

at home with...

fife 
housing
group



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Readability

Having trouble reading our articles? If so, you can request that your magazine be provided in 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 translate it for them?

Contact our magazine editor, Alex Tweedie, on **07970 801007** or via **alex.tweedie@fifehg.org.uk** to request a large print copy or enquire about alternative copy formats.

Festive Hours 2025/26

Please note that although our office will be closed over the festive period, colleagues will be available and providing services as detailed below -

Wednesday 24 December: 8:30am - 1:00pm (office open)

(Our office will be closed from 1:00pm but colleagues will continue to provide services remotely until 4.30pm)

Thursday 25 December: CLOSED

Friday 26 December: CLOSED

Monday 29 December: CLOSED

Tuesday 30 and Wednesday 31 December: 8:30am - 5:00pm

(Our office will remain closed on these days, however a reduced number of colleagues will be providing services remotely)

Thursday 1 January: CLOSED

Friday 2 January: CLOSED

Monday 5 January: CLOSED

Tuesday 6 January: 9:00am - 4:30pm (office open)

Five simple steps to help you stay safe during severe weather

With winter officially on the way and snow likely at some point, it's worth taking a few minutes to do a little preparation **BEFORE** any potential severe weather hits.

As well as creating a household plan for emergencies we suggest taking these five simple steps to help to keep you and your family safe:

1. Keep a mixture of salt and sand and a shovel handy to put on steps or paths in icy weather



2. Stock up on your basic cold, flu and sore throat remedies and order repeat prescriptions in plenty of time

3. Store three days-worth of water and basic food items in the cupboard or freezer in case you cannot get out to go shopping



4. Ensure you have a battery-operated radio, torch and spare batteries handy in case there's a power cut

5. Have a list of emergency numbers, such as your utility companies, by your home phone or store them in your mobile



You can find lots more advice about preparing for and dealing with emergencies, such as severe winter weather, on the **Ready Scotland website**.

Just scan this QR code

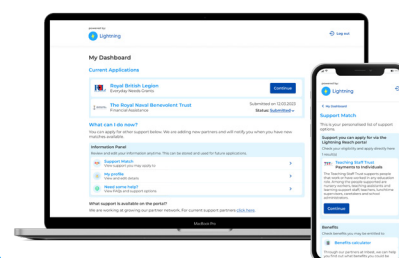


Get help with your finances – support is available through Lightning Reach

We know that the colder months can bring added pressures, with the weather and festive season. That's why we are working with Lightning Reach, an online portal that helps you find and apply for financial support in one easy place.

Through the portal, you can:

- Find help with energy bills, food and other essentials
- Check what grants and support you may be eligible for
- Apply for support from trusted local and national organisations – all in one go



Whether you're worried about rising costs or just want to ease the financial load this summer, support is out there – and easier to access than ever.

Sign up today by scanning the QR code provided.

It only takes a few minutes to get started and you might be surprised at the support available to you.



Preventing frozen and burst pipes

Frozen and burst pipes are often an issue during the winter months and could be an even bigger concern this year as we all try to reduce our heating bills and manage our energy costs. However, given the inconvenience and damage they can cause, it is important to take precautions to avoid this happening. We have created a video with our top tips for preventing frozen and burst pipes this winter, advice that could potentially save you a lot of money.



To view the video, just scan the QR code



Additionally, if you are planning a winter break, please let us know and ensure we have an up-to-date number for you in case we need to contact you while you are away.





Keep cosy this winter with these top tips

Everyone would like their home to be warm and cosy this winter, particularly as many of us will find ourselves staying in a lot more than usual, but increasingly expensive energy bills can make this difficult. There are, however, steps you can take to help reduce these costs and our partners at free and impartial energy and debt advice service Cosy Kingdom, have kindly shared their top ten tips to help you stay warm and save money this winter.

1. Use your heating controls

Using your heating controls effectively can help you warm your house efficiently and save you money this winter. Turning your thermostat down by just one degree can save up to £85 a year and using all of your heating controls, can cut your fuel use by up to 42%, ensuring you're getting the benefit of your heating when you need it most.

2.

Consider thermal curtains

It's tricky trying to keep the heat in, especially as it can escape through our windows. If possible, we recommend investing in thermal curtains which have a thick lining that acts as an extra layer of insulation. Make sure you close them at dusk when the temperature starts to drop and roll up the bottoms onto the window ledge to remove any draughty gap.

3.

Do some draught-proofing

Draughts account for around 10% of heat loss in our homes. Consider using draught-excluders at your doors, you don't even need to buy one, you can easily make one out of old clothes, find out how on the Cosy Kingdom website - cosykingdom.org.uk

4.

Switch your furniture around

Moving furniture out of the way of radiators is an easy way to help your home heat more efficiently as it lets the warm air circulate.



5.

Shut doors between rooms

Shutting the doors (after you switch the lights off!) when you leave a room helps keep the heat where it's needed most.

6.

Opt for a slow cooker or an air fryer

A slow cooker or an air fryer is an energy-efficient alternative for cooking a meal, costing an average of 10p per day, as opposed to around 40p for an oven.

7.

Look at your lighting

Lighting accounts for around 18% of the average electricity bill. If you haven't already, get some low-energy lighting (LEDs) which use 90% less energy and can last up to 25 years! Remember to switch lights off after you leave a room as well.

8.

Wrap up warmly

Wrapping up in blankets and wearing multiple layers of clothing can help keep the chill off and save a bit on your heating costs too.

9.

Apply for the Warm Home Discount

If you haven't done so already, check if your supplier offers the Warm Home Discount. This is a grant for £150 towards your electricity bill if you're on qualifying benefits or struggling with your heating costs.

10.

Book a home visit with Cosy Kingdom

Anyone in Fife can book a free and impartial home visit with a Cosy Kingdom energy advisor by visiting their website (cosykingdom.org.uk), calling **01592 807930**, emailing info@cosykingdom.org.uk or texting 'COSY' then 'YOUR NAME' to **88440**. You can also find them on Facebook and X - **@CosyKingdom**



Partnering with Fair Isle Primary to bring joy to care home residents

Earlier this year, we had the pleasure of teaming up with Primary 6 pupils from Fair Isle Primary School in Templehall, Kirkcaldy, to host a special community event for residents of local care homes.

This event was part of our Rising Community Voices initiative, which brings social housing landlords and schools together to explore what it means to be part of a community. The aim is to give young people the chance to plan an event and deliver something that has a real, positive impact locally. All whilst learning new skills, working collaboratively and giving something back.

Our Engagement Officers, Suzanne Hume and Melissa Birrell, first met with the pupils in April, then ran regular sessions to help them plan the event, with the pupils taking the lead throughout.

