

FIFE HOUSING GROUP NEWSLETTER

Issue 73 : Summer 2016

at home with...
fife 
housing
group

Community Café kicks off consultation in Cowdenbeath

Our summer Community Café in Cowdenbeath provided the perfect opportunity for us to kick off the consultation process regarding unadopted areas within the Johnston Park housing estate.

Concerns regarding the repair and maintenance of pathways and landscaped areas within this development have been raised by a number of residents, with complex ownership and responsibility arrangements between Fife Housing Group, Fife Council and residents, exacerbating these issues.

Although Fife Housing Group retain ownership of just 11 properties within the 77 home estate, we have agreed to facilitate a consultation process with all of the parties involved, offering all stakeholders the chance to attend an initial meeting as part of our Community Café held in Cowdenbeath at the end of August.

As well as colleagues from Fife Housing Group, residents also had the opportunity to discuss the matter with local councillors, Alistair Bain and Gary Guichan, and representatives from Fife Council's Parks, Gardens and Open Spaces department.

With further meetings due to be scheduled shortly, to which all residents will be invited, it is hoped that an acceptable solution can be agreed in due course.

Overall the café itself was very well received, described as a friendly and welcoming event which was both informative and interesting. Tenants took the opportunity to discuss repairs and upgrades with our property team and expressed interest in joining the Resident Scrutiny Group, while a number of owners are considering the possibility of setting up a Residents' Association.

Partner agencies Fife Community Mediation Service, Fife Community Safety Partnership, the Scottish Fire and Rescue



Service, Frontline Fife, Cosy Kingdom, Home Start and Kingdom Housing Association, were also on hand to provide help and advice, and there was a free prize draw which saw a number of attendees heading home with goodies.

Engaging with the residents of local communities remains a priority for us and planning is already underway for the next Community Cafés, due to take place in Rosyth and Kirkcaldy around October/November time, which will also see further consultation on our Rent Affordability Review.



Inside this issue . . .

Community Café



Garden Competition



Join us on walkabout



TIS Conference



Planned maintenance



Home security



Contents . . .

Page 1:	Community Café kicks off consultation	Page 9:	Scottish Housing Day
Page 2:	A message from our Chief Executive	Page 10:	Planned Maintenance Programme update Birds in loft spaces Remember to keep your trees trimmed
Page 3:	Colleague Conference Team news	Page 11:	Meet your new Maintenance Officers Keeping your home safe and secure
Page 4-5:	Garden Competition	Page 12-13:	Local news and views
Page 6:	Want to join us on a walkabout? Rent Affordability Review	Page 14-15:	Say hello to your new Housing Officers
Page 7:	Scrutiny stories - Tenants Information Service Annual Conference	Page 16:	Recipe Wordsearch
Page 8:	Gone but not forgotten Fife Housing Group joins HouseMark		

A message from our Chief Executive - Nicki Donaldson

Welcome to the latest edition of the Fife Housing Group newsletter, which is accompanied by this year's Annual Report. As has been the case in recent years, this report also includes comparable statistics from the Scottish Housing Regulator's Annual Return on the Charter, illustrating how we performed against several key indicators in comparison to both our peer group and Scottish averages for 2015/16, and against our own statistics from the previous year.

We are pleased that these results show significant improvements in a number of areas, such as our communication and engagement with tenants, however, we are hugely disappointed to see a marked decline in some areas, such as repairs and maintenance.

Please be assured that we are already working hard to make improvements in these areas, implementing changes such as our recent organisational restructure, to ensure we are more focussed on improving the delivery of frontline services to meet tenants' needs.

We have also embarked upon a Rent Affordability Review, in conjunction with Cairn Housing Association, Irvine Housing Association, and the housing consultancy Arneil Johnston, and will be approaching tenants for feedback on the way that our rents are determined and charged, with a view to developing a rent-setting process which is straightforward, fair and transparent and also takes affordability into account. You can read more about this consultation and find out how you can get involved on page 6.

We are always keen to hear your views and offer lots of opportunities for you to get involved through initiatives such as our Resident Scrutiny Group, Community Cafés and Estate Walkabouts (all of which you can find out

more about within this newsletter) so, if you want to help improve both Fife Housing Group and the communities we work within then please do not hesitate to get in touch!



at home with...



Office Closure

Our Pitreavie office is currently
CLOSED for refurbishment.

