to help **75 households** by providing vouchers to the value of **£3,000**. An award from the Supporting Communities Fund has also enabled us to give financial support totalling **£15,085** to a further **130 tenants**.

If you are struggling financially as a result of COVID-19, or for any other reason, please get in touch with your housing officer to discuss the support available.

## CONDENSATION CONCERNS

### What is condensation?

Condensation is an extremely under-estimated cause of damage to homes and contents and is certainly the most common form of dampness found within a building, often confused with structural dampness such as rising or penetrating damp by residents.

Most of the time, the air around us is more wet than dry. The warmer the air becomes, the more moisture it can hold, however, when the air is cooled suddenly, or comes into contact with a cooler surface, it will condensate. This can occur on windows, ceramic tiles, mirrors or areas of walls or ceilings. A common example is where condensation is visible on internal glazing of bedrooms, mostly in the morning. This is caused by the air that we breathe during the night, coming into contact with the cooler surface of the glass.

### Hints and tips to help prevent condensation

In order to avoid excessive condensation you should:

- Keep your home well ventilated by opening all windows on a daily basis to allow moist air to escape.
- Try to keep the door closed when using the kitchen and bathroom to contain any moist air within the one room.
- Always leave a gap between walls and furniture to allow free passage of air.
- Dry clothes outside whenever possible. If this is not possible then dry them in a closed, well-ventilated room.
- Ventilate built-in wardrobes and cupboards and try not to store wet clothes and footwear in these areas without drying them first.
- Try to cover all pots and pans with the lids when cooking and avoid leaving these on the boil for too long.
- Aim to keep a consistent low background heat in your home, particularly in the winter months when you should ensure that the temperature inside is higher than outside.
- Run the cold tap first when running a bath as this will produce less steam.
- Allow air to circulate through your home by keeping the internal doors open, except when the kitchen and bathroom are being used. If you have a problem with a specific room in the winter months then ventilate that room via the window and keep the door closed to retain heat in the rest of your home.
- Avoid using paraffin, bottled gas and other vapour producing heaters.



# COVID COMMUNITY CHAMPION AWARD WINNERS



FIFE HOUSING GROUP  
COVID COMMUNITY  
CHAMPION

We are acutely aware of how challenging this year has been for the people of Fife but, in these troubled times, we have also seen many examples of great care, compassion and community spirit and we wanted to take a moment to celebrate the extraordinary people who, even when dealing with uncertainty and adversity themselves, have gone of their way to brighten the lives of others.

To ensure that these heroes received the recognition they deserve, we launched our Covid Community Champion Awards, searching for the special people who have been going above and beyond to make a real difference to those around them.

We received many heartwarming nominations from members of our local communities and our judges found it very difficult to choose just four winners, but, after much deliberation, the following amazing people and projects were selected to receive a luxury hamper as a thank you for all of their efforts:

**First prize – Members of the EATS Project, Rosyth**

**Second prize – Suzanne Connolly of Hyperclub, Inverkeithing**

**Third prize – Sarah Keeble of SHIELD, Dunfermline**

**Fourth prize – Members of The People’s Pantry, Leven**

Certificates of commendation were also issued to all of the other nominees in recognition of the valuable contribution they too are making. We would also like to thank everyone who took the time to make a nomination and helped to make these awards such a success.



# Handy digital tools

Our Housing Team recently took part in a TECH Toolkit training session highlighting a number of handy websites and apps which can help us to stay connected, keep active, find general health information, get help when it's needed and generally make life a bit easier. A few of the key tools they would recommend to tenants are:

## Near Me (nearme.scot)

Near Me is a video consulting service that enables people to attend health, social care and housing appointments from home, or wherever else is convenient, and we're delighted that we can now offer this service to our tenants too.

On the site above, you can watch videos that explain Near Me and some of the benefits, understand what devices you can make a Near Me Video Call on, make a test call and consider things that will optimise your call.

Please talk to your housing officer if you think that a video consultation would be beneficial to you.

## ALISS (aliss.org)

ALISS (A Local Information System for Scotland) is a service to help you find help and support close to you (such as foodbanks, money advice, mental health services, homelessness support and other local and national services) when you need it most.

## Purple Alert (alzscot.org/purplealert)

Purple Alert is a free community-based app designed by people living with dementia, carers, Alzheimer Scotland and other organisations with expertise in this area, to help find someone with dementia should they go missing.

Create an account, activate it via your email and then create your profile either as a carer or as someone who wishes to help their community, making sure to turn on notifications so you know when someone needs your help.

