

SPRING

2026



Apply now for Giving Something Back Grants



Warmer homes with external wall insulation



Supporting young people to manage their first home



WIN
£25

Seasonal snaps photo competition



Our Garden Competition is back

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Readability

Can you read our other articles ok? If not, you can request that your newsletter 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 newsletter 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.



Send us your seasonal snaps and WIN a prize!

Send us your seasonal snaps and you could win a **£25 voucher**.

This competition is open to all Fife Housing Group tenants. It is your chance to capture the spirit of spring and share a photo that celebrates the season.

Whatever spring means to you, we would love to see it.

Your photo could show:

- Spring flowers in your local park
- A family walk in the park or the beach
- Your kids planting flowers or helping in the garden
- A picnic in the sunshine
- Wildlife in your local area
- Your pet enjoying the warmer weather
- A spring craft or activity you have made at home

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

The winner will receive a **£25 gift voucher** to spend as they wish.

The deadline for entries is **Friday 29 May**.



Your voice online

Join our new tenant forum

In a recent survey, we asked what you thought about us launching an online forum, offering another way for you to share your feedback with us. The results showed strong interest, with over half of respondents (55.6%) saying they would like to join or find out more.

You also told us that it would be most convenient for this to take place on a Thursday evening, so we're going to hold the first session from **5.30pm – 6.30pm** on **Thursday 28 May**.

We want these sessions to be shaped by you, so we'll use the first one to discuss how you would like them to work going forward.

You'll also have the opportunity to have your opinion heard on topics you've told us matter to you, such as kitchen and bathroom replacements, rent setting, tenant support services, health and safety and service improvements, as well as ways we can better support our communities.

This forum will give you the chance to influence our decisions and help shape the future of Fife Housing Group.

We want to hear your voice, so if you have ideas or opinions you would like to share, please do come along.

To join the forum or find out more, please contact our Engagement Team on 08000 274 007 or at **engagement@fifehg.org.uk**. We would love for you to get involved!



Could you help us make our communications more inclusive?

We want to make sure our communications are clear, easy to understand and accessible for everyone.

As part of this, we're keen to work with tenants to improve things like our website, letters and leaflets.

We'd particularly love you to get in touch if you have lived experience of physical or neurodiverse characteristics which affect your communication preferences. This could include those with:

- **Visual impairments**
- **Hearing difficulties**
- **Autism/ADHD**
- **Dyslexia/Dyspraxia**

This list isn't exhaustive, and you don't need to fit into a specific category to get involved. If you feel that your experience could help us improve how we communicate, we would really like to hear from you.

If you're interested in joining this group, please give us a call on 08000 274 007 or email engagement@fifehg.org.uk

Thank you for helping us make our services more accessible for everyone.



Team news

New starts

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

Jack Ramsay - Painter

Gary Wilson - Operations Manager

Neil Boyle - Plumber

Farewells

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

Chris Anderson - Joiner

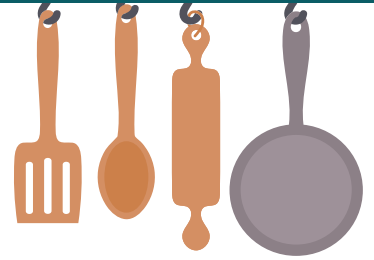
David Carruthers - Operations Manager

Suzanne Hume - Engagement Officer

Ben Martin - Plumber

Douglas Smith - Clerk of Works

Kitchen and bathroom programme update



In 2025/26 we upgraded more than 250 homes with brand new kitchens and bathrooms.

The programme for 2026/27 is already up and running with the first home surveys well underway. Our team will contact you directly if your home is due to be included.

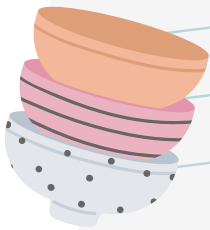
We are aiming to improve another 250+ homes this year and are excited to build on last year's success.



What our tenants say:

"I'm very happy with everything. Nicola in the office was great with her communication and getting everything organised. I'm happy with the planning of my new kitchen as I was able to make changes, giving me much more storage space. The guys that came to fit the kitchen were great. They were really helpful and friendly. They cleaned up after themselves every day and they completed the kitchen to a high standard. The painter did a great job on my ceiling and the inspectors made sure all the snagging was completed quickly. Overall, I absolutely love my new kitchen. It's now all decorated and completely finished and I am so happy with it."

"What I found was the workmen were so very helpful and polite and did what they could to make it easier for me. It was finished on time and the kitchen is lovely. In my installation, there is nothing I would change. Full marks to the installation team for good workmanship, friendly and very considerate."



Stop damp and mould this spring

As the weather gets warmer, it's time to open our windows and doors and hang our washing up outside. This is also a great time to tackle any condensation, damp or mould in your home.

Over the winter months, we saw an increase in condensation cases, leading to more damp and mould in our tenants' homes.

Condensation occurs when warm, moist air comes into contact with cold surfaces such as windows and walls. If it is not dealt with, mould can begin to grow and there are steps you can take all year round to prevent this.

Signs of condensation in your home:

Look out for these early signs:

- Water droplets on windows in the morning
- Damp patches on walls or ceilings
- A musty smell in rooms or cupboards
- Small black spots starting to appear on walls or window frames

If you notice these signs, try the steps on the next page to reduce condensation.