All colleagues and services have
relocated to:

**Unit 10
Lochgelly Industrial Park
The Avenue, Lochgelly KY5 9HQ**

**Please call 01383 606162
or email info@fifehg.org.uk
for further information**



TEAM NEWS

Welcome

As well as our new Housing Officers (William Earnshaw and Gavin Waddell) and Maintenance Officers (George McLeod and Neil Gunn) who you can read a bit more about later in the newsletter we are also delighted to welcome the following new colleagues:

Laura Grieve - *Chief Executive and Governance Assistant*

Jim Hope - *Property Manager*

Isobel Deighan - *Business Support Manager*

Kerrie Swan - *Business Support Advisor*

Sarah Jones - *Business Support Advisor*

Helen Miller - *Engagement Officer*

Congratulations

Congratulations also to **Alison Young**, on her move from Housing Officer to Debt Recovery Officer, and **Chloe Lawson**, on her new role as Business Support Advisor

Colleague Conference

Following the implementation of our revised organisational structure and the new colleagues recruited as part of our drive to better meet the needs of our tenants and customers, with a streamlined team focussed on tenant-centric services and delivery, this year's Colleague Conference concentrated on building relationships between our brand new teams.

With a theme built around 'Shaping the future' colleagues came together to listen to motivational presentations and take part in team building exercises constructed around our vision and values, leaving the training event re-invigorated and better equipped to fulfil our commitment to 'Getting the basics right'.

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 is unable to read their information from us then please ask them to get in touch with us.

Just contact our newsletter editor, **Karen Begg**, on 01383 607459 or via karen.begg@fifehg.org.uk to request a large print copy or to enquire about alternative copy formats.

Garden Competition: And the winners are...

Congratulations to all of the winners in, what was once again, a very hard fought competition showcasing some incredibly impressive gardens. In fact, the standard of entries was so high that our judges even had to introduce three new categories – Most Inspirational Garden, Best Horticultural Garden and a Community Improvement Award (and still ended up having to split some prizes!)

A huge thanks goes out to everyone who took part, as well as our two judges Stan Green (owner of The Plant Market and board member of the Horticultural Trades Society in Fife) and John Bell (keen gardener and Resident Scrutiny Group Interim Chair) – both gentlemen did a fantastic job and their knowledge and expertise proved invaluable in judging the competition.

So, without further ado this year's winners are...

Most Inspirational Garden

Willie Turnbull
(John Stuart Gait, Oakley)

A fantastic all year round garden with a great mix of plants, creating impressive array of colour and foliage. The effort, enthusiasm and dedication put in to creating this beautiful garden was very inspiring.

Best Private Garden

Mr and Mrs Spence
(Cameron Drive, Dysart)

A beautiful garden-turned-haven, exhibiting fantastic use of space and impressive knowledge of both plants and gardening. Described by the judges as 'simply stunning'.

Best Other Display

Sheila Roxburgh
(Central Road, Crombie)

A lovely 'outdoor room', full of beautiful planters, raised beds and hanging baskets, many of which are handmade/upcycled goods.

Best Communal Garden

Mr and Mrs Mitchell
(Cairnwell Place, Kirkcaldy)

A huge variety of plants, trees and decorations, demonstrating great enthusiasm and creativeness as well as an excellent knowledge of plants, and maintained by the couple alone for all the tenants in the block to enjoy.

Best Horticultural Garden #1 (split prize)

Lisa Williamson
(Duncan Crescent, Dunfermline)

Beautifully cared for garden with great attention to detail, featuring a very creative rockery and accessories as well as plants, brought from previous homes, which are up to 20 years old.

Best Horticultural Garden #2 (split prize)

Annette Tullis
(Cameron Drive, Dysart)

Beautiful selection of plants in a very well maintained garden, inspired by next door neighbours Mr and Mrs Spence (winners of best private garden two years running).

Community Improvement Award - Pentland Terrace, High Valleyfield

Christine Mulholland
A great effort with beautiful pots.

Terence Brewer
A compact space turned into a beautiful garden with a memory bench dedicated to the tenant's late wife.

Lorna Paterson
Very thoughtfully laid out garden with a lovely range of different and exotic plants.

Sponsors

Many thanks to the following businesses who kindly donated prizes for the winners:

- The Plant Market / Growforth
- Pankhurst Decorators
- RB Grant Electrical Contractors
- Forth Plasterers
- Rogerson Plumbing
- Fife Housing Group

Preparations are already underway for next year so, keep those green fingers busy over the winter months and look out for more details on how you can enter in the Spring.