The app is available for both Apple and Android devices.



# CONSIDERING COMPLAINTS

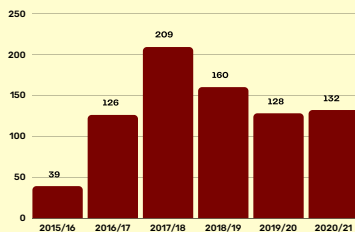
## Annual Complaint Handling Performance 2020/2021

At the end of each financial year, we always look to review the level of complaints received in comparison to previous years.

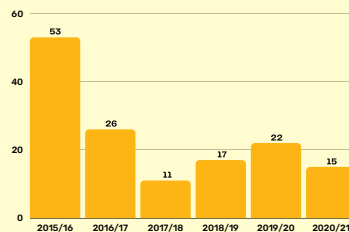
2020/2021 has been like no other year and has presented many challenges for us all, however, based on the complaint statistics it is encouraging to learn that we have managed to maintain a high level of service in regards to how we investigate your complaints when they are received into the business.

We recognise that lockdown restrictions will have undoubtedly caused some tenants a degree of inconvenience, whether this be in regard to repairs, planned maintenance programmes or another aspect of the services we provide, however, we continue to strive to resolve any issues brought to our attention in a fair and reasonable way.

**Total number of Stage 1 complaints closed**

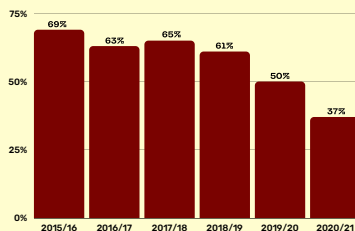


**Total number of Stage 2 complaints closed**

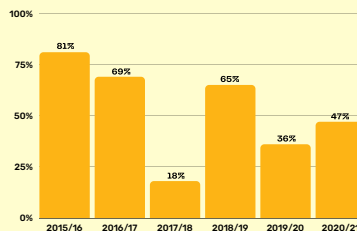


Learning from complaints remains a key driver in improving services and there are many examples of how your feedback has resulted in changes to the ways in which we work, as we endeavour to ensure that tenant satisfaction is continuously moving in the right direction.

**Stage 1 complaints upheld**

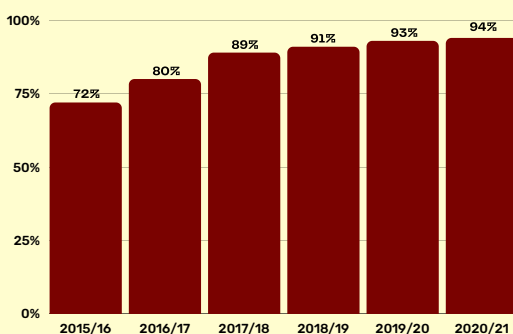


**Stage 2 complaints upheld**

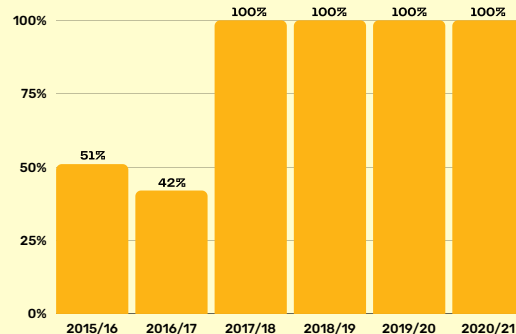


Complaints not only help improve our services but also play a key part in assessing and updating the services provided by our contractors and there is an open and honest communication channel between ourselves and our contractors which allows us to provide valuable feedback in instances where it has been identified that the service has fallen short of our expectations.

**Stage 1 complaints resolved within timescales**



**Stage 2 complaints resolved within timescales**



# Money Matters

## 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.

Failing to do this could result in your Universal Credit not covering the correct charge and leave you with a balance to pay yourself!

If you are unable to locate your rent increase letter, please contact your housing officer who will be happy to provide you with the information you need.



## Scottish Child Payment has now started

The new Scottish Child Payment benefit, which is unique to Scotland, gives qualifying parents and carers £40 every four weeks for each child under six.

Some people will have received their first payment already but not everyone will receive their payment at the same time as Social Security Scotland are working through thousands of applications each week.

Many families on low incomes will also be eligible to claim Best Start Grants such as the Pregnancy and Baby Payment, Early Learning Payment, School Age Payment and Best Start Foods.

Applications for these and the Scottish Child Payment can be made using a single straightforward form.