Cleaning mould

If you spot mould, it is important to clean it as soon as possible. Wipe down walls and window frames using a mould spray or fungicidal wash. Regular cleaning can help stop it from spreading. **Do not use bleach** on mould as this can make the problem worse.



Simple steps to reduce condensation



Spring and summer are a great time to air out your home. These simple steps can help.

- 1 Open your windows each day to let fresh air in and moist air out
- 2 Keep kitchen and bathroom doors closed when cooking or showering and always use extractor fans
- 3 Dry clothes outside when the weather allows. If drying indoors, use a room with a window open
- 4 Leave a small gap between furniture and walls so air can move around
- 5 Open wardrobes and cupboards now and again to let air circulate
- 6 Use lids on pots and pans when cooking to reduce steam
- 7 Run the cold tap first when filling a bath to reduce steam
- 8 Keep air moving through your home by opening internal doors when possible
- 9 Avoid using paraffin heaters, bottled gas heaters or other heaters that produce moisture



Need help?

If you are worried about damp, mould or condensation in your home, please get in touch. Speak to your Housing Officer or contact our office on 08000 274 007 or at info@fifehg.org.uk

Thinking about moving home?

Try a mutual exchange

If you would like to move home but stay in social housing, a mutual exchange could be an option.

A mutual exchange is when two or more tenants agree to swap homes. This can sometimes be a quicker way to move and gives you more choice about where you live.

There are a few ways you can find someone to swap with.

HomeSwap

HomeSwap is an online service available on the Fife Housing Register website. It allows you to:

- Create an advert for your current home
- Search for other tenants who want to swap
- Contact tenants whose homes might suit you

You can sign up and manage your advert online. Many tenants use HomeSwap to find someone to exchange with.

Public Register

The Public Register lets people view some exchange adverts without signing up to HomeSwap.

HomeSwap users can choose to make their advert public. This means anyone visiting the website can see it, but personal details are not shown.

If someone is interested in the advert, they can complete an online enquiry form. Their details will then be sent to the tenant who posted the advert, who can decide whether to reply.

Public adverts can be helpful if you are open to three-way exchanges or if you are looking to move outside of Fife.

Mutual exchange

Once you have found someone to swap with, you must apply for a mutual exchange.

Both tenants need to complete a Mutual Exchange Application Form. As your landlord, we will then review the application and approve it if everything is suitable.

You must wait for approval before moving home.

You can find a swap through HomeSwap, the Public Register, friends, family or other exchange websites. If you have already found someone to swap with, you do not need to sign up to HomeSwap. However, you must still apply for a mutual exchange before moving.

To find out more or to start searching for a swap, visit the Fife Housing Register by scanning the QR code.





Fire alarms in your home

All rented homes in Scotland must have interlinked fire alarms known as LD2s.

The requirements specify you should have:

- At least one smoke alarm in your living room
- A smoke alarm in every hallway and landing on each floor
- A heat alarm in your kitchen

These have already been installed in your home and are there to help keep you and your family safe.

How your alarms work

All your alarms are linked together. This means if one alarm goes off, they will all go off. This gives you an early warning wherever you are in your home.

Checking and upgrading your alarms

Your alarm system needs to be upgraded every 10 years. We run a planned programme to upgrade alarms. We also check them every five years, as part of your Electrical Installation Condition Report

If your alarms need to be checked or upgraded, we will get in touch to arrange a time that suits you.

Looking after your alarms

It is important to test your alarms regularly to make sure they are working and linked together. It is also essential that you:

- Do not paint over any alarm
- Do not remove any alarm

If you have any questions or need more information, please contact us on 08000 274 007 or at info@fifehg.org.uk and we will be happy to help.

Relaunch of our Resident Inspector Programme

We recently relaunched our Resident Inspector programme and held refresher training with tenants who wanted to take part.

Resident Inspectors play an important role in helping us improve our services. They visit homes before they are let and check that they meet the standards tenants expect. Their feedback helps us understand what matters most to our tenants and where we can do better.

After each visit, the feedback is shared with our Operations Team. If any improvements are identified, we can review our processes and take action quickly.

Getting involved as a Resident Inspector also has many personal benefits.

It is a great opportunity to:

- Learn new skills and gain useful experience
- Build confidence and develop knowledge about housing standards
- Improve your CV and support future job or volunteering opportunities
- Meet new people and socialise with other tenants
- Have your voice heard and help shape our services
- Make a positive difference in your community

Don't worry if you couldn't make it along to the recent training session; you have not missed your chance to get involved. We are always happy to welcome new Resident Inspectors.

You do not need any previous experience. Your position as a Fife Housing Group tenant already gives you valuable insight.

If you would like to find out more, please contact our Engagement Team on **08000 274 007** or email **engagement@fifehg.org.uk**.



Tribute to Resident VOICES Chair, John Bell

Our Resident VOICES Chair, John Bell, passed away suddenly at the end of last year.

John had been a tenant with us for 12 years and was a respected member of his local community. He was involved in tenant participation, volunteering with us for over a decade, and made a significant contribution to our scrutiny group, Resident VOICES.

During this time, he served as both Vice Chair and Chair and was a consistent presence at our community events. John was valued by all of us for his knowledge, experience and commitment to tenant causes.

John's passing has been a shock and he will be greatly missed by colleagues and fellow Resident VOICES members alike.

A donation has been made to Diabetes UK, John's charity of choice, in his memory.