Most Inspirational Garden
Willie Turnbull



Best Communal Garden
Mr and Mrs Mitchell



Best Horticultural Garden
#1 (split prize)
Lisa Williamson

Community Improvement Award
Christine Mulholland



Best Private Garden
Mr and Mrs Spence



Community Improvement Award
Terence Brewer



Best Horticultural Garden
#2 (split prize)
Annette Tullis



Best Other Display
Sheila Roxburgh



Community Improvement Award
Lorna Paterson



Check out our Facebook page for more photos!



Want to join us on a walkabout?

Our popular Estate Walkabouts events give you the opportunity to join your Housing Officer, and other colleagues from Fife Housing Group, on a tour of your local area, giving you the chance to learn about what matters to your neighbours, our plans for improvement, meet other stakeholders and see for yourself the issues we are managing in your area.

Please find our walkabout schedule for the next few months detailed below:

Date / Time	Location	Lead Officer
October 2016		
Tuesday 25 October - 1.30pm	Linburn Road, Dunfermline	William Earnshaw
November 2016		
Tuesday 1 November - 10am	Castlandhill Road and surrounding areas, Rosyth	William Earnshaw and Gavin Waddell
Tuesday 22 November - 10am	Ivy Grove, Methil	Greg Turner
December 2016		
Monday 5 December - 10am	Cowdenbeath	Audrey Cameron
** NEW TIME ** Wednesday 13 December - 10.30am	High Valleyfield	Angie Munton

If you would like to participate in any of the walkabouts detailed above please give us a call on 01383 606162 or e-mail info@fifehg.org.uk.

Walkabouts scheduled for later in the year will be listed in coming newsletters. Alternatively, the full schedule for 2016/17 can be viewed on our website <http://www.fifehg.org.uk/news-events/events/>

Rent Affordability Review

We are currently working with two other housing associations, Cairn Housing Association and Irvine Housing Association, and the housing consultancy Arneil Johnston to review the way that our rents are determined and charged.

Our joint objective is to develop a process for setting rents, whether for new properties or at the point where we consider our annual rent-setting, which is straightforward, fair and transparent and also takes affordability into account.

Rents are usually charged based on the characteristics of the property e.g. size, type, garden etc., however, an expanded range of characteristics could potentially be taken into account, such as heating type, age of components including bathrooms, roofs etc., to give a rent which is more relevant to your home.

Your views are extremely important to us and we will be giving you the opportunity to have your say by consulting you on how we set rents as part of this review.

We want to hear your opinion on what a simple, fair and consistent set of rules could be, and will aim to test ideas to vary the way rents are set.

The first Consultations are scheduled to take place on Tuesday 4 and Wednesday 5 October with others to follow so, if you would like to express your interest in taking part in one of our rent affordability projects please contact:

Melissa McManus

01383 608105

or via email at

melissa.mcmanus@fifehg.org.uk.



**Gone
but not
forgotten**

We are sad to advise of the recent passing of two of our most dedicated involved tenants.



David Watson (1954 – 2016)

Joining our Board of Management in 2011 with a background in IT at the Marine and Fisheries department of the Scottish Government, David also studied accounting and made a significant contribution to the work of the Board and the development of Fife Housing Group overall. Dedicated to his role with us and committed to helping us achieve our aims, he will be sorely missed by board members and colleagues alike.



Sandy Mather (1957 - 2016)

Sandy became a Fife Housing Group tenant in January 2014 and subsequently joined the Resident Scrutiny Group, working tirelessly to represent the views of his fellow tenants throughout Fife. Although quietly spoken, he was always forthright in his views, putting forward suggestions to improve services for tenants and doing his utmost to ensure that these improvements were delivered. Sandy particularly enjoyed attending our Community Cafés to engage with other residents about the issues that mattered to them, and will be sadly missed, not only by his colleagues on the Resident Scrutiny Group, but also by everyone else who had the pleasure of working with him.

#SCOTTISHHOUSINGDAY



Scottish Housing Day

We were delighted to support the first ever Scottish Housing Day, which took place on Monday 19 September.

Launched to give people the opportunity to find out more about their housing options and the choices available when looking for a home, this initiative aims to help ensure that all of the 5,373,000 people in Scotland have a safe warm place to live.

The day itself was a great success with lots of different housing providers getting involved and many individuals sharing their own housing stories.

You can find out more about the events that took place and all of the different housing options which are available via their website:

www.scottishhousingday.co.uk

Scrutiny Stories – Tenants' Information Service (TIS) Annual Conference

Interim Resident Scrutiny Group (RSG) Chair, John Bell, and Resident Scrutiny Group Member (RSG), Sandy Mather (who sadly passed away recently).