Social Security Scotland also offers the following benefits:

**Carer's Allowance Supplement** – an automatic payment of £230.10 to people in receipt of Carer's Allowance

**Funeral Support Payment** – assistance towards the costs of a funeral for people who are on low incomes and certain benefits

**Young Carer Grant** – a £305.10 grant for 16-18 year-olds who have caring responsibilities, where the person they care for receives certain benefits

**Job Start Payment** – £250 for people aged 16 to 24 who have been unemployed for six months or more (or £400 if they have a dependent child) to cover the expenses involved in starting a job

**Child Winter Heating Assistance** – an automatic payment in winter for children who receive the highest care component of Child Disability Living Allowance

You can apply for any of these benefits by visiting [mygov.scot/benefits](https://mygov.scot/benefits) or calling 0800 182 2222.

## 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](https://gov.uk/attendance-allowance) or phone the Attendance Allowance helpline 0345 605 6055 for further details.



# FIFE HOUSING GROUP

## 2021 Tenant Satisfaction Survey Results

**550**  
INTERVIEWS

DEC

JAN

7 → 15

### What did we do?

We spoke to 550 Fife Housing Group tenants to find out how satisfied they were with their landlord and the services provided. This is done to report back to the Scottish Housing Regulator and allows Fife Housing Group to improve their services for customers.

### What did you tell us?

**89%**



satisfied with participation opportunities

**90%**



satisfied with being kept informed

**86%**



satisfied with the repairs service

**83%**



satisfied with overall service provided

**79%**



satisfied with the quality of the home

**78%**



satisfied with Fife Housing Group's contribution to the management of neighbourhood

**66%**



said rent was good value for money



## Information and tenant participation



**69%**

preferred to receive news and information on general services via newsletter delivered to your home.



**75%**

felt Fife Housing Group does enough to involve its tenants.



**66%**

prefer their landlord to use letters when getting in touch about their tenancy.

## Contact with your landlord

**71%**

have contacted Fife Housing Group about a housing related matter in the last year.



**82%**

were satisfied with the way their landlord dealt with their contact

## Planned improvements

**42%**

had planned improvement work carried out in their home.



**87%**

were satisfied with the service provided by their landlord when improvements were carried out.

## Impact of COVID-19 crisis

Q43 Have you been financially affected by the COVID-19 crisis?



Much better (0.2%) Slightly better (3.3%)  
No change (66.9%) Slightly worse (17.6%)  
Much worse (12%)

We asked tenants about their change in financial situation as a result of the COVID-19 crisis and whether they are better or worse off, or have seen no change in their financial situation.

**67%** had seen no change to their financial situation.

**30%** said they were slightly or much worse off.

**4%** said they were slightly or much better off.

Thank you for taking part in the survey. If you have any questions regarding the tenant satisfaction survey please contact **Research Resource** on **0141 641 6410**

## RESIDENT VOICES REVIEW

Our Resident VOICES group continue to conduct their meetings virtually, reviewing customer-facing policies, including our Asbestos Policy, Health and Safety Policy and our Rent Setting Policy, to ensure that they are both user-friendly and fit for purpose. It's certainly not all work and no play though, with afternoon tea provided and the odd quiz or game of bingo thrown in to keep spirits up during what has been a particularly challenging year.

Whilst these virtual meetings have enabled Resident VOICES to maintain communication between members, we understand that not everyone is comfortable using such platforms, however, we are available to assist anyone who would like to participate with any technical support necessary.

Our Resident VOICES members are a friendly, approachable and committed group of tenants and local residents who are keen to play a part in shaping the services that we offer. If you feel this is something you would like to get involved with, please get in touch with our Engagement Officer, Helen Miller, on 01383 608127 or via [helen.miller@fifehg.org.uk](mailto:helen.miller@fifehg.org.uk) for further details.



## USING EMOLLIENT PRODUCTS

Emollients are moisturising treatments applied directly to the skin to soothe and hydrate it. They are widely used to manage dry skin conditions such as eczema or psoriasis and are available in various forms, including creams, sprays, gels and ointments.

When any fabric has an emollient product on it, there is an increased fire risk as it will ignite more easily, burn more quickly and result in a more intense, rapidly developing fire situation.