A message from John's fellow Resident VOICES members... ”

John Bell's involvement left a lasting mark on tenant engagement at Fife Housing Group. Known for his steady commitment and thoughtful approach, John played an important role in strengthening how tenant voices were heard.

He supported a wide range of participation activities behind the scenes, generously giving his time and experience to help improve services and encourage others to have their say.

John always had a smile on his face and a witty comment or funny story ready, lifting the spirits of everyone around him. He had a natural way of making people feel at ease.

Every member of Resident VOICES, new and existing, was made to feel welcome by John. As Chair, he ensured everyone was included in discussions and decisions and felt comfortable sharing their views in their own time.

John's commitment meant he never hesitated to get involved and his fellow scrutiny members were often surprised by his versatility and wealth of knowledge. Many would argue that John helped shape Resident VOICES into what it is today and his contribution will be remembered with appreciation.

He will be greatly missed by all those who worked alongside him.





Join **Resident VOICES** and be heard

We are Resident VOICES, a group of Fife Housing Group tenants who meet every month to help improve the services we all receive. Our group meets on the second Thursday of each month from 10.00am to 1.00pm.

Resident VOICES is an independent group made up of tenants like you. With support from the Engagement Team, we look closely at how services are delivered and share our views on how they can be improved.

By reviewing performance and researching trends, we help highlight areas where changes could be made. Our ideas and feedback help shape future policies, services and decisions that affect all tenants across Fife Housing Group.

Over the years, we have looked at several important topics. These have included how anti-social behaviour is managed and how satisfied tenants are with the quality of their homes.

This year we are reviewing the repairs service. Our aim is to better understand how the service works and where improvements could be made.

We need your voice

We want Resident VOICES to represent tenants from all of the different communities across Fife.

Do you have ideas, opinions or experiences you would like to share? Join us to have your voice heard and help improve services for all tenants.

Being part of the group is also a great way to meet other tenants, have a chat and make a difference.

Interested in joining us?

If you would like to find out more or join the group, please contact us on 08000 274 007 or at resident.voices@fifehg.org.uk. A colleague will be happy to put you in touch with one of our members.

Alterations to your home

Recently, we've noticed more tenants making changes to their homes without getting permission first. We understand that people want to make improvements to their home. However, we need to remind you that there is a process to follow and you must gain permission before making any changes. Some alterations can even be a breach of your tenancy agreement.

Your right to make changes

In most instances, you're allowed to make alterations or improvements but you need to ask us before you start. Usually, a Maintenance Officer will arrange a visit to discuss your plans and ensure everything is safe and suitable. Once approved, you'll receive an authorisation letter with clear conditions to be followed throughout the work.

We rarely refuse permission unless the alteration could make your home unsafe or involves significant changes to the structure, for example to walls or ceilings.

Why do you need permission first?

Skipping the permissions process might seem harmless, but it can cause problems down the line. Unauthorised work can lead to complications, including but not limited to the following:

- Reinstatement costs that you would be responsible for
- Unsafe electrical work
- Delays or complications when you move out

Following the proper steps means everyone knows the work is safe and meets the proper standards.

Common alterations that need permission

Here are just some of the changes we have noticed being made in properties at the moment. This list is not extensive but gives examples of what we have been seeing. All of these require approval before any work begins:

- Media walls
- Lowered ceilings
- Installing downlights
- Fitting your own showers or WCs
- Ring doorbells or similar security devices, as these count as CCTV

Some alterations aren't allowed, such as wrapping or painting kitchen units.

After the work is done

If your Maintenance Officer has asked to see the completed work, it's important you let us know as soon as everything is finished. We'll arrange a post-inspection visit and you'll need to provide any completion documents, such as electrical certificates.

Permissions expire after six months, so if you haven't gone ahead within that time, you'll need to reapply.





Help decide how £20,000 is spent in our communities

We want you to have more say in how we spend some of the money we have set aside to support our communities.

We have up to £20,000 available for community improvements and we want our you to help decide how this money is used. You know your area better than anyone and your ideas really matter. So, we want to hear from you.

The funding could support many different things. This might include an environmental or physical improvement, a community event, a project to raise awareness or something that helps people feel safer. As long as it helps make your neighbourhood a better place to live, we want to hear your ideas.

During a recent online survey, we asked what you felt were the top priorities in your

community. The most common responses included activities for children and young people, support for vulnerable people, tackling anti-social behaviour and improving health and wellbeing.

If you did not get the chance to complete the survey, we would still love to hear from you. We are also looking for tenants who would like to get involved and help us deliver this programme.

We will be holding an online session on **Tuesday 19 May** from **6.00pm to 7.00pm** and an in-person session in Dunfermline or Rosyth on **Thursday 21 May** from **1.30pm to 2.30pm**. These sessions are for anyone who would like to find out more.

If you are interested, please contact our Engagement Officer, Helen Miller, on **01383 608127** or email **engagement@fifehg.org.uk**. We may be able to provide assistance with transport if you would like to attend the in-person session but are unable to make your own way there.

Apply for Giving Something Back Grants

Local groups across Fife are making a real difference in their communities and our Giving Something Back Grants help support that work.

In 2021, we launched our Giving Something Back Grants to support and recognise organisations and local projects doing fantastic work across Fife. These grants are made possible thanks to the generosity of the contractors who sign up to our charitable framework, donating 2% of their invoiced costs to support good causes.