What?

TIS Annual Conference – a coming together of representatives from tenants groups, social landlords and the like, to discuss all things related to housing in Scotland and recognise excellence within this arena.

Why?

To meet other people and similar groups from around Scotland and learn how they work with other people and tenants in their communities, enabling the RSG to develop and grow as a group through networking and helping us to better understand both the needs of others and the opportunities available for us to help meet these needs.



Where?

The Westerwood Hotel by Cumbernauld – a brand new venue for the event

When?

10-12 June 2016

Highlights?

John – Just being there! It was absolutely fantastic to have the opportunity to attend this prestigious event and represent our scrutiny group to a wider audience.

Just before Sandy's unfortunate passing he shared his thoughts on the conference with us – The presentation at the start of the conference, which identified what can be achieved by young people in the housing sector and focussed on bringing this group together to benefit the community.

I also enjoyed the discussions regarding tenants working together to turn spare ground in the community into play spaces, parks, football pitches and allotments - it was inspiring to see everyone working together to look after these areas.

What next?

Sharing our learning about what can be achieved with the rest of the group and hopefully using this experience as a springboard so that we ourselves might be in the running for an excellence award in the future, to cement our achievements and make the wider community aware of who we are and what we do.

Fife Housing Group joins HouseMark

at home with...



At Fife Housing Group we've been on quite a journey over the past couple of years, aiming for significant improvements in services to tenants and other customers, to be achieved through a range of measures including: organisational review, culture change, value for money assessment and performance management.

We've already seen evidence of how we've progressed in developing a culture which is underpinned by our values of being 'accountable', 'firm but fair', 'open and honest' and 'versatile', for example:

- Over the past two years we have introduced a range of ways to enable tenants and other customers to get involved and work with us to help improve how we work. This has clearly been welcomed and our recent customer survey saw an increase of 16.2% when asked about 'satisfaction with opportunities to participate in Fife Housing Group's decision making';
- We have rebranded the organisation to make it clearer for customers where services are being provided from and was developed with tenants, colleagues and other stakeholders to reflect where we needed to be as a business to embed our vision of 'getting back to basics';
- In April 2016 we implemented our new colleague structure which was designed to put resources very much to the front-line and improve our housing, engagement, maintenance and customer services approach; and

- We have introduced mobile working for housing officers which, when coupled with improved patch sizes, enables colleagues to spend more time out with tenants and customers in their homes and neighbourhoods.

Like most organisations we keep our performance under review, we are a member of the 'G8' group of housing associations in Scotland who benchmark and share good practice and we've really benefited from this membership, but we wanted to take our approach to performance management further.

With this in mind we have joined HouseMark, a leading provider of social housing data and insight which is jointly owned by the Chartered Institute of Housing and the National Housing Federation - two not-for-profit organisations that reinvest their surpluses into the affordable housing sector.

More than 950 housing organisations across the UK are HouseMark members, including 45 in Scotland where membership is growing, and at Fife Housing Group we are looking forward to the opportunities which our participation will bring; giving us an opportunity for greater access to data, information-sharing, best practice and business insight in key areas such as welfare reform, customer excellence, complaints, repairs and maintenance and assessing value for money that will be vital to help us to continue on our improvement journey.

We know where we and our tenants and customers want Fife Housing Group to get to on that journey and our joining HouseMark will be an extra guide on this exciting route.



Planned Maintenance Programme update

September-December 2016



Our commitment to investing over £2million of the money generated from your rent into improving your homes sees the following works scheduled to be undertaken between now and the end of the year.

Work	Current position
Electrical testing	Now underway for 250 properties throughout Fife – this also includes remedial works to ensure that all of our properties which are tested, comply with current regulations
External painter work	Currently out to tender for approximately 560 properties in Blairhall, Culross, Dunfermline, High Valleyfield and Oakley.
Kitchen component replacement programme	Properties Fife-wide are currently inspected for confirmation of their inclusion in this programme
Roofing	Roofing works going out to tender with urgent works expected at: Phase 1 - Kings Crescent (Rosyth) and the blocks at Cairnwell Place (Kirkcaldy) Phase 2 - Backmarch Road (Rosyth) Phase 3 - Parkside Street (Rosyth) and 174-184 Dunearn Drive (Kirkcaldy)
Heating systems	We are in the process of replacing the final 14 back boilers remaining in our properties at a number of locations throughout Fife
Geo-thermal heating upgrades	Quotations currently being sourced for upgrades to the geo-thermal heating system at Ochilview in Lumphinnans with a view to implementing these before winter.