As such, if using emollient products it is recommended that you:

- do not smoke and avoid all naked flames (lighters/ matches, cookers and heating devices) if fabrics such as dressings, clothing and bedding are likely to have the product on them
- change dressings frequently
- wash all clothing and bedding more often and at a high temperature to reduce the emollient within the fabric (this will not, however, remove it completely so care should still be taken)

To arrange a FREE  
Home Fire Safety Visit:  
Call 0800 0731 999  
Text 'FIRE' to 80800  
Visit [firescotland.gov.uk](http://firescotland.gov.uk)



Follow us



@SFRSYourSafety





Fife EU Settlement Partnership

# PROTECT YOUR RIGHTS

All EEA and Swiss citizens are expected to apply for Settled Status as soon as possible.

**Act now!**

[CENTREFOREQUALITIES.ORG.UK/EUREFERRAL](https://CENTREFOREQUALITIES.ORG.UK/EUREFERRAL)

**FIFE MIGRANTS FORUM 01592 642927**  
**CITIZENS ADVICE HELPLINE 0800 916 9847**

**Fife Centre for Equalities**



Citizens Advice & Rights Fife

Independent advice for our community



**Fife** COUNCIL

Fife Centre for Equalities is a Company Limited by Guarantee registered in Scotland No.536028 and a registered Scottish Charity No.SC046683

# 2021-22 Planned Maintenance Programme

As of 10 May, we have resumed our kitchen and bathroom installation programme, beginning with the properties that had this work delayed as a result of the most recent period of lockdown.

Once the installations at these properties are completed, we will be moving onto the next phase of properties identified as requiring replacement during the current financial year.

We have a significant number of installations planned for 2021-22, but, are confident that our in-house team will be able to deliver these, providing excellent new facilities for everyone who is anticipated to receive them.

Due to the nature of roofing works, we were able to operate safely outdoors under COVID restrictions and

complete last year's programme as scheduled. This means we have already been able to make a start on the properties identified as requiring replacement roofs this year, with the next phase of this contract, focusing primarily on the Rosyth area, already underway.

In addition to these programmes, we will be continuing with our electrical safety checks, the installation of new smoke and heat detectors and heating system upgrades, as well as participating in a significant external wall insulation project involving many of our non-traditional properties in the Rosyth area.



## New homes coming soon in Kirkcaldy

This year will see us embark on our latest new build housing project at our site in Glen Albyn, Kirkcaldy.

We have recently received planning permission to build 49 new energy-efficient properties to increase our stock numbers and provide excellent, quality homes in this popular area.

Chief Executive, Nicki Donaldson, is looking forward to work beginning on-site, 'This project has been in the pipeline for quite some time and we are delighted that we are now in a position to move this forward, to deliver much-needed two and three-bedroom homes in Kirkcaldy'.

The development is part-funded by the Scottish Government and will make a significant contribution towards their ambitious new build social housing targets.

We have recently appointed our main contractor, The JR Group, after comprehensive tender process and look forward to working with them to deliver a successful project that will have a positive impact on the existing community.

Our focus on community benefits will include upgrading the existing playpark, striving to have a positive impact on local employment and enhancing the natural environment around the new development.



We are currently finalising some of our planning and contractual requirements but hope that construction will be able to kick off this summer with the new homes expected to be delivered by Autumn 2022.





# Garden Competition 2021

## Get those gardening gloves on...

It's certainly been a long winter for us all but, spring is finally here and that can only mean one thing, the launch of our much anticipated Annual Gardening Competition.

Every year we are amazed by the wonderful garden spaces our tenants create and, with everyone having been at home a lot more than usual recently, we are excited to see even more of your inspiring ideas.

This competition recognises the commitment and hard work many of our tenants put into presenting their outdoor spaces. Not only do these gardens look fantastic, they also create a positive impact on the wider community and we are keen to celebrate those who take such pride in their garden areas.

In previous years, we have split entries into categories, however, there are no longer 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 private garden, potted area on your veranda or share a space with your neighbours, we welcome your entries and look forward to seeing all of your efforts come into bloom.

**Entry for the competition is open NOW with a closing date of 30 June and judging scheduled to take place in the week commencing 12 July.**

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](mailto:helen.miller@fifehg.org.uk)

## 2021 Garden Competition - Entry Form

Please talk to your Housing officer or contact Helen Miller on 01383 608127 or via [helen.miller@fifehg.org.uk](mailto: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.

Judging will take place week commencing 12 July, with prizes awarded to the top three gardens.

Name:.....

Address:.....

Phone:.....

Email:.....

**Closing date for entries - Wednesday 30 June**

at home with...





## GIVING SOMETHING BACK GRANTS

As part of our ongoing commitment to giving something back to our local communities, we are delighted to announce the launch of our Giving Something Back Grants.