Last year, we supported 13 local projects working to improve their communities, awarding over £20,000 in grant funding.

The grants are back again this year and we are delighted to support even more local charities and community projects with the fantastic work they do.

How to apply

To apply, simply complete the application form and return it to us at: **7 Pitreavie Court, Pitreavie Business Park, Dunfermline, Fife, KY11 8UU**

You can also complete the online version on our website by scanning the QR code provided.

Applicants will then be invited to pitch their projects to Fife Housing Group colleagues

and representatives at our Dragon's Den-style event on **Wednesday 2 September**. Tenants and members of the public are also welcome to attend and support the projects being presented.

Please note that applicants **must be available to attend this event** to be eligible for grant funding. These grants are part of our ongoing commitment to supporting our communities, and we look forward to seeing the inspiring projects that apply this year.

We would also like to thank the contractors who make this possible: City Technical Services (UK) Ltd, Consilium Contracting Services Ltd, CR Smith Manufacturing Ltd, CSG Clean - Contract Solutions Grampian Ltd, Eurojet (Scotland) Ltd, GMG Contractors Ltd, Graham Hygiene Services Ltd, G Ross Contractors Ltd, HL Tree Services, Intona Ltd, Kingdom Maintenance (Fife) Ltd, MDS Contractors (Scotland) Ltd, Mitie Property Services (UK) Ltd, R B Grant Ltd, Ritchie Builders, Rogerson Plumbing & Heating Ltd, Saltire Facilities Management Ltd, Shine Cleaning Services (Edinburgh) Ltd, Sureserve Compliance North Ltd, Sureserve Energy Services UK Ltd.



Scan to complete online or use form on next page. The deadline for applications is Friday 17 July.

Application Form (located on the next two pages)

If you are involved in a community project or charity that could benefit from extra support, we would love to hear from you. Please apply for our Giving Something Back Grants using the form on the following pages.

We encourage new applicants and are keen to support a wide range of community projects. Priority will be given to groups working in the towns and villages in Fife where we have homes.

Please note that the grants cannot be used to fund employment costs or expenses, including those for volunteers. They also cannot be used to purchase gifts or tokens of appreciation.

Please complete all sections of the application form, providing as much detail as possible, and return it by **Friday 17 July**. Unfortunately, incomplete applications cannot be accepted.

If you need more space, you are welcome to include additional information on paper or by email. Thank you and good luck with your application.

Giving Something Back Grants 2026 Application form

Name:	
Contact no:	
Email:	
Name of group:	
Charity no. (if applicable)	
Size of grant requested:	
Please tell us about the work your group does (continue on a separate page if necessary):	
Please tell us what you would like to use the Giving Something Back Grant for (continue on a separate page if necessary):	
Please tell us who would be the beneficiaries of the project should you receive the grant:	
How many people does this project currently benefit and how many people do you expect to reach should you receive the funding?	

Please provide additional details on a separate piece of paper.

Where is your project/organisation based and how far is your reach? For example, if your project is based in Dunfermline but also serves Rosyth, Crombie, Culross and Oakley

How easy is it for people to access your project? Are there good transportation links?

Please provide details of any barriers or limitations that your project faces. Are there any reasons that your project may not go ahead?:

Please provide a specific breakdown of how the funds requested will be spent:

Will the money you are applying for cover the entire cost of the project? If not, how much additional funding do you require?

Please note that we will contact you six months after you receive the funding for an update on your project so that we can share your progress with our tenants and other stakeholders.

If you do not use the funding for the project outlined in your application within a 12-month period we may ask for the funding to be returned to be used in another area of need. Thank you.

A quick catch-up with some of last year's Giving Something Back Grant recipients

Last year's Giving Something Back Grants were a massive success. We caught up with some of the grant recipients recently to see how the grant they received has helped their projects.

Amazing Grace – Friends of Fetal Medicine Received £2,270

Amazing Grace provides private counselling and other support to families who are facing fetal loss or abnormality in pregnancy.

They used their grant to send some of their doctors and nurses to a fetal medicine conference in London, allowing hospital staff to develop their knowledge and skills to better support families.

The funding is also helping to support the refurbishment and redecoration of two counselling rooms at the hospital, creating a more comfortable and supportive space for families going through very difficult times.

The organisation has continued its fundraising and recently raised £4,739.92, bringing the total to over £7,000 to help complete the refurbishment project.



Some of the medical staff from the Victoria Hospital in Kirkcaldy attending the conference

Kings Theatre Received £1,000

Funding helped support The King's Theatre pantomime, which welcomed over 5,000 people to performances over the festive period.

The grant allowed the theatre to offer reduced ticket prices to community groups including Nourish, Grey Panthers, Clued Up, Muirhead Trust, Dysart Pensioners, families supported by SWIS and several school groups.

Run by a small charity with a cast of five and around 30 volunteer stewards, the pantomime has become a much-loved part of the local Christmas celebrations.



Two of the actors in last year's pantomime at the Kings Theatre

Viewforth High School

Received £500

Funding from the Giving Something Back grants helped Angela Wilson, Family Support Worker at Viewforth High School, take a group of some of the school's most vulnerable young people on a day trip to Edinburgh.

Many of the young people at Viewforth live in areas within the 20% most deprived communities in Scotland, and trips like this give them the chance to experience things they might otherwise miss.