Please note that works will not necessarily be undertaken in all properties within the areas listed.

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



As such, should you suspect that you have birds nesting or causing damage in your attic space, legally we are unlikely to be in a position to have them removed, or to arrange for access holes to be filled, until the young have left the nest. This has usually happened by September or October, however, pigeons can nest throughout the year so it may only be possible to remove them if it can be shown that this is necessary in order to preserve public health.

If you wish to deter birds from nesting in your roof, work to deny access must be done during the winter months. If you have had issues in the past we would recommend checking your building between October and February and asking for any holes or gaps discovered to be cleaned out and sealed as appropriate.

Further information on this subject can be found on the RSPB website - <http://www.rspb.org.uk/joinandhelp/campaignwithus/law/whatsintheroof/index.aspx>



Remember to keep your trees trimmed

We would like to take this opportunity to remind tenants with private gardens that they have full responsibility for the upkeep and maintenance of any trees situated within the boundaries of their property and, as such, are expected to ensure that they are cut regularly in order to limit their growth.

Please be aware that Fife Housing Group will only provide assistance with this in exceptional circumstances.

Meet your new Maintenance Officers...

If you've needed to have any repairs assessed recently you may already have come across our new Maintenance Officers, Neil Gunn and George McLeod, but we thought we should take this opportunity to introduce them formally.

We have recognised that our repairs service and our responsiveness needs to improve and our recent restructure is very much directed towards this enhanced service. Our Maintenance Officers are responsible for the delivery of a customer-focused reactive maintenance service, proactively engaging with residents to provide support, advice and interventions. They are also expected to ensure that properties are effectively maintained, with all repairs undertaken promptly and to a high standard - ensuring performance targets are achieved and high levels of customer satisfaction are attained.

Neil and George come to us with a wealth of experience in these areas and we're sure that they will both be valuable additions to our Property and Commercial Business Team.

Name: Neil Gunn

Area:

East Fife (Lochgelly to Leuchars)

Background:

Neil has over 25 years' experience in the building industry, originally as a joiner and then as a Maintenance Officer with South Lanarkshire Council and various other Housing Associations. Neil has been with us on a temporary basis since September of last year before joining us permanently in June.



Name: George McLeod

Area:

West Fife (Lochgelly to High Valleyfield)

Background:

George is also a joiner to trade and has worked in the building industry for over 30 years. After spells at Rosyth Royal Dockyard and the City of Edinburgh Council he spent four years as a Maintenance Officer at Housing Associations in Edinburgh and Dundee, before joining us in June.



Keeping your home safe and secure

Taking just a few steps can make a big difference in keeping your home safe from burglary. Here are a few tips from the Police:

- Lock your doors and windows every time you leave the house, even when you're just out in the garden, remembering to double-lock UPVC doors (lift handle and turn key)
- Close doors to communal blocks behind you and avoid holding doors open for people waiting to come into the building when you're on your way out.
- Hide all keys, including car keys, out of sight and away from the letterbox (remember a device could be used to hook keys through the letterbox)
- Leave radios or lights in your house on a timer to make the property appear occupied
- Make sure the fences around your garden are in good repair and that side/rear gates are kept locked
- Keep ladders and tools stored away; don't leave them outside where they could be used to break into your home
- Improve the natural surveillance at the front of your property i.e. trim high hedges
- Remove valuables from view of ground floor windows

Keys



Following a recent spate of house keys being lost, we would also like to take this opportunity to remind you to keep your keys safe when you're out and about and to store any spare sets separately, rather than on the same keyring!

Local News and Views

Central Fife

Following concerns raised regarding overgrown hedges and communal areas at a recent estate walkabout in Hill of Beath, Housing Officer, Audrey Cameron, engaged with Fife Council regarding the contract we have with them to maintain these areas and is pleased to advise residents that they have addressed the issues identified. Not only does this make the area look better, but cutting back the overgrown bushes and trees also makes it safer to walk around and we have received very positive comments from local tenants as a result.



Kirkcaldy

We would like to give a big 'shout' out to Fife Fire and Rescue who joined Housing Officer Alison Young, on her Dunearn Drive walkabout in May. Alison would also like to give special recognition to her tenants and colleagues who participated. The focus of this walkabout was fire awareness and the potential hazards of dumped rubbish within the closes and communal areas. There were also walkabouts at Cairnwell Place in July and Cheviot Road at the start of September.