The children were keen to do something thoughtful for people living in local care homes and decided to organise an afternoon of food and entertainment. They got stuck into everything, from making pizzas and cakes, to decorating the space, organising games and putting on their own

entertainment in the form of singing and music.

After a busy morning setting up, the pupils were full of excitement as they welcomed their guests. They served the food they'd prepared themselves and chatted confidently with all the care home residents who came along. It was lovely to see the room full of smiles and conversation amongst different generations.

As Suzanne reflected, 'This is the second event we've delivered with pupils as part of Rising Community Voices, the first being in Lumphinnans. We were delighted to bring it to Templehall, where we have a large number of tenants and such a strong sense of community. The pupils of Fair Isle were fantastic. They were natural event planners and it was wonderful seeing them engage so warmly with the care home residents. Everyone had a brilliant time.'

We're proud of the young people we worked with and look forward to bringing more Rising Community Voices events to other communities across Fife.



Resident VOICES – helping to shape the future of Fife Housing Group



Our Resident VOICES scrutiny group have continued their hard work over the past few months, with a focus on antisocial behaviour. The group extends its thanks to tenants who took the time to complete their survey and are in the process of contacting everyone who expressed an interest in finding out more about the important role they play.

This year, the group worked alongside the Tenant Information Services (TIS), who provided guidance to help them achieve meaningful results and develop a comprehensive report, including 11 recommendations for implementation. The Chair and Vice Chair of the group reported these recommendations to the Board, in a presentation that was very well received. The Board are currently considering these recommendations and will provide feedback to the group shortly.

The group are about to start working on their new scrutiny topic and are really keen for new members to join them on this exciting project.

Could you help us shape the future of Fife Housing Group? Do you have some opinions and ideas you want to share? Do you have a voice you want to be heard?

Becoming a Resident VOICES member allows you to share your opinions and make a meaningful difference by helping to shape improvements within Fife Housing Group.

On a social level, it's also a great way to get out of the house to meet and chat with your fellow tenants on a monthly basis.

For those seeking employment, joining the group can really enhance your CV and improve various skills that are attractive to potential employers. These skills include research, writing, organisation, analysis and presentation, amongst others.

This and all of our volunteer opportunities encourage you to build your confidence and empower you in ways that you can apply in other areas of your life.

If you're interested in joining the panel or would like more information, please contact our Engagement Team at engagement@fifehg.org.uk or call 08000 274 007.

Scottish Housing Day celebrated at Methil Brae

This year, we celebrated Scottish Housing Day with a special event for tenants at Methil Brae, Methil, embracing the importance of good neighbours and strong communities.

Scottish Housing Day is a national celebration of the vital role housing plays in our lives and communities. Each year, it offers a chance to recognise the positive impact of quality housing and the people who help make neighbourhoods thrive. This year, the focus on being neighbourly felt particularly relevant to the tenants of Methil Brae.

This year, the residents there have gone above and beyond to clean up and improve their street, creating a nicer environment for all. Their efforts have created a real sense of pride and community spirit, making Methil Brae a shining example of this year's theme in action.

To celebrate both Scottish Housing Day and the achievements of local tenants, we hosted a small community event. The kids enjoyed some ice cream and face painting and neighbours came together to join in the festivities.

With the sun shining and residents out in numbers, the event captured the very essence of Scottish Housing Day, celebrating not just housing, but the people and connections that turn houses into homes and streets into communities.

**SCOTTISH
HOUSING
DAY 2025**
METHIL BRAE



THIS is Valleyfield: A celebration of community



Last year we showcased a series of stories from residents of Templehall. We got a lovely response from this and decided to take ourselves to Valleyfield to speak to some of our tenants and local residents there and hear about their lives.

High Valleyfield, known as simply Valleyfield to those who live there, is a village tucked along the Fife coast. It was once a thriving mining village with deep roots in Scotland's industrial heritage and has since grown into a close-knit, proud community.

For THIS is Valleyfield, we spoke to the people who make this village what it is - neighbours, volunteers, workers, parents. Ordinary people doing extraordinary things in small, meaningful ways.

THIS is Valleyfield, in the words of its people - we hope you enjoy reading their stories.

THIS is Valleyfield:

Sergio's Story

THIS is Valleyfield

Sergio and
Sandra



Sandra and Sergio outside their family home

My name's **Sergio**. My wife Sandra and I live in Valleyfield with our two children - our 15-year-old son, our six-year-old daughter and our cat, Pearl. We moved to Scotland in 2015 and we've now been in Valleyfield for eight years.

Scotland had always been special to us because of my sister. She came here on her honeymoon and spoke so highly of it. Sadly, she's no longer with us, so living in a place she loved so much feels like a way of staying close to her memory.

We've really settled into life here.

Valleyfield has everything we need - there's a GP surgery, a pharmacy, shops - and it's a quiet, peaceful place, I think is perfect for raising children.

One of the things I've come to love most is the strong sense of community. About 95% of the people here are just fantastic. There's a local Facebook group where people keep each other informed and speak up about things that matter. Everyone helps one another out without hesitation. Someone even gave me free pallets so I could build a playhouse in the garden for my daughter, they just turned up, no questions asked.

That kind of generosity really stuck with me.

The local GP has been a great support to me in my health journey and I'm genuinely thankful for the care I've received. The school's also been brilliant. When our daughter started, she didn't speak much English but the teachers brought in extra help for her. They really went above and beyond to make sure she felt included and settled.

There are so many community events as well, especially for kids. The library and community centre host Halloween and Christmas parties, which are a great way for families to come together.

Before Valleyfield, we were living in a flat in Kirkcaldy. Moving here meant we finally had a proper family home with a garden and we were lucky to find lovely neighbours too. I

still remember when one of the local girls knocked on our door to ask if my daughter wanted to come out and play. They barely knew each other, but they clicked straight away. Soon, another girl joined them and the three became inseparable. That's what it's like here – the people are friendly and kids make friends easily.

One of my favourite memories since moving here was my daughter's birthday party a couple of years ago. We hired the community centre, got a bouncy castle, a clown, some entertainment and invited the whole class. It was such a great way to get to know other families and feel part of something.

Valleyfield might not be a big place, but for us it's home. I'm grateful every day that we found it.

THIS is Valleyfield:

Lorraine's Story

THIS is Valleyfield

Lorraine



Lorraine Coulter (right) and her colleague and fellow Valleyfield resident, Lyn Gray

My name's **Lorraine Coulter** and I've been part of the High Valleyfield Community Council for the past eight years. Before that I spent over 20 years on the Gala Committee and I was also part of the team that helped save Valleyfield Club when it was under threat. So yes, you could say I've been involved in the village for quite a while!

I live and work in Valleyfield and what I love most is the community spirit. If someone needs help, no matter what it is, there's always someone who will step in. That's just

the kind of place Valleyfield is.