The generosity of the contractors who have signed up to our charitable framework, donating 2% of their invoiced costs to benefit good causes, means that we have up to £20k available to distribute to amongst local groups who are working to improve their communities.

So, if you are involved with a group that could do even more good with a little extra investment, then please do submit an application for one of our Giving Something Back Grants using the form below.

Applications should be submitted by 30 June 2021. Shortlisted applicants will then be invited to present their submissions to an online panel on a mutually agreeable date in July.

### Giving Something Back Grant – Application Form

Name of person submitting application: \_\_\_\_\_

Contact no: \_\_\_\_\_

Email: \_\_\_\_\_

Name of group: \_\_\_\_\_

Size of grant requested: \_\_\_\_\_

Please tell us about the work your group does (please continue on a separate page if necessary):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please tell us what you would like to use the Giving Something Back Grant money for (please continue on a separate page if necessary):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Our thanks to the contractors who have made this possible MAC Roofing, Rogerson Plumbing, QAPM, Moffat Electrical Projects, Bell Decorating Group, Eurojet (Scotland), Pankhurst Decorators, Saltire Facilities Management, Kingdom Gas, City Technical, Shine Cleaning Services, Belac, Virtue Services Group, RB Grant, Forth Plasterers, Mitie Property Services and Metro Rod.



# SPRING CRAFT COMPETITION

Spring has sprung and what better time to get creative and spread a bit of colour to brighten up what has been a very difficult year for many.

To celebrate the beginning of lighter nights and (hopefully!) better weather, we would like to invite members of our local communities to take part in our Spring Craft Competition.

There are no restrictions on what materials you should use to create your artwork, whether you source items from outdoors, use traditional paints or simply get creative with some glue and card, this is your chance to send us your creative masterpiece and be in with a chance of winning one of nine fabulous prizes!

This competition is open to all local residents, with categories for every age group as detailed below, so why not get creative and start showcasing your skills?

## Categories

Children – For entrants aged 9 and under

Young people – For entrants aged 10-15

Adults – For all entrants aged 16+

There will be a first, second and third place prize for each of the above categories.

To enter, please send a photograph of your artwork to [helen.miller@fifehg.org.uk](mailto:helen.miller@fifehg.org.uk) by 12noon on Friday 18 June 2021, including the name, age and telephone number of the artist. Winners will be notified by telephone or email the following week.

Be sure to keep an eye on our social media channels in the meantime though as we will be sharing the wonderful entries there!



# DELIVERING DIGITAL SUPPORT FOR FAMILIES DURING LOCKDOWN

Following a successful application to Connecting Scotland, we were recently awarded 150 devices to help reduce digital exclusion amongst our tenants.

The Chromebooks, iPads and MiFis were offered to support families who didn't have a suitable device for their children to access home-schooling resources online during lockdown.

Our fully trained Digital Champions were also on-hand to provide help and advice to anyone who was unsure about setting up or using their new equipment.

Housing Manager and Digital Motivator, Beverley Graham, explains why we were keen to become part of the Connecting Scotland movement, *'Around 800,000 people in Scotland still face digital exclusion and providing these devices to support our tenants during this difficult time formed part of our ongoing commitment to reducing this number.'*

*'Eligible families were supplied with laptops, which are now theirs to keep, and offered access to free Wi-Fi for two years – something which we hope will help make a huge difference to some of the digitally excluded households in our local area.'*

Feedback from recipients indicates that anticipated benefits are being realised and delivering positive impacts for tenants and their families – *'I just wanted to say a heartfelt thank you for the kindness shown in giving a Chromebook for my son's learning at home. We couldn't be more grateful. This will help massively with his home-schooling and relieve a great deal of pressure and stress for my son.'*





# The unseen impact of illegal dumping

During lockdown, we have seen a marked increase in instances of illegal dumping throughout our estates and recently had to spend a considerable amount of time clearing up the woodlands to the rear of Dunimarle Street in High Valleyfield. Unfortunately, a number of local residents have been using this area to fly-tip and dispose of rubbish, causing substantial damage to a popular area of natural beauty.

We estimate that clearing this one area has cost in the region of **£1,200** from your rental income, money which we would clearly prefer to invest in improving homes and services.

You can report illegal dumping to us by calling freephone [08000 274 007](tel:08000274007) or emailing [info@fifehg.org.uk](mailto:info@fifehg.org.uk)

This is by no means an isolated incident and we are having to spend comparable amounts, as well as committing valuable time and resources, to deal with similar issues elsewhere.