As you may have read earlier in the newsletter, Alison has now taken up a new role as our Debt Recovery Officer and, whilst she is sad to be leaving the role of Housing Officer for Kirkcaldy behind, she is looking forward to the new challenge ahead of her and hopes that tenants will still come over and say hello if they see her out and about.



Levenmouth

On recent estate walkabouts in Kennoway and Methil the issue of unkempt gardens was highlighted as an ongoing concern. Housing Officer, Greg Turner, wants to remind all tenants that it is their responsibility to maintain and cut their gardens, especially if they wish to be in with a chance of winning this year's garden competition!

Bollards have recently been fitted at Lilac Bank shortly, which should go some way to alleviating the issues with people driving over this landscaped area, causing concerns to pedestrians, risking injury to the children playing there and damaging the area itself.

Greg would also like to thank all tenants and residents in Kennoway, Buckhaven and East Wemyss as he hands these areas over to our new colleague Gavin Waddell, who we're sure will do a great job.



West Fife Villages

Inverkeithing - many thanks to those who attended the Estate Walkabout here in June. All of our lock ups in this area have now been returned by tenants and are due to be passed onto Kingdom Housing Association for demolition towards the end the year.

Oakley - during her estate management visits Housing Officer, Angie Munton, has noticed a large number of unkempt gardens and would like to reiterate that it is tenants' responsibility to maintain these and that failure to do so may result in legal action as this is a breach of our tenancy agreement.

Blairhall - the Blairhall Gala was held in July and the village looked great with all the bunting and decorations up.

Local News and Views

Crombie - the village has been entered into the 'Beautiful Fife' competition with judging taking place in July. The Crombie Gala is also took place in August and Angie donated £100 of vouchers from Fife Housing Group in celebration of our new planned development in this village, to be used as prizes.



Rosyth



ROSYTH COMMUNITY MARKET

At the Parkgate Institute, Rosyth
Parkgate, Rosyth KY11 2JW

MARKET SCHEDULE 2016

Sunday
30th October

Sunday
27th November
(Christmas Market)

Market runs from 11am until 3pm
Gala Market runs from 11am until 6pm and will be held in the public park

Crafts, Arts, Local Produce, Café and much more!

facebook.com/rosythcommunitycouncil email: rosythcommunitymarket@gmail.com

The people of Rosyth came together to celebrate the Centenary Gala Day on Saturday 28 May. The event was a huge success with beautiful weather and thousands attending the celebrations, which included Royal visits, a procession through Rosyth and various activities for both children and adults.

The Rosyth Market is held at the Parkgate Community Centre from 11am to 3pm on the last Sunday of each month. This popular event offers various stalls with fresh food, fruit, crafts and the like, so why not support local suppliers and pop along?

Dunfermline

Following a recent walkabout in Abbeyview with representatives from Fife Housing Group; Fife Council's Safer Communities Team; Parks, Streets and Open Spaces; Assets, Transportation and Environment and Cllr Brian Goodall the area was generally found to be in good condition.

There were a few issues picked up, including illegal dumping, pot holes, overgrown landscaped areas and properties with excess rubbish, however, all of these were either addressed or are under investigation by those in attendance.

It would be great to see some tenants and residents attending future walkabouts – the next one for Dunfermline is in the Trondheim Parkway area (including Linburn Road, Wheatear Court and Osprey Crescent) on Tuesday 25 October. Please do come along as this will also be a great opportunity to meet your new Housing Officer, William Earnshaw.



Say hello to our new Housing Officers

As part of our restructure, and the commitment it represented to improving the frontline services we provide, we took a decision to redeploy back office resources, creating the capacity for additional Housing Officers and subsequently allowing us to reduce the number of properties managed by each.

This change will make our Housing Officers more accessible to the people in their communities, allowing them to spend more time building relationships with tenants, engaging with residents and developing a more in-depth understanding of both individual and area specific needs which, in turn, puts us in a better position to meet these.

All of this means that some of our tenants might find themselves with a new Housing Officer so we thought it would be worthwhile including a quick breakdown of who you can expect to see where:

Housing Officer:
Angie Munton

Areas:
Blairhall, Crombie, Culross,
High Valleyfield, Inverkeithing,
Limekilns, Oakley, Wellwood.

Background:
Angie has worked with us for 25 years and been Housing Officer for the West Fife Villages since 2012.