One of the best things about being on the Community Council is that we're approachable. The folk in the village know who we are and they don't hesitate to stop us in the street or get in touch if they need support. Sometimes it's due to local authority issues, other times it might be something as simple as helping someone with their shopping. We're here to listen and help wherever we can.

The people of Valleyfield are a special bunch. Most of us were brought up to be proud of where we come from and just as importantly, to look out for others. Especially our older residents. That's something we try to carry on through the work we do.

One of the highlights of the year is our Christmas Cheer events. We put on a lights switch-on and a wee parade to bring a smile to everyone's faces. It's our way of giving back and making sure there's a bit of festive magic for all ages. A few years ago, we were lucky to get extra funding from the Covid relief pot and we used it to make

up 30 Christmas hampers for vulnerable and lonely people in the village. I'll never forget delivering them. There were so many smiles and a few tears too. It reminded me how even small gestures can make a big difference.

Valleyfield is a village full of heart. It's made up of people who care deeply, not just about where they live, but about each other. I feel proud to be a part of that and I'll keep doing what I can to support our community for as long as they'll have me.

THIS is Valleyfield:

Ronnie's story

THIS is
Valleyfield

Ronnie
and Bell



Ronnie Collins, volunteer for West Fife Woodlands Group, and his dog, Bell

My name is **Ronnie Collins** and, while I don't live in Valleyfield myself, I've been working closely with the community here for over 15 years through the West Fife Woodlands Group. We're a volunteer organisation and our main focus is looking after the network of forest paths in West Fife, including the beautiful Valleyfield Woods.

One of our latest projects has been something really special. We have built a wooden outdoor play castle for the local children to enjoy. It's not just about play, it's about creating something lasting that brings people together.

Over the years, we've put a lot of time and effort into improving Valleyfield Woods and I truly believe it's now one of the best woodlands in the whole of West Fife. The walking paths are well maintained, the space is looked after and there's always something going on. We're lucky to be based in a central spot, which means we can access and maintain a wide area of paths across the region but Valleyfield has always been a key part of what we do.

The local support for our group has been brilliant. There's a real community spirit in Valleyfield. People care and they get involved. After the last children's play area was sadly burnt down, it was the local

community that stepped up. Folk rallied round to help fundraise and several local businesses donated generous amounts to help bring the new play castle to life. That sort of response says everything about the people here.

For me, volunteering is about more than just the manual work. It's about showing what's possible when people come together with the right skills and a bit of drive. We hope that other community groups see what we're doing and feel inspired to start something of their own, or even just ask for help. That's what we're here for.

I've found that when you're out chatting to people, doing the work, you get to share a laugh or two. Something funny or unexpected always happens, especially when the public get involved! There's a lot of joy in those little moments. People love seeing the progress, especially when it's for the kids. We've had so many kind words from families and it means a lot.

This project has felt like a real team effort. Our group, local residents, families, businesses, all pulling in the same direction and that to me is what Valleyfield is all about. People looking out for each other and creating something better, together.

Home Hub 1,000 Club – Winner!

We are delighted to have reached our goal of one thousand sign-ups for the Home Hub!

Samara Watson of Rosyth was the lucky 1,000th person to register – winning herself a state-of-the-art tablet, headphones, keyboard and cover in the process.

Congratulations, Samara and welcome to the Home Hub 1,000 Club!

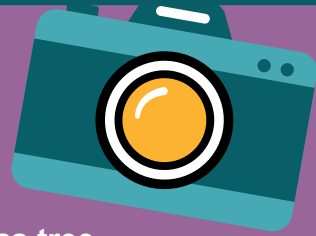
If you haven't signed up to our Home Hub yet, why not do it now?

Our Home Hub offers 24/7 access to our services from the comfort of your own home, meaning that you can make payments, see a statement, book a repair or send us feedback at any time.

Sign up using the QR code or by visiting our website.



Snap or sketch your way to a prize this Christmas



This year, we're shaking things up a bit! We've revamped our usual Christmas tree competition and are excited to launch a brand-new festive competition for kids, offering double the chance to take part and win.

Festive Foto Competition

Open to all Fife Housing Group tenants, this is your opportunity to capture the spirit of the season and share a photo that celebrates all things Christmas.

It could be anything from:

- Your beautifully decorated Christmas tree
- A garden full of twinkling outdoor lights
- A cosy family portrait in your matching festive jumpers
- A homemade wreath
- Your furry four-legged friend dressed up as Santa

Whatever makes you feel festive, we want to see it.



To enter, simply send your festive photo along with your name, address and contact details to engagement@fifehg.org.uk or by post to our office.

The winner will receive a gift voucher to spend as they wish – just in time for Christmas.

The deadline for entries is Monday 15 December.

Children's Christmas Card Competition

This competition is open to children (or grandchildren!) of Fife Housing Group tenants only and we're looking for the perfect festive design to be used as our official Christmas design for 2025.

Whether it's a jolly snowman, a sparkling Christmas tree or Santa flying through the night sky, get out your pens, pencils or paintbrushes and get creative.

To enter, send a picture of your drawing or painting along with your name, age and contact details to engagement@fifehg.org.uk or post it to/drop it off at our office.

Remember to keep the original safe if you do just send us a photo though, as we will need to collect it from you if you win!



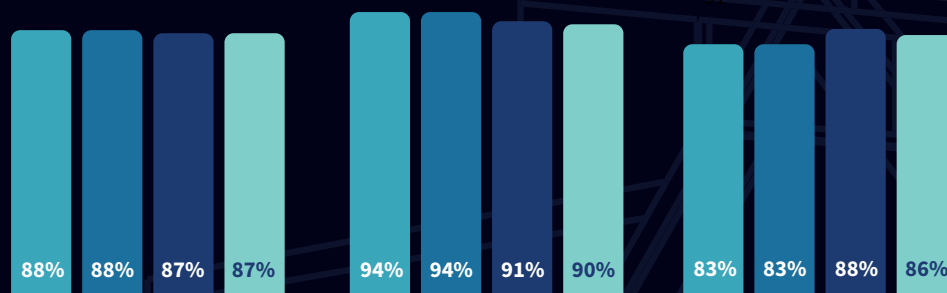
The deadline for entries is **Friday 14 November** and the winning design will be used as Fife Housing Group's official Christmas design, with the artist also receiving a pack of their own Christmas cards AND a special prize.

If you have any questions, please don't hesitate to contact us using the email address above or call us on **08000 274 007**.

We can't wait to see your photos and festive creations. They're always a real highlight of the season.