The group travelled by train and explored Edinburgh Castle, before enjoying a meal together and finishing the day with ice cream. For some of the young people, it was their first time visiting Edinburgh or travelling by train.

One young person described the trip as "the highlight of her summer", showing just how meaningful opportunities like this can be.

Richmond's Hope

Received £2,500

Funding from the Giving Something Back Grant has helped Richmond's Hope provide specialist bereavement support to 35 children and their families in Fife.

Children received one-to-one support through weekly sessions with trained Therapeutic Grief Practitioners. The charity also supported parents and carers through guidance sessions to help them talk to their children about grief.

Demand for the service continues to grow, with referrals increasing by 54% over the past year. Richmond's Hope has also expanded its support into schools across Glenrothes and Levenmouth, bringing help directly into local communities.

The organisation said the funding has helped ensure that no child has to face bereavement alone.

Linton Lane Centre

Received £2,000

The Linton Lane Centre used its funding to support community activities as it celebrates 60 years of the centre and 100 years of community history in the area.

A programme of events began in April and will continue throughout the year, giving local people the chance to share memories, view historic photos and celebrate the centre's long role at the heart of the Kirkcaldy community.

The team shared their thanks for the funding, which helps the centre continue to provide activities, support services and community events.



Linton Lane colleagues and volunteers



Calling all gardening enthusiasts

Entries for our 2026 Garden Competition are now open, with up to £100 of gardening vouchers to be won.

Whether you have a private garden, a shared outdoor space or a balcony full of plants, we would love to see your hard work in bloom.

This competition celebrates tenants who take pride in their outdoor spaces. It also recognises the positive impact that attractive gardens can have on the wider community. Each year, we are blown away by the entries and we are sure 2026 will be no different.

Judging will take place at the end of July. The competition is open exclusively to Fife Housing Group tenants.

To enter, send us a photo or photos of your garden. You can email these to our Engagement Team at engagement@fifehg.org.uk or post/deliver them to us alongside the completed application form below.

The deadline for entries is Friday 17 July 2026.



2026 Garden Competition - Entry form

Please talk to your Housing Officer or contact our Engagement Team on **08000 274 007** or via engagement@fifehg.org.uk to register your interest.

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

Judging will take place at the end of July with prizes awarded to the top three gardens.

Name:.....

Address:.....

Phone:.....

Email:.....

Closing date for entries - 17 July 2026



Good Neighbour Competition 2026

We are excited to bring back our Good Neighbour Competition for 2026.

This is your chance to thank someone in your street or community who helps others. Maybe they are kind, offer help when needed or make your neighbourhood a better place to live.

You can nominate a neighbour until **Friday 22 May**. We will announce the winners on **Thursday 28 May**.

The winning Good Neighbour will receive a **£50 voucher**. The person who nominated them will also receive a **£50 voucher**.

Need some ideas? You can nominate anyone who has made a positive difference in your life or in your community.

Maybe they help people in need. Maybe they always put others first. Maybe they cheer people up or do something inspiring. There is no limit to what makes a good neighbour.

It is easy to take part. You can nominate a neighbour by:

By email – Email engagement@fifehg.org.uk and tell us why your neighbour deserves to win

By phone – Call our office on 08000 274 007 and provide the details of your nominee over the phone

Through your Housing Officer – Simply speak to your Housing Officer and they can submit the nomination on your behalf

Social media – Send us a direct message @fifehg with the name of your nominee and why they deserve to win

A panel of Fife Housing Group colleagues and involved residents will read all the nominations and choose the winners.

We will contact the winners by phone. We will also share the news in our **May e-magazine** and on **Facebook**.

You must be a **Fife Housing Group tenant** to nominate someone. The person you nominate does **not** need to be a tenant.

Our communities are full of unsung heroes. This is your chance to celebrate them. If you know someone who makes a real difference, nominate them before **Friday 22 May**. Let's celebrate the fantastic people who make our communities stronger.

Good Neighbour Competition 2026 – Entry form

Thank you for taking the time to recognise a neighbour who makes a difference in your community! Please complete the form below to submit your nomination.

Your details (Nominator)

Name:.....

Address:.....

Phone:.....Email (if applicable):.....

Nominee details (The Good Neighbour)

Name of the person you are nominating:.....

Their address (or general location in the community):.....

Phone (if known):.....

Why are you nominating them?

Please tell us why this person deserves to be recognised as a good neighbour.

.....

.....

.....

.....



We're changing the way we record antisocial behaviour (ASB)

Last year, your Resident VOICES group chose to scrutinise how we manage antisocial behaviour (ASB). As part of this project, they sent an online survey to tenants, receiving 174 responses. The feedback received was then used to develop their recommendations to the Board.

As a result of your feedback and these recommendations, we are changing the way we record ASB. Going forward, reports of ASB will be grouped into the three categories below. This will ensure they are managed consistently and appropriately.

CATEGORY A: High-level ASB

Very serious incidents, usually involving criminal behaviour. These must be reported to the police in the first instance.

Examples include:

- Drug dealing
- Sectarian abuse
- Serious harassment
- Racial harassment
- Serious criminal behaviour
- Vandalism

For this type of ASB, we will endeavour to:



Make follow-up contact within 48 hours



Take action within 5 working days



CATEGORY B: Medium-level ASB

Serious incidents that cause disturbance or distress. These do not usually involve criminal activity.