As such, we are appealing for you to work with us to hold those responsible accountable for their actions. If you ever witness rubbish being dumped in your local area, please report it as soon as possible so that we can investigate and take action against anyone identified as being involved.

Working together to keep our communities clean and tidy will benefit everyone and allow us to spend your rental income in more positive ways.





**We hope you are all well and keeping safe. Just a reminder that although many of our colleagues are still working from home, we continue to provide all the services you would expect. Please keep an eye on our website, Facebook and Twitter pages for any changes or updates.**

## Did you know you can report repairs online?

Please visit our homepage ([fifehg.org.uk](http://fifehg.org.uk)) and select 'Report a repair'.

Likewise, you can make rent payments from the comfort of your home. Just download the allpay app from the Apple or Google Play stores, completely free of charge.

Alternatively, if you would prefer a payment card, please contact the office or your housing officer and this will be ordered and delivered to your door

If there are any other stories you would like to see covered here, please do not hesitate to talk to your housing officer or contact our editor directly via [karen.begg@fifehg.org.uk](mailto:karen.begg@fifehg.org.uk).

## Kennoway

We would like to remind tenants that the dumping of rubbish in stairwells is prohibited as it is a breach of your tenancy agreement, posing both a health and safety risk and a serious fire hazard. Checks are being done on all closes to ensure they are clear of dumped items. If you know who any of the items which have been left in your close belong to please contact your housing officer, Ross Glancy, to avoid a block recharge.

The recycling centres are open and operating appointment booking service online, it takes a few minutes to book a slot if you require access to dispose of any household items. Please also take care to recycle properly in the bin store areas as contamination here continues to be an issue.

## Kirkcaldy

We would like to remind tenants again that the dumping of rubbish in communal stairwells and at the front and rear entrances is prohibited as it is a breach of your tenancy agreement, posing both a health and safety risk and a serious fire hazard.

The recycling centres are open again, but you must ensure that you book an appointment before attending. Alternatively, you can contact Fife Council Environmental Services on 03451 55 00 22 to arrange a special uplift at a cost of £15.

Using the stairwell to store cycles, prams and shoes is also a breach of fire safety regulations and prevents the cleaning contractors from carrying out a proper clean of the stairs, a service which all residents pay for. The stairwell is not an extension of your home and must be kept clear at all times.

If there are any items being left or stored in these areas, please report this directly to your housing officer in order to avoid any communal recharges in the future.

New bin store areas have been created at Dunearn Drive, Cairnwell Place and Valley Gardens leaving the pathway to the entrance of the flats clear and generating really positive feedback from tenants and other local residents. Please be aware, however, that these areas are for bins only and should not be used to store other rubbish.

Cheviot Road will also be having this work carried out at a later date and we will be in contact to confirm details with all ground floor tenants in due course.

Additionally, we would like to encourage tenants to report anti-social incidents, as we can only deal with issues if we are made aware of them. We have been advised that there have been a number of instances where tenants are complaining to each other but not reporting the situation to us so that the housing officer can deal with the issue. In some circumstances, it may also be advisable to contact the police when the incident is happening.





## Lumphinnans

The walls and fencing have now been completed along Gallacher Place.

Residents will also have noticed new signage located at the front and rear entrance doors to the flats. This is a reminder that smoking is not permitted in the close and that main entrance doors should be kept closed for added security.

The Lumphinnans Tenants' and Residents' Association would appreciate any assistance from local residents to maintain the community garden located at the end of Furnace Place.

The area is a great place to have a socially distanced chat with other residents in a safe, controlled environment, however, lockdown has had an impact on progress with the garden and the group have a busy time ahead to get it back into shape.

Please do not hesitate to contact the group if you have any thoughts or ideas for the area over the coming year, they would love to hear from you. Likewise, if you have any items you would like to donate for the community garden, they would be most grateful. If you have access to Facebook, you can also 'like' their page for updates.



## Hill of Beath and Cowdenbeath

The rear bin stores in most blocks in the area have now been demolished and we are consulting with owners in other blocks regarding the possible demolition of those that remain. Moving forward, it is hoped that removing the bin stores will reduce the illegal dumping that has become common practice in some blocks.

Recent months have highlighted an increase in residents using the stairwell to store cycles, prams and shoes. This is a serious breach of fire safety regulations, it also prevents the cleaning contractors from carrying out a proper clean of the stairs, a service which all residents pay for. The stairwell is not an extension of your home and must be kept clear at all times.