Landlord Report 2024/25

Tenant satisfaction



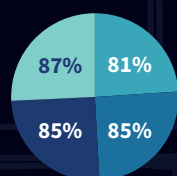
Tenants satisfied with the overall service provided by their landlord

Tenants who feel their landlord is good at keeping them informed about their services and decisions

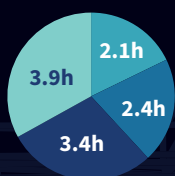
Tenants satisfied with the opportunities to participate in landlord's decision making processes

- ★ FHG 2023/24
- ★ FHG 2024/25
- ★ Peer Group
- ★ Scottish Average

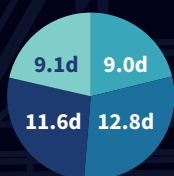
Quality and maintenance of homes



Tenants who had repairs or maintenance carried out in the last 12 months, who are satisfied with the service

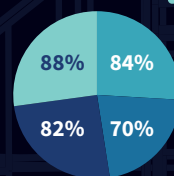


Average length of time taken to complete emergency repairs (Target = 4 days)



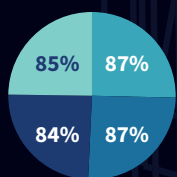
Average length of time taken to complete non-emergency repairs (Target = 15 days)

This was largely due to the storms we encountered in January 2025 and an increase in reactive work causing a back log of repairs.

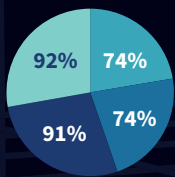


Reactive repairs completed right first time

Due to the back log of repairs the 'right first time' repairs slipped due to not being able to meet target date rather than it being an operational issues of not doing the job correctly in the first instance.

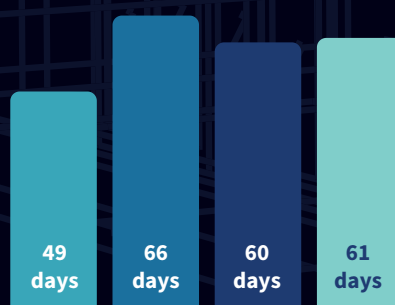


Tenants satisfied with the quality of their home

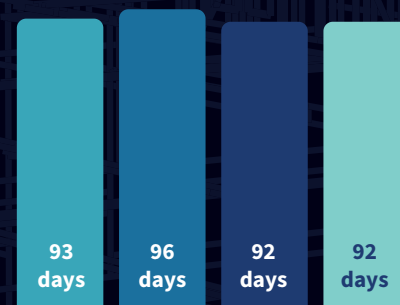


Percentage of properties meeting the EESSH

Access to housing and support



Average length of time to re-let properties



New tenancies sustained for more than a year

Trade resources and some complex difficult repairs contributed to the re let time slipping below what we expected but is similar to the Scottish average so it can be expected that other associations were facing similar issues.

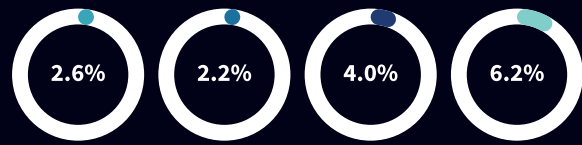
You can view this information in more detail and compare our performance against other landlords on the Scottish Housing Regulator's website - housingregulator.gov.scot/landlord-performance

Our Annual Report is also available to view online, providing a snapshot of some of the steps we took to support tenants, improve service delivery and develop our business during the last financial year...

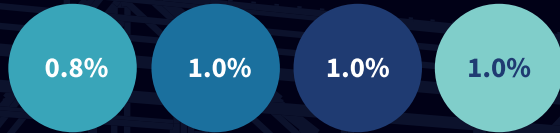




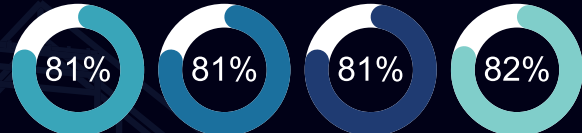
Rent collected as percentage of total rent due



Gross rent arrears (all tenants) as at 31 March 2025 as a percentage of rent due

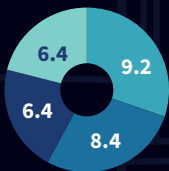


Rent due lost through properties being empty

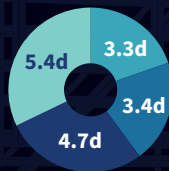


Tenants who feel that the rent for their property represents good value for money

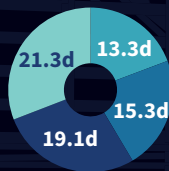
Neighbourhood and community



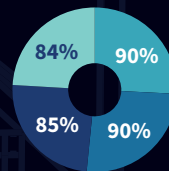
Complaints received per 100 homes



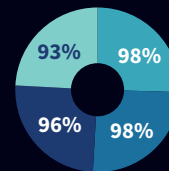
Average time to respond to Stage 1 complaint (Target = 5 days)



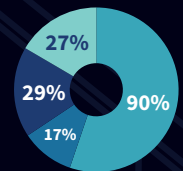
Average time to respond to Stage 2 complaint (Target = 20 days)



Tenants satisfied with the management of the neighbourhood they live in



Anti-social behaviour cases which were resolved



Court actions initiated which resulted in eviction

Although we raised 10 cases in 23/24, 9 of these were evicted, but in 24/25 we raised 12 actions with only 3 evicted – this is not a decline in performance. This should be looked on favourably as we carried out fewer evictions. The change is largely due to earlier and more effective interventions from Officers and with the added intervention from the Income Maximisation Officer (IMO) and support services, which helped to sustain tenancies and prevent eviction.

While the headline measure suggests a decline, the outcome reflects a positive shift towards tenancy sustainment and reduced homelessness.

Average Rent Increase	FHG 2023/24	FHG 2024/25	Peer Group	Scottish Average
Average rent increase applied	3.75%	4.25%	4.6%	4.7%
Average weekly rent				
1 apt	£66.59	£69.41	£82.62	£87.12
2 apt	£83.17	£86.65	£93.05	£93.27
3 apt	£97.49	£101.70	£101.78	£96.00
4 apt	£111.50	£115.15	£111.34	£104.51
5+ apt	£126.08	£130.19	£124.18	£115.58

Garden Competition Winners!

Earlier this summer, we had our annual Garden Competition. This year saw our judges visit homes all over Fife to see some of the beautiful green spaces created by our tenants.

They saw perfectly cut lawns, colourful floral displays, beautiful outdoor ornaments – and even met some cute furry creatures along the way!

There was some incredible and very innovative work on show, which made the judging a challenge. However, they managed to narrow it down and we are delighted to confirm the winners as below:

Best communal garden

William Byrne
from Rosyth - £100

Best individual garden

- 1. Robert Cowan**
from Methil - £100
- 2. Caroline Patterson**
from Lumphinans - £50

Additionally, the winners were invited to attend our AGM so they could be presented with their prizes.