Examples include:

- Excessive and persistent noise
- Frequent disturbances
- Threatening behaviour
- Misuse of drugs
- Verbal abuse

For this type of ASB, we will endeavour to:



Make follow-up contact within 5 working days



Take action within 15 working days

CATEGORY C: Lower-level/Nuisance ASB

Less serious behaviour that may breach tenancy conditions. These often involve neighbour disputes or nuisance issues.

Examples include:

- Lifestyle clashes, including nuisance caused by children
- Nuisance caused by animals, including pet fouling
- Swearing and general disorder
- Occasional noise nuisance
- Nuisance caused by using a property for business or commercial purposes

For this type of ASB, we will endeavour to:



Make follow-up contact within 10 working days



Take action within 20 working days

We are also working on some new literature to tell you more about our ASB processes and procedures. Look out for it being shared soon!

Be part of it - become a member

Did you know you can become a member of Fife Housing Group for just £1?

Being a member is a simple way to have your voice heard and help shape the future of Fife Housing Group.

Members can attend our Annual General Meeting (AGM), hear about our plans for the future and meet the CEO and Board. It's also a chance to ask questions, learn more and get involved with how decisions are made.

Why become a member?

Becoming a member means you:

- Get greater access to information about how Fife Housing Group works and the decisions being made regarding your home
- Can have your voice heard and help shape the services we provide

- Receive an invite to attend our AGM and hear about our future plans
- Have the opportunity to meet the CEO and Board and ask questions about our work
- Are amongst the first to hear about new events, projects and tenant activities
- Have access to the benefits offered as part of our Involved Residents Rewards Programme

Membership is about being informed, having a say and feeling part of the organisation that provides your home.

How to join

It's quick and easy to become a member. Simply scan the QR code which will take you to our online application form.

Fill this in and then, once approved, you will just need to pay the £1 lifetime membership fee.

Join today and be part of it.





New mental health support now available for our tenants

We are delighted to be working with other members of the Fife Housing Association Alliance to bring a new support service to our tenants.

Together, we secured funding to recruit a new Outreach Worker. They are employed by Change Mental Health and will work across the four organisations involved for one year.

Change Mental Health already supports people across Fife. They offer early advice and help for people who are experiencing mental health challenges.

They focus on helping people feel more confident, stay connected to their community and move forward in their lives. They offer emotional support and practical advice, shaped by people with lived experience.

We know it can be harder to manage your home when you are dealing with mental health challenges. This new role will work alongside our Housing Officers to support tenants to live independently and feel safe and secure in their homes.

We've made paying your rent by phone safer and easier

Last November, we introduced a new, more secure way for you to pay rent by card over the phone.

When you call our main office number, the process remains much the same as before. Our team are still on the line to guide you through your payment and answer any questions.

The key difference is that you now enter your own card details using your phone keypad. We aren't able to see or hear your card number or security code, which makes the process more secure.

Please note

- Call masking only works if you call our main office number, not a mobile
- You'll still need your usual card details and enough balance to make the payment

If you have any questions about paying your rent by phone, our team are on hand to help. Just call **08000 274 007** to speak to one of our Operations Advisors.

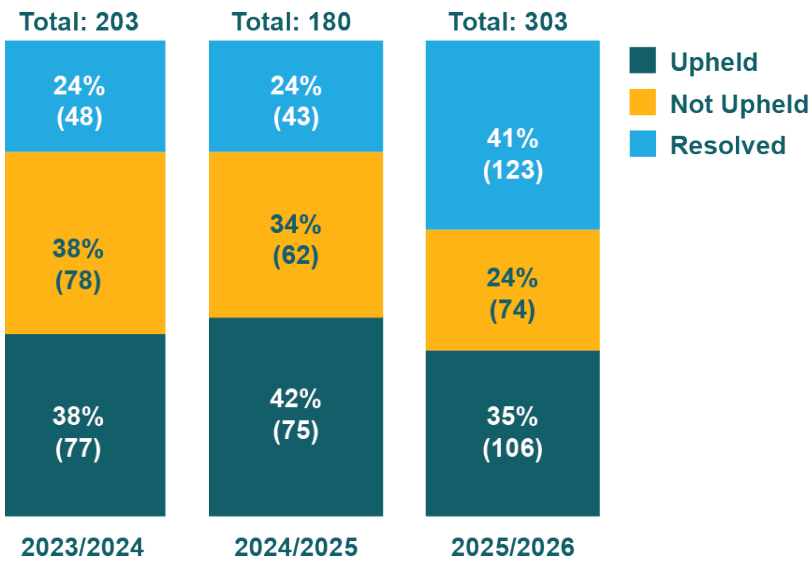


Considering Complaints

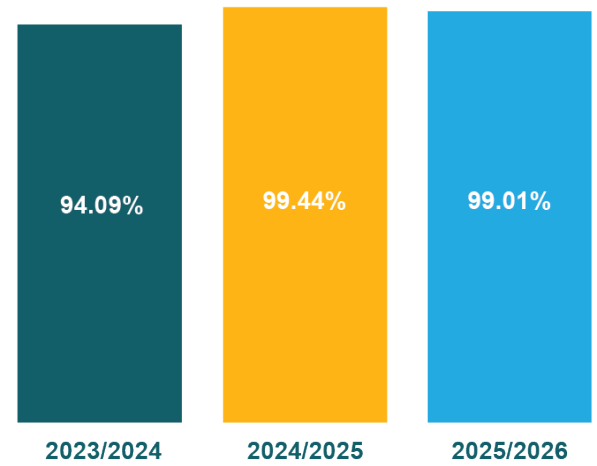
Complaints April 2025 - March 2026

When we receive a complaint, we aim to investigate it fully and provide a fair outcome as quickly as possible. We also review complaints regularly to spot any patterns and take action where improvements are needed.