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 on the communication board, please contact the office or discuss this with your housing officer, Audrey Cameron, directly.

## Leven and Buckhaven

We would like to encourage tenants to report anti-social incidents, as we can only deal with issues if we are made aware of them. In some circumstances, it may also be advisable to contact the police when the incident is happening.

Please also remember to advise us of any change to your circumstance as soon as possible as it is important to ensure that the information we hold is up-to-date.

Tenants with gardens are also reminded that it is your responsibility to keep these tidy and that checks are being undertaken to make sure that the appropriate maintenance is being undertaken.

The recycling centres are open again, but you must ensure that you book an appointment before attending. Alternatively, you can contact Fife Council Environmental Services on 03451 55 00 22 to arrange a special uplift at a cost of £15.



### Lochgelly

Residents in numbers 41-63 Grainger Street will soon experience the benefits of the garden contract taking effect at the rear of the blocks. The distance between the flats and the furthest away gardens was making it difficult for some residents to cut their grass and maintain their space so we hope that this will help to keep the garden area in more manageable condition for all residents to make use of.

A few of the blocks in Grainger Street and Union Street have also benefited from some internal painting to the walls, railings and main entrance doors, helping to freshen up the look of the communal areas.

Recent months have highlighted an increase in residents using the stairwell to store cycles, prams and shoes. This is a serious breach of fire safety regulations, it also prevents the cleaning contractors from carrying out a proper clean of the stairs, a service which all residents pay for. The stairwell is not an extension of your home and must be kept clear at all times.

The recycling centres are still operating an appointment booking service online, it takes a few minutes to book a slot if you require access to dispose of any household items.

You can report any illegal dumping by contacting your housing officer, Audrey Cameron, confidentially on 01383 608128 or 07747 895 965.



### High Valleyfield

Our contractor has recently completed removal of the moss from the rear gardens at Pentland Terrace and treated the ground to slow further growth.

Feedback on this work has been really positive and it has improved the look of the back of the flats dramatically. Residents also have a part to play in maintaining this by ensuring these areas are kept to a high standard for the benefit of all.

### Dunfermline

We have had to investigate a number of incidents regarding items being burned in gardens or other areas surrounding our properties and wish to address this for the benefit of all tenants. This is not something we allow and there are no exceptions to this. Recycling and waste disposal facilities are provided by Fife Council, including kerbside bin collection, recycling points/centres and the pick up of larger items. Burning rubbish in your back garden is dangerous, inconsiderate and anti-social. Continuing to do so puts your tenancy at risk.



## TELL US WHAT YOU THINK ABOUT... HOW AND WHEN WE PROVIDE OUR SERVICES

Restrictions imposed as a result of the pandemic necessitated a swift change to our standard working practices, highlighting a number of new opportunities and approaches which we believe may be beneficial to incorporate into our service delivery going forward.

Taking a team approach, we are considering what our 'new normal' might look like and reviewing both how and when we provide services to you. Offering colleagues the opportunity to continue to work from home for part of the week and adopting more flexible hours as part of a 'hybrid' working model will not only allow us to extend our hours of operation to better meet your needs but also reduce our carbon footprint as we look to adapt our practices in light of the climate emergency.

Your home remains our priority and improving our service delivery to you is central to the changes being proposed. To ensure that we understand your preferences and can take these into account we would be grateful if you could take a few minutes to complete the short survey below and return it to us using the pre-paid envelope provided.

Completed surveys and census forms received by **Friday 18 June** will be entered into a prize draw to win **£100** of shopping vouchers.

### Which method do you use most regularly to make contact with us?

*Please select only the method you use most often*

Phone call

Email

Text message/WhatsApp

Visit to office

Form on website

Social media

### Prior to the pandemic, how often did you visit our office?

Weekly

Every few weeks

Monthly

Every few months

Rarely

Never

### When would it be most convenient for you to carry out the following tasks?

*Please rate each option from 1 (most convenient) to 4 (least convenient)*

	Morning (8am-12pm)	Afternoon (12pm-5pm)	Evening (5pm-8pm)	Saturday	Would you consider doing this online?
Pay your rent					Yes / No
See an account statement					Yes / No
Report repairs					Yes / No
Schedule an inspection					Yes / No
Arrange an appointment					Yes / No
Update your information					Yes / No
Submit a request					Yes / No

### When would it be most convenient for you to have the following take place?

Please rate each option from 1 (most convenient) to 4 (least convenient)