We were blown away by some of our entries this year and would like to thank everyone who entered.

Our team would also like to thank this year's judges - John Bell (Chair of Resident VOICES), Tracy Cumming (Finance Manager) and Suzanne McKerrow (Engagement Officer).



Four evictions in four months: We're taking action to protect our communities



Everyone deserves a safe and secure home. As your landlord, we take our responsibilities seriously and expect our tenants to do the same.

Eviction is always a last resort, but when tenants refuse to follow the rules or work with us to resolve issues, we must act. Earlier this year, we evicted someone every 30 days in a 4 month period and this trend seems to be continuing.

In addition to the above reasons, we are seeing an increase in the number of tenants going to court for very preventable issues:

- Tenants not allowing us access to the property to carry out essential and lawful repairs, including electrical safety inspections and damp and mould repairs
- Properties in extremely poor condition (rubbish not being taken out, faeces in the bath)
- Gardens are being left to become severely overgrown

Tackling anti-social behaviour

Anti-social behaviour ranges from loud noise and rudeness to serious actions that put others at risk. We investigate all complaints and work with Fife Council and the police when needed. If the behaviour continues, we take legal action, including eviction if necessary.

Recent evictions include:

Rosyth – Anti-social behaviour, including threats to colleagues and contractors

Kirkcaldy – Persistent rent arrears

Rosyth – A combination of rent arrears and anti-social behaviour

What about rent arrears?

We understand times are tough. If you're struggling, we can:

- Connect you with financial support services
- Set up repayment plans
- Offer tenancy support

However, if you ignore us, refuse our help, or stop paying rent without attempting to resolve the issue, we may have to take eviction action.

What about rent arrears?

We always offer help first. Eviction occurs only after repeated attempts to resolve the issue. Most tenants do the right thing and we'll always support them.

To protect our communities, we'll take action when someone's behaviour causes harm or they make no effort to pay rent.

Need help?

We want to keep people in safe, affordable homes. If you're struggling with rent, your home, or your garden, please speak to your Housing Officer or call our office on 08000 274 007. You also have access to our Income Maximisation team who, in the last two years, have helped tenants claim over £540,000 of benefits they were entitled to.

Please remember:

- We will not tolerate anti-social behaviour
- Rent must be paid
- We have a legal right to access properties for repairs

These are the basics of being a good neighbour and a responsible tenant.

Almost 250 new kitchens and bathrooms to be installed this year!



We're continuing to invest in our homes to make sure they stay safe, modern and comfortable for everyone living in them.

For 2025/26, we plan to install 130 new kitchens and 118 new bathrooms across our properties in Fife.

Since April, we've fitted around 50 kitchens and 45 bathrooms and the work is continuing steadily.

These improvements are all part of our wider commitment to maintaining high

standards in your home. Alongside our kitchen and bathroom programmes, we are also upgrading and replacing the following:

- Windows and doors
- Roofing
- Central heating systems

All of this work is about ensuring our homes are well maintained, energy-efficient, safe and secure for the future.

Putting children first when handling complaints

Scotland has made history by becoming the first country in the UK to turn the United Nations Convention on the Rights of the Child (UNCRC) into law. This means all organisations, including Fife Housing Group, now have a legal duty to respect children's rights.

We've updated our complaints policy to reflect this change. Most of the process stays the same, but if a complaint involves someone under 18, we now have extra steps in place to protect and support them.

We'll make sure:

- Children and young people feel safe
- They get a chance to speak
- Their rights are always respected

The Scottish Public Services Ombudsman (SPSO) website also explains how children can make complaints in a simple and friendly way.

For more information about child-friendly complaints, please visit the SPSO website by scanning the QR code.



Supporting local voices: Funding boost for new Rosyth tenants' and residents' group

This year saw the launch of a new Tenants' and Residents' Association (TRA) in Rosyth, giving local people a stronger voice in the conversations that shape their community.

Driven by a shared ambition to make a meaningful difference, residents have come together to form Fairyrkirk Selvage TRA, a group dedicated to strengthening neighbourly ties, addressing local concerns and fostering pride in the area.

To help the association get up and running, we provided an initial £500 in funding and will continue to contribute £250 annually to support its activities. This is the standard financial assistance we offer all newly established TRAs, as we are committed to encouraging and empowering as many local groups as possible.



If you're interested in setting up a TRA in your area and would like guidance on how to get started, please get in touch with our Engagement Team at engagement@fifehg.org.uk

Considering complaints

When we receive complaints, our goal is to thoroughly investigate each one and provide a fair and reasonable outcome as quickly as possible. We also regularly review and analyse any trends we identify, taking steps to address them.

Complaint learnings



Complaint

A tenant contacted us about rodents in their property. They felt that pest control was our responsibility as a landlord and that a failure to adequately maintain the property was contributing to this issue. The tenant reported several repairs that had not been carried out and felt the property had been neglected. They also advised that this situation was having an emotional impact on them.

Investigation

Our investigation showed that many repair jobs had been scheduled but no access was granted to carry them out. Several other repair requests were refused because of the property's poor condition internally, which represented a health and safety issue for colleagues and contractors.

Following our full complaints process (Stages 1 and 2), we found that, although responsibility for pest control does lie with the tenant and the poor internal condition of the property was likely contributing to the issue, the problem would not be solved until the outstanding repairs were completed. A thorough inspection of the property was arranged with the tenant and this also identified a significant amount of additional maintenance work that would be required to bring the property back up to the standard we would expect.

Outcome

This complaint and subsequent investigation revealed how much repair work was required at this property and highlighted the need to provide tenancy support in order to facilitate this. A decant was arranged so the necessary repairs could be carried out and the tenant will receive ongoing assistance once they move back in. The investigation also emphasised the benefit of conducting a thorough inspection to understand the whole situation when significant repair complaints are raised.

Dishing out £20,000 to local charities at our annual Pitches, Prizes and Pizza

We continued our commitment to Giving Something Back recently with a brilliant, fun-filled community event to celebrate some of the incredible groups receiving a share of the £20,000 in grant funding we distribute each year.

This time, the celebrations were held in Rosyth Parish Church, where we were joined by local organisations, tenants and residents for an evening full of inspiration, community spirit and, of course, plenty of pizza!

Now in its fifth year, our Giving Something Back grant programme was created to recognise and support the amazing organisations working hard to make a difference across Fife. What makes this initiative even more special is that it's funded by our generous contractors, who donate 2% of their invoiced costs to support local good causes as part of our charitable framework. Without their support, none of this would be possible.

The event, aptly named Pitches, Prizes and Pizza, gave some of the successful applicants the chance to pitch their projects to a room full of local residents and a panel of judges, who then decided how much funding each group would receive. It's always such a positive and inspiring evening and this year was no exception.