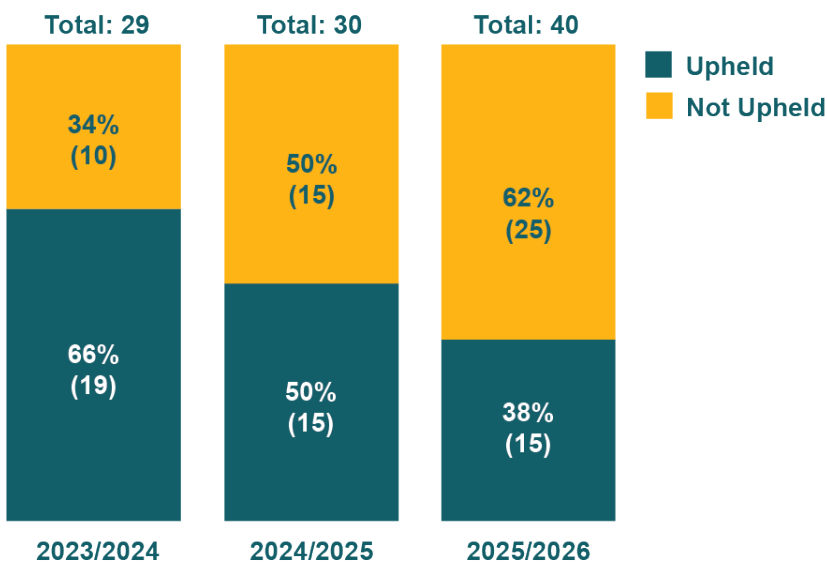
Stage 1 Complaints



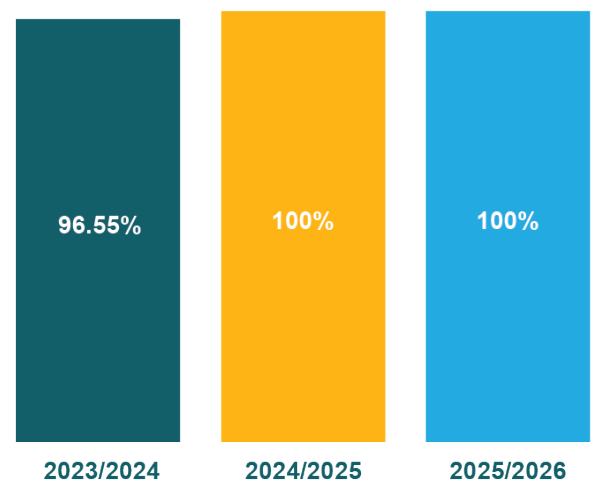
Stage 1 % resolved within timescales



Stage 2 Complaints



Stage 2 % resolved within timescales



Complaint

A tenant had reported an issue with her roof on several occasions. It was making a loud noise during windy weather, unsettling the tenant and causing a disturbance at night. Despite a number of inspections and attempted repairs, the issue reoccurred each time the weather was windy again. The tenant was understandably dissatisfied that the problem had not been resolved and raised the matter as a complaint for further investigation.

Investigation

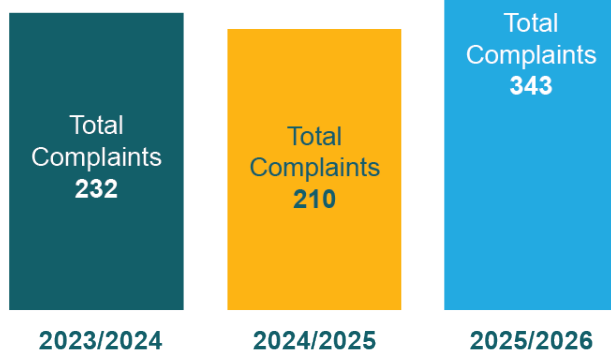
Our investigation showed that work to remedy this issue had been undertaken several times, with colleagues believing that the problem was resolved on each occasion. It was also noted during the investigation that the tenant felt some of the colleagues who attended to undertake the repairs were dismissive of her concerns. The investigation was managed by a different colleague, who looked at the situation with fresh eyes, exploring different potential causes and resolutions.

Outcome

This complaint and subsequent investigation identified that the issue was not being caused by what was previously thought and a different resolution was suggested. The case has now been passed to our Assets Team, who have instructed the works required to solve the problem. As a result of this case, we were able to identify key areas where we got things wrong and improvements that could be made to our services. Colleagues have been reminded that we encourage an eyes-wide-open approach and that it is important not to dismiss repeat reports or ongoing issues just because a previous inspection has taken place.



Total Complaints



Looking at this graph, you may think we received lots more complaints this year! Actually, this increase is mostly due to an improvement in how we record what are known as “Resolved” complaints.

“Resolved” complaints are minor issues which can be sorted out quickly, without a formal investigation. Usually, they just involve agreeing an action or apologising for a mistake. An example of this would be if a colleague misses an appointment, apologises and reschedules. Relatively small issues like this never used to be thought of as complaints. They are recorded now to see if there are any trends or underlying problems that need to be addressed.