Housing Officer:
Audrey Cameron

Areas:
Cowdenbeath, Hill of Beath, Lochgelly, Lochore, Lumphinnans, Rosyth (*Burnside Place, Burnside Street, Holborn Place, Lowry Place, Middlebank Street, Parkgate, Park Road, Pinkerton Place, Woodside Street, Woodside Avenue*).

Background:
Audrey is an experienced member of the Fife Housing Group team who was recently permanently appointed to the position of Housing Officer and has added some of our Rosyth properties to those she managed during her previous 12 month secondment from Housing Support.



***NEW* Housing Officer:**
Gavin Waddell

Areas:
East Wemyss, Glenrothes, Kennoway, Leslie, Leven, Markinch, Rosyth (*Admiralty Road, Backmarch Road, Castlandhill Road Houses, Queensferry Road*).

Background:
Gavin has recently joined us from a similar role with Falkirk Council, having worked as a Housing Officer there for five years. Prior to that he spent several years working with homeless families in Perth and Kinross.



Housing Officer:
Greg Turner

Areas:
Cellardyke, Ceres, Methil, Rosyth (*Aberlour Street, Albert Street, Backmarch Crescent, Burney Place, Findlay Crescent, Findlay Street, Hamilton Place, Kings Crescent, Kings Place, Norval Place*).

Background:
Greg has worked with us for nine years and covered the Levenmouth area from January 2013. He retains some of the villages in this area and adds a few new properties in Rosyth as well.



***NEW* Housing Officer:**
Karen Gilruth

Areas:
Burntisland, Dalgety Bay, Dysart, Kinghorn, Kirkcaldy (*Almond Place, Cameron Drive, Cedar Avenue, Church Street, Cleish Gardens, Dunearn Drive, Fitzroy Square, Fitzroy Street, High Street, Lismore Avenue, Roomlin Gardens, St Brycedale Court, The Fairway, West March Street*), PACT properties.

Background: Karen is another of our very experienced



colleagues, having worked within the Housing team for over 26 years, and was recently appointed to the position of Housing Officer from her previous role as a Senior Housing Support Officer.

Housing Officer:

Lynn Mather

Areas:

Kirkcaldy (*Benarty Street, Cairnwell Place, Carnethy Crescent, Cheviot Road, Fair Isle Road, Glen Isla Road, Glen Lyon Road, Glen More Gardens, Glendale Park, Linton Lane, Lomond Gardens, Morven Grove, Pentland Place, Redcraigs, Sidlaw Street, Valley Gardens, Valley Gardens South*)

Rosyth (*Craig Street, Crossroads Place, Fairyrick Road, Harley Street, Hillwood Terrace, Newton Crescent, Newton Place, Parkside Street, Parkside Square, Selvage Place, Selvage Street*).

Background: Lynn has worked for us since 2001 and been a Housing Officer in Rosyth since January 2013; she now adds some properties from Kirkcaldy to the reduced number of Rosyth streets on her roster.

Housing Officer:

Stephanie McCulloch

Areas:

Dunfermline (*Allan Crescent, Calaisburn Place, Corbett Place, Drum Road, Duncan Crescent, Dunn Crescent, Fernie Place, Husband Place, Inchkeith Drive, Inchkeith Gardens, Islay Road, Kinnis Court, Mathieson Place, Meadow Place, Meldrum Court, Norton Place, Russell Court, Shields Road, Standingstone Walk, Thane Place, Tronheim Place, Tweed Street, Walls Place, Woodmill Crescent, Woodmill Road*).

Rosyth (*Primrose Area – Booth Avenue, Brankholm Brae, Brankholm Crescent, Caledonia Court, Carson Place, Daniel Place, Forker Avenue, Gillway, Primrose Avenue, Primrose Court, Primrose Lane, Syme Place, Webster Place, Whinnyburn Place*).

Background: Stephanie has worked with us since 1999 and been a Housing Officer in Dunfermline since January 2013. She now shares her responsibilities in Dunfermline with new recruit William and adds the Primrose area of Rosyth to her portfolio.



***NEW* Housing Officer:**

William Earnshaw

Areas:

Dunfermline (*Almond Road, Devon Terrace, Don Road, Eden Road, Izatt Avenue, Johnston Crescent, Keir Hardie Terrace, Leishman Drive, Linburn Road, Lomond Crescent, McClelland Crescent, Nith Street, Ochil Terrace, Osprey Court, Pentland Terrace, Tay Terrace, Trondheim Parkway, Wedderburn Crescent, Wheatear Court, Whitelaw Road*)

Rosyth (*Alexander Place, Boyle Drive, Castlandhill Road Flats, Cromwell Road, Kings Road, Leslie Road*).