Our judging panel for the night included Brian Fisher, Chair of our Board, Nicki Donaldson, our Chief Executive and John Bell, Chair of Resident VOICES. Their job certainly wasn't easy, as every pitch brought something unique and valuable to the table.



Viewforth High School	£500
Cottage Family Centre	£500
Homelands Trust	£750
KRFC Blues	£1,000
West Fife Woodlands	£1,500
Rosyth Sharks	£1,800
Richmond's Hope	£2,500
The Kings Theatre	£1,000
Team Jak	£3,000
Peacocks in Pittencrieff Park	£2,000
Amazing Grace	£2,270
Linton Lane	£2,000
Fife Breastfeeding Mums	£1,500

By the end of the night, we were absolutely delighted to award funding to thirteen well-deserving community organisations.

Chair of the Fife Housing Group Board and member of the judging panel, Brian Fisher commented, *'It was a privilege to attend the Giving Something Back event and to have the opportunity to speak with those pitching for grants. It was clear to me that they were all passionate about the causes they were involved in and it was fantastic that we were able to help them.'*

The event also served up delicious pizzas from Scottish Pizza Co, crafts and games for the kids, a tombola and even the chance to win a tablet. It was a true celebration of community and we're proud to have brought so many people together in support of local causes.

The next round of Giving Something Back grants is expected to open in Spring 2026. If you're involved in a local group or charity that could do even more with a little extra investment, we'd love to hear from you when applications reopen. Keep an eye on our website and social media channels for updates closer to the time.



The Big House Multibank – our charity of the year partnership comes to an end

Last summer, our colleagues selected The Big House Multibank (formerly The Big Hoose Project) as our Charity of the Year. Based in Lochgelly, this remarkable organisation works with over 900 partners to provide essential support to individuals and families in need across Fife.

Through referrals, The Big House Multibank helps people facing hardship by supplying vital household items, including bedding, kitchenware, towels, nappies, furnishings and much more. Our Charity Team had the privilege of visiting the hub in Lochgelly last year, where they met CEO Kirsty Thomson and saw first-hand the incredible impact the charity has. The visit inspired us to do everything we could to support their efforts.

We're proud to share that, through a range of fundraising activities – including a Euros 2024 sweepstake, tombola and a 'guess the baby' competition – we raised a total of **£1,327.00**.

Although our official Charity of the Year partnership has now come to an end, we're pleased to continue working with The Big House Multibank as a referral partner. Each week, we receive an inventory of available items, which our Housing Officers use support tenants who may benefit from additional help.

If you or someone you know could use a bit of extra support, please contact your Housing Officer.



Are you missing out on money you're entitled to?

The Big IDEA Project is an initiative between ourselves, Cosy Kingdom and two other housing associations that can help you save money in these key areas:

Income

Checking that you are claiming everything you are entitled to

Debt

Independent support to deal with unaffordable debt

Energy

Practical help to reduce your usage and cut your bills

Advice

Free and impartial

Since the project began, our Income Maximisation Officers (IMOs) have helped Fife Housing Group tenants claim an additional **£542,885** of benefits they were entitled to.

You could be one of these tenants.

Get in touch now!

Benefit checks are free and available over the phone or in person, so get in touch today.

If you would be interested in this service, then please contact us via thebigIDEA@fifehg.org.uk or call Carolyn on **07826 511875** or Gill on **07880 300683**.



Carolyn McAllister

07826 511875



Gillian McHale

07880 300683

 **THE BIG
IDEA
PROJECT**

Income • Debt • Energy • Advice

thebigIDEA@fifehg.org.uk

What's new?

Updates on benefits and payments

There are some important changes happening with benefits. Here's what you need to know.



Attendance Allowance

If you receive Attendance Allowance, your payments will soon be made by Social Security Scotland instead of the UK Government.

The new name for this benefit is Pension Age Disability Payment.

You do not need to do anything unless your benefit is already due for review. If that applies to you, you will get a letter explaining what to do.

Your payments will stay the same. There will be no gap. The only change is the name on your bank statement. It will now say SSS PADP instead of DWP AA.

Adult Disability Living Allowance (DLA)

If you still get Adult DLA, this is also changing. Your payments will now be made by Social Security Scotland.

The new name for this benefit is Scottish Adult DLA.

Again, your payments will stay the same and continue as normal. You will see SSS SADLA on your bank statement instead of DWP DLA.

You do not need to do anything unless your benefit is due for review.

Why is this happening?

These changes are taking place because the Scottish Government are now responsible for disability benefits in Scotland.

What about PIP?

You may have heard that the PIP (Personal Independence Payment) is changing. These changes only apply to England and Wales.

Universal Credit (UC)

If you still get an older benefit like ESA, you will soon get a letter telling you to move to Universal Credit. This letter is called a migration notice.

You must make a new claim for Universal Credit. It will not happen automatically. There will be a deadline date on your letter. Make sure you apply before that date.

Need support?

If you are unsure about any of these changes or want to check what benefits you can get, then please contact us via thebigIDEA@fifehg.org.uk or call Carolyn on 07826 511875 or Gill on 07880 300683.



Struggling with the cost of a food shop? You are not alone – help is available across Fife

If you're struggling to afford your weekly food shop, you're not alone. Many of us are feeling the pressure, and there's support available that can really help.

Foodbanks and community support

Foodbanks can provide you with emergency food parcels when times are tough. Sometimes you will need to be referred to access these, but this isn't the case for all foodbanks. It's worth checking this on their website or Facebook page before you head along.

As well as foodbanks, there are loads of local places across Fife offering low-cost or free meals, including community fridges, pantries and even community gardens where you can pick up fresh produce.

Pay what you can spots

Many community cafés across Fife operate on a 'pay what you can' basis. They serve up meals, hot drinks and snacks in a friendly, relaxed space. There's no judgment and it's a good way to stay fed and meet people in your area.

You'll also find food pantries where, for a small donation or sometimes for free, you can pick up a bag of groceries on a weekly basis.

Local help wherever you are

Wherever you live in Fife, there are food support options available near you.

Fife Council has an interactive map on their website, so it's easy to find what's local to you. Scan the QR code provided, which will direct you straight to their webpage.

You'll also find food pantries where, for a small donation or sometimes for free, you can pick up a bag of groceries on a weekly basis.

No shame in asking

Everyone needs help sometimes. There's no judgment, just support and friendly faces ready to give you a hand when you need it.