	Morning (8am-12pm)	Afternoon (12pm-5pm)	Evening (5pm-8pm)	Saturday	Would you consider doing this online?
Conversation with a maintenance officer					Yes / No
Inspection					Yes / No
Repairs/maintenance					

### When would it be most convenient for you to contact your housing officer about the following?

Please rate each option from 1 (most convenient) to 4 (least convenient)

	Morning (8am-12pm)	Afternoon (12pm-5pm)	Evening (5pm-8pm)	Saturday	Would you consider doing this online?
Rent payments/arrears					Yes / No
Anti-social behaviour					Yes / No
Estate management issues					Yes / No
Other tenancy matters					Yes / No

### When would it be most convenient for you to contact our Finance Team about the following?

Please rate each option from 1 (most convenient) to 4 (least convenient)

	Morning (8am-12pm)	Afternoon (12pm-5pm)	Evening (5pm-8pm)	Saturday	Would you consider doing this online?
Rent/service payments					Yes / No
Queries regarding payments or charges					Yes / No
Refund requests					Yes / No
Setting up/amending direct debits or standing orders					Yes / No

### Please tell us the top three things you think we could do to improve our services...

1.
2.
3.

Thank you for your time. Your feedback will help to inform and improve our services.



### Methil

On a recent estate walkabout, it was pleasing to see an improvement to the overall appearance of the area. Recycling centres are open but if you are unable to get to one or have any other issues or concerns you can contact your housing officer, Greg Turner, to discuss what other options are available to you. It is your responsibility to maintain your garden area if you have one, but, we are also here to help improve the area you live in.

We understand that in the current situation your income might be reduced or variable, making it a confusing and worrying time financially. If you have any concerns at all with regard to paying your rent then please contact Greg as soon as possible. We know that is a difficult time for many people so please do reach out to us or seek independent money advice at the earliest opportunity and remember, we are here to help.

Please continue to stay safe and contact Greg on 07811 393822 if you require any assistance or advice.

### Crombie

As of 1 April 2021, the communal landscaping will be undertaken by our contractor Continental Landscapes. All residents will shortly receive a programme of works, and should there be any queries regarding any of the work carried out, then please contact your housing officer, Gavin Waddell, 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
William Earnshaw	t: 07525 260447 e: william.earnshaw@fifehg.org.uk
Stephanie McCulloch	t: 07811 439905 e: stephanie.mcculloch@fifehg.org.uk







 **Prep**  
10 mins

 **Cook**  
3hrs

 **Serves**  
4

# SLOW COOKER BURRITO BOWLS

(recipe from [easycheesyvegetarian.com](http://easycheesyvegetarian.com))

Slow cookers are a convenient, cost-effective way to make meals for the whole family and these tasty vegetarian burrito bowls are super easy to make, with no pre-cooking required.

## Ingredients

- 1 onion, diced or thinly sliced
- 1 pepper, diced
- 1 mild red chilli, finely chopped
- 400g tin black beans, drained
- 215 g uncooked brown rice
- 400g tin chopped tomatoes
- 150ml
- 1 tbsp hot sauce
- 1 tsp smoked paprika
- 1/2 tsp ground cumin
- Salt
- Black pepper

## Method

1. Add all of the burrito bowl ingredients (not toppings) to a slow cooker.
2. Cook on high for around 3 hours, or until the rice is cooked.
3. Serve hot with your choice of toppings.

Serve with your choice of grated cheese, fresh coriander, chopped spring onions, sliced avocado, sour cream, guacamole, etc.

## SPRING WORDSEARCH

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

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

To enter: Complete the wordsearch, cut along the dotted line and send your entry to the address below by 30 June 2021

SPRING  
 DAFFODIL  
 SUN  
 BLOSSOM  
 SEASIDE

BUTTERFLY  
 LAMB  
 RAINBOW  
 SNOWDROP  
 BIRD

CHICK  
 TADPOLE  
 FLOWERS  
 HATCH  
 BEE



NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TEL: \_\_\_\_\_

## Wordsearch winner

Thanks to everyone who entered our winter competition and congratulations to our lucky winner, William Banks of Rosyth, who received a £25 Asda gift voucher and will be able to treat himself to something nice online or in store.

## Contact us

Freephone: 08000 274 007  
 East Fife - Kingdom Gas: 0800 389 9463  
 West Fife - City Technical: 0333 202 0708  
 Text: 07520 632 740 Email: [info@fifehg.org.uk](mailto: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...



[fifehg.org.uk](http://fifehg.org.uk)