COMPLAINTS



Reporting repairs

Our repair targets are monitored regularly to ensure we meet our minimum standards. For emergency repairs, we aim to respond within four hours. For all non-emergency repairs, we aim to achieve an internal target of 10 days (the Scottish Housing Regulator would expect these to be completed within 20 days).

We aim to make and keep 98% of all appointments (keeping some appointments can be challenging due to issues like severe weather). We also aim to resolve 90% of all repairs on the first visit.

Below is a comparison of our repair statistics for 2025/26.



Key



April - June



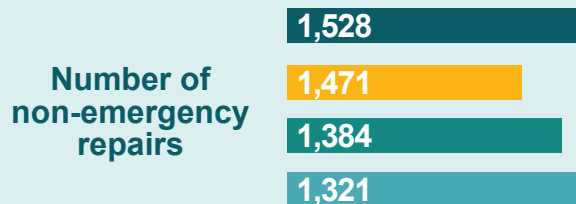
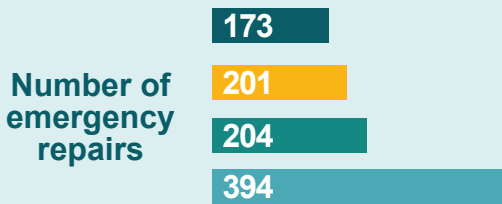
July - Sept



Oct - Dec



Jan - March



Average time to complete emergency repairs



Average time to complete non-emergency repairs



appointments made and kept



of repairs resolved first time





Supporting young people to manage their first home

Moving into a first home is a big milestone, but it can also feel daunting, especially if it's your first time living on your own. That is why we worked with young people across Fife to help them build the skills and confidence they needed to take that important step.

Through a series of interactive workshops, we supported people aged 16 to 24 to better understand what it means to manage their own home. The sessions covered the basics of independent living. Topics included budgeting, paying bills, understanding housing options and knowing where to go for help and support.

The response was very encouraging. Young people signed up both on their own and through referrals from partner organisations including Fife College and Barnardo's. Bringing together participants from across Fife, the workshops created a friendly and supportive space where attendees could learn, share experiences and build confidence together.

As well as learning new skills, those who completed both sessions received a free tablet. This will help them with learning, job

searching and accessing online services. The workshops also gave them something positive to add to their CV, helping them take the next steps towards their future.

We delivered the sessions in partnership with Frontline Fife, who hosted and facilitated the workshops at our office. Working together helped us create an engaging and accessible experience for everyone involved.

These workshops formed part of our wider commitment to supporting tenants and communities. By helping people develop the skills they needed to sustain their tenancies, we aimed to ensure that everyone had the opportunity not just to live in a home, but to truly thrive in it.

We will share more information about future workshops and community initiatives on our website and Facebook page, so please look out for updates.



Warmer homes with external wall insulation

External wall insulation (EWI) is one of the ways we are helping to make our tenants' homes warmer and more energy-efficient.

It involves adding a layer of insulation to the outside of a property and finishing it with protective render. This helps keep heat inside the home, reduces energy use and can also improve the property's appearance.

Several tenants have already had external wall insulation installed. We spoke to some of them about their experience.



Joan Gray

Joan Gray

Mathieson Place, Dunfermline



I had my external wall insulation installed in spring 2025. The scaffolding went up first and then the team carried out the installation, which took around two to three weeks.

The process was absolutely fine and the team were great. They liked their coffees and the foreman was a real character! Communication was really good throughout and I always felt kept in the loop by Fife Housing Group.

I've definitely noticed a difference in how warm the house feels. Downstairs is much warmer and I'm sure it will make a big difference in the colder weather.

I've barely needed to use the heating. I have a thermostat and if the temperature drops, about half an hour of heating in the morning usually does the trick. The house stays cosy for the rest of the day.

I also recently received a £400 rebate from my energy company, which I was delighted about. My gas and electricity now cost around £105 a month and I'm still in credit.

The insulation has improved the look of my house as well. It looks really neat and the neighbours have commented on it. I think it looks far better than before – I might even be the envy of the street!

I'm really glad I had it done and would definitely recommend it to others. It's worth the bit of upheaval with the scaffolding and the mess to end up with a warmer, nicer-looking home.

WORDSEARCH



K	K	D	S	B	D	W	O	P	I	S	K	Z	Z	I
S	X	O	Q	P	R	D	D	X	G	J	M	S	X	E
V	F	D	M	B	W	E	A	N	A	T	L	P	I	G
D	S	G	W	I	U	S	E	P	R	V	U	R	M	G
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Enter our **SPRING** 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 **Friday 12 June 2026**

FLOWERS
BLOSSOM
RAINDROPS
BUTTERFLY
EGGS
MEADOW
GARDEN
SUNSHINE

BREEZE
TULIPS
DAFFODILS
NESTS
CHICKS
RABBIT
SPRING

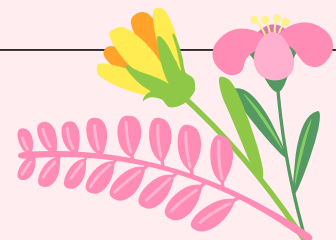


NAME: _____

ADDRESS: _____

_____ TEL: _____

Return this form to Fife Housing Group, 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