Scan the
QR Code



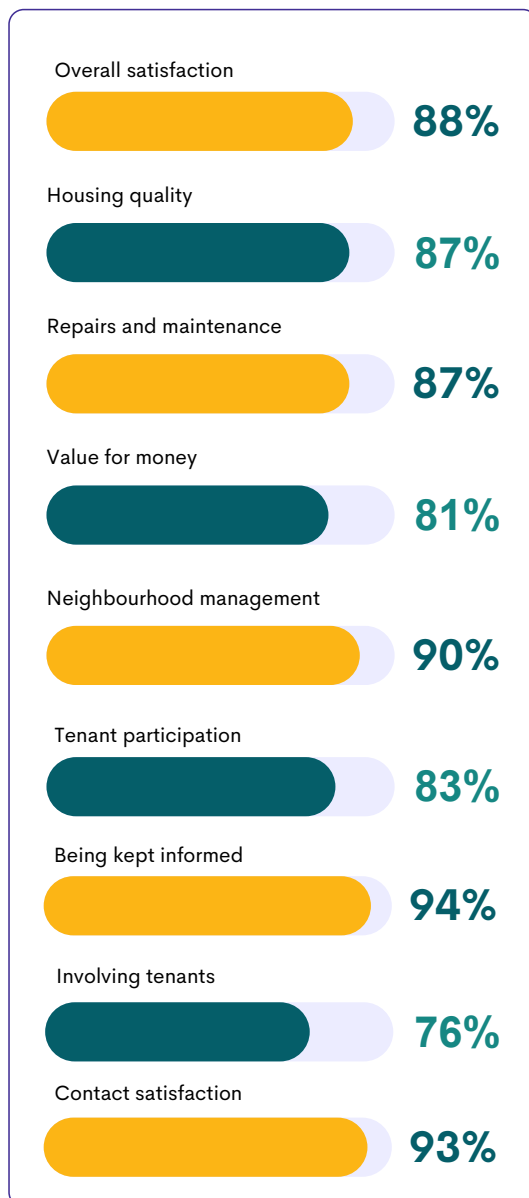


Tenant Satisfaction Survey Results 2025

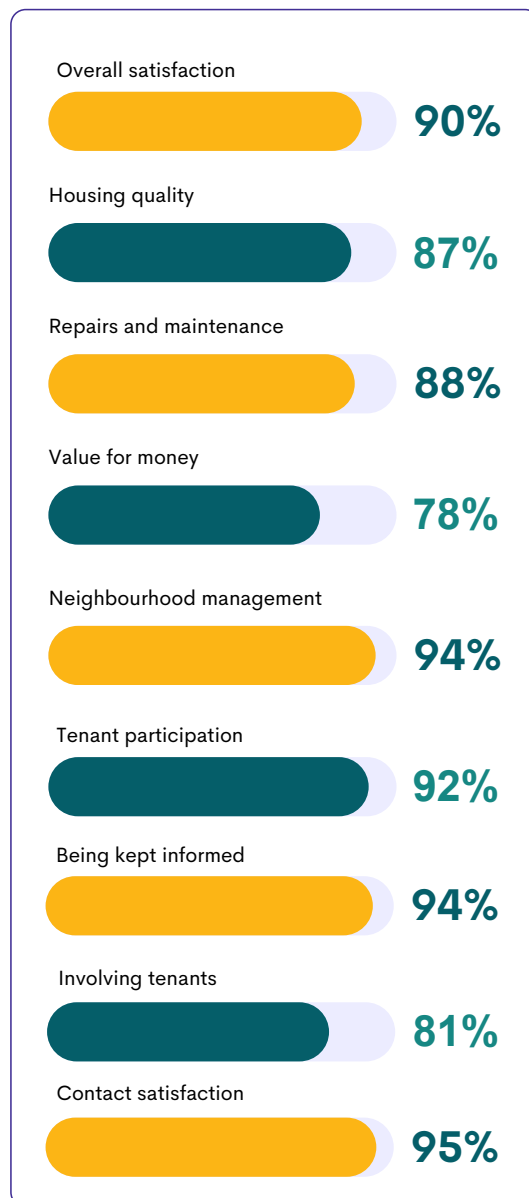
This Tenant Satisfaction Survey was carried out between 10 June and 18 July 2025. A total of 550 Fife Housing Group tenants took part. The figures show the percentage of tenants who are very/fairly satisfied or rate the service as very/fairly good.

As shown, overall satisfaction with our service has improved since 2022 and now stands at 90%. Other key parts of the service have also improved, such as tenants' views of how we manage their neighbourhood (94%), opportunities to participate (92%) and their experience and opinions of contact with us (95%).

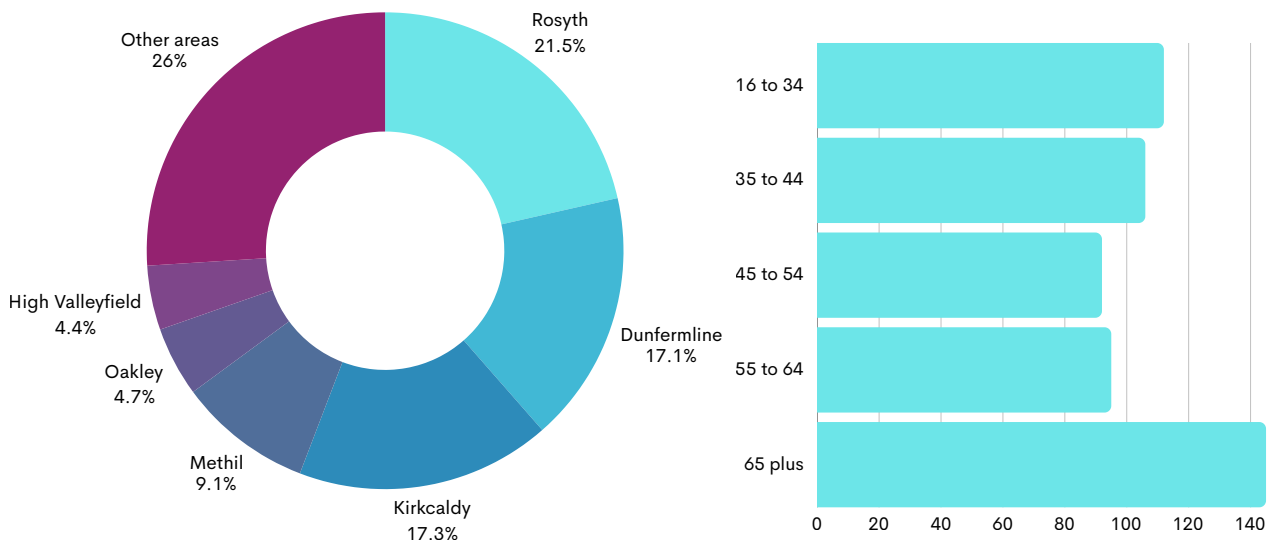
2022 Survey



2025 Survey



Who took part in the survey?



What happens next?