Background:

William has recently joined us from the Citizen's Advice Bureau where he was responsible for debt-management issues and prior to that he was employed by Fife Council as a Housing Officer.



Our responsibility to you

at home with...



- Provide a full range of housing services to a high quality for all tenants
- Let houses in line with our Allocations Policy
- Keep the number of empty homes to a minimum and re-let all properties as quickly as possible
- Keep all houses safe and in good order by making sure that repairs are carried out to an appropriate standard and within the response time in our Repairs Policy
- Visit your neighbourhood regularly to make sure that shared areas are kept clean and tidy, gardens are maintained, grass is cut and vandalism is reported
- Wherever possible, involve tenants in decisions that affect their area or services
- Support tenant, resident and neighbourhood groups and community events
- Operate a straightforward Complaints Procedure
- Provide clear advice and information about our policies, procedures, services and structure
- Ensure that our colleagues and those acting on our behalf are always courteous, professional, sympathetic, fair and that they respect confidentiality.

Perfect Homemade Pizza

Our Contract Officer, David Todd, swears by these easy to prepare homemade pizzas which owe much to the influence of Jaimie Oliver, provide a healthier alternative to takeaways and are great fun to make with kids.



Ingredients (Serves 2):

- 1 – 1 ½ cups self-raising flour
- 1/2 cup water
- 1 pinch salt
- 1 jar pizza topping tomato sauce
- Fresh mozzarella
- Toppings of your choice
- Olive oil

Step 1 - Make your dough

- Measure 1 cup of self-raising flour into your food processor. Add 1/2 cup of water, a drizzle of olive oil, and a pinch of salt then pulse.
- If you don't have access to a food processor then you can just add the ingredients to a bowl and kneed the dough instead, which is probably more fun but your hands will get sticky!
- Slowly add more flour to your

mixture until you have a firm ball which remains a little wet and elastic, but not so wet that it's impossible to work it with a rolling pin.

- Once you have a satisfactory ball of dough, cover a dry surface with a layer of flour.
- Remove the dough from the processor or bowl, coat lightly with flour and roll into a flat, round, large frying pan (or 2 smaller pans) sized piece.

Step 2 - Prepare your toppings

- Before you start cooking your dough, you should have your sauce, cheese and toppings chopped and on hand.

Step 3 - Cook your pizza(s)

- Coat your frying pan(s) with olive oil
- Fold your dough in half or quarters

to easily transport to your frying pan(s) then unfold and spread/ smooth slightly with your fingers if necessary.

- Turn the heat on high and let your dough get crispy, lifting the edges with a spatula to make sure the bottom isn't burning.
- Cook for 3 to 4 minutes (until the base is crispy but not charred) then spoon your tomato sauce in the center and spread.
- Remove from the heat entirely, and top with cheese and toppings.
- Place pizza(s) under the grill for another 4 minutes or so and remove when they looks good to you.

Step 4 - Eat!

Wordsearch Winner

Thanks to everyone who entered our spring competition and congratulations to our lucky winner, Mrs Strang of Fowler Street in Cellardyke, who received a £25 Asda gift voucher and will be treating herself to something nice next time she's in the store.



Enter our SUMMER competition and you could win a £25 ASDA gift voucher.

To enter: Complete the wordsearch, cut along the dotted line and send your entry to the address below by 31 October 2016.

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

Name

Address

.....

.....

..... Tel.....

CAT	SQUIRREL	ALLIGATOR
DOG	GIRAFFE	LION
BIRD	FISH	TIGER
ELEPHANT	MOUSE	
HIPPO	MONKEY	

Our opening hours are:

Monday - Thursday 8.30am - 5.00pm Friday 8.30am - 4.30pm

General number 01383 606162

For any repairs and emergencies contact us on Freephone 08000 274 007

For Gas emergencies contact WRB Gas directly on 0800 281 856

Electric heating emergencies, Ochilview, Lumphinnans 0845 241 5513

Text us on 0771 771 3666

at home with...

fife
housing
group

Fife Housing Group
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Lochgelly Industrial Park,
The Avenue, Lochgelly
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fifehg.org.uk



Scottish Charity Number SC025647. Scottish Housing Regulator Registration Number 295. Registered Society under the Co-operative and Community Benefit Societies Act 2014. Registration Number 2476 R(S). Property Factor Registration No. PF000142.