Our colleagues and Board of Management will be reviewing the survey results before developing an action plan to address any areas for improvement that were identified by tenants. We will publish our response to this feedback following a review of the results with our Board.

Team News

New starts

We want to welcome the following new colleagues to Fife Housing Group:

Lisa Brown	Operations Advisor
Callum Perkins	Electrician
Bob Gray	Operations Supervisor
Alan Watson	Joiner
Amy Turnbull	Tenancy Support Worker
Connor Lawson	Electrician
Joanne Kerr	Operations Advisor

Farewells

We also say goodbye to the following colleagues and wish them the best of luck in their new roles:

Amber Lee	Operations Advisor
Jim Davidson	Operations Supervisor
Wayne Grewar	Electrician
Owen Griffiths	Electrician
Leigh Nicol	Operations Advisor
Mike Duffield	Maintenance Officer

We'd also like to say a big congratulations to **Stuart Byers** on his new role a **Maintenance Officer**. Stuart was previously one of our Painter and Decorators and some of you will recognise him from the work he has done in your homes. We are sure you will see him out and about in his new role soon.

Christmas crisis contacts

Lots of people find the holiday period difficult so we have pulled together a list of contact numbers that you may find useful to ensure you have the support you need over the festive break:

HELP AND SUPPORT

Emergency - 999

Police - 101

Crimestoppers - 0800 555 111

Environmental Health (Public Protection Team)
(Nuisances, Noise, Light, Smell, Smoke, Dust,
Barking Dogs, etc.) - 01592 583488

HOUSING ISSUES

Homeless emergencies (after 6pm and weekends)
- 0800 028 6231

Housing information/advice - 03451 55 00 33

Frontline Fife (homelessness service) - 01592
800430

Fife Council - 03451 55 00 00

Scottish Gas Networks (gas leak) - 0800 111 999

Power cuts and safety helpline - 105

DOMESTIC AND SEXUAL ABUSE

In an emergency call 999

Fife Women's Aid - 0808 802 5555

Scottish Domestic Abuse and Forced Marriage
Helpline - 0800 027 1234

Abused Men in Scotland - 0808 800 0024

FearFree (Men, LGBT+ and BME communities) -
0131 624 7270

Revenge Porn Helpline – 0845 6000 459

National Stalking Helpline - 0808 802 0300

Rape Crisis Scotland - 08088 01 03 02 or text
07537 410 027

Fife Rape and Sexual Assault Centre - 01592
642336

HEALTH AND WELLBEING

NHS 24 - 111

NHS Inform - 0800 22 44 88

Samaritans - 116 123

Support in Mind - 01592 268 388

Sexual Health Fife - 01592 64 79 79

Touched by Suicide - 01294 274 273

Survivors of bereavement by suicide -
0300 111 5065

Adult Protection - 01383 602200

Social Work - 03451 55 15 03 (Out of hours
emergencies - 03451 55 00 99)

Fife Gingerbread (supports lone parents) –
01592 725 210

MONEY

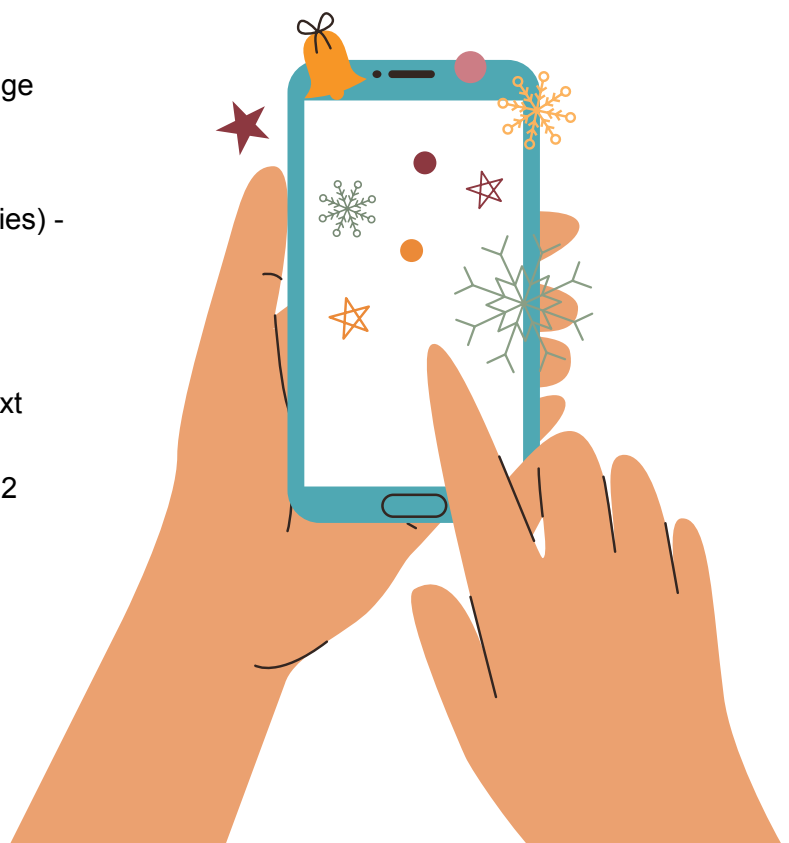
Scottish Welfare Fund (Crisis and community care
grants) - 0300 555 0265

Citizens Advice and Rights Fife - 0345 1400 095

Tax Credit Helpline - 0345 300 3900

Money Advice Scotland - 0141 572 0237

Universal Credit Line - 0800 328 5644



Wordsearch winner - Congratulations Janice!

Janice Brown from Kirkcaldy was picked as the lucky winner of our latest wordsearch competition.

Janice won a £25 shopping voucher for taking part in the puzzle featured in the spring edition of Homing In magazine.

Thanks to everyone who entered. We have another wordsearch in this magazine, so make sure you enter for another chance to win!



WORDSEARCH

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

Enter our AUTUMN/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 **Monday 15 December 2025**.

FROST
AUTUMN
FROZEN
MAPLE
GOLDEN
GIFTING
FOLIAGE

SNOW
CINNAMON
COSY
CHRISTMAS
PUMPKIN
CRISP
REINDEER

NAME: _____

ADDRESS: _____

_____ TEL: _____

Return this form to Fife Housing Group, 7 Pitreavie Court, Pitreavie Business Park, Dunfermline, KY11 8UU.



at home with...

fife 
housing
group

fifehg.org.uk

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

Contact us

Freephone: 08000 274 007

**For gas repairs and
emergencies please contact -
East Fife (WRB) - 01382 204030
West Fife (City Technical) - 0333 202 0708**

**Text: 07520 632 740
Email: info@fifehg.org.uk**

**Our opening hours are:
Monday to Friday 9am - 4:30pm**