Rent increase news

p4
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Alternative Formats
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Alternative Formats line: 03451 55 55 00

British Sign Language please text (SMS) 07781 480 185

BT Text Direct: 18001 01592 55 11 91

Language lines

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Word search

Find the following words for the chance to win a £20 High Street Voucher

BUD DAFFODILS FLOWERS GRASS RAIN RAINBOW SEEDS TULIPS UMBRELLA

Post your entries to:
Tenant Participation Team, New City House, I Edgar Street, Dunfermline KY12 7EP, including your name, address and contact number. All entries should be received no later than 4pm on Friday 31st May 2019.

Winter competition winners

Thomas Kemp, Cowdenbeath
Spot the difference £20 High Street Voucher

Brian Hamill, Rosyth
Word search £20 High Street Voucher

Hazel Duffy, Kelty
Where’s Herbie? (Dunfermline Abbey) £30 High Street Voucher

Samantha, Glenrothes
Photo Competition £20 High Street Voucher

David Trainer, Kirkcaldy
Find the Christmas Items £20 High Street Voucher

Corrections and clarifications

In the winter edition we made an unfortunate error due to a last minute edit, resulting in the Christmas Bell being omitted from our “Find the Christmas items” competition. We sincerely apologise to our readers who spent a great deal of time attempting to find the Bell! The magazine competition panel took this error into account when they assessed the competition entries.

Colouring Competition

Skyla, Glenrothes (5yrs)
Corey, Elie (10yrs)
Megan, Ceres (15yrs)

All win £20 High Street Voucher
Rent increase from April 2019

Council decision
In February Fife Council considered your responses to the rent consultation from the Tenant Gatherings and tenant survey, and agreed to increase rents and services charges by 3.2% from 1st April 2019.

The Council depends on rent income to fund housing services. We have to strike a balance in increasing rents and delivering our priorities for better housing. Our rents are lower than the Scottish local authority average rent, and we will continue to provide the lowest social rent in Fife. This rent increase allows us to continue our ambitious home energy, home improvement and new house building programmes – you told us these are your top priorities for investment.

Tenants also responded positively to the Council considering moving towards a 3 year rent increase. The Council has confirmed that further consideration will be given to this.

2019/20 Annual Rent Survey Responses

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1,214 tenants responded to our Rent Increase Survey within our December 2018 newsletter. This is an increase on last year. Thank you to all who took the time to vote, and watch out for further opportunities to participate later this year!

Tenant top 3 housing priorities
1. New Council homes
2. Home improvements
3. Home energy efficiency

Tenant Participation
If you would like to take part in Tenant Participation events or surveys please contact the Tenant Participation Team:
Tel: 01383 602220
Post: New City House, 1 Edgar Street, Dunfermline KY12 7EP
Email: TenantParticipation@ffe.gov.uk
Getting back to work

Fife Council’s Supported Employment Service provides help and support for people with health conditions and disabilities to find and sustain paid work. This is done through a person-centred approach that puts clients first and encourages working together to achieve personal goals.

One recent success story is that of Catriona from Glenrothes. With the help of the service, Catriona secured a paid job and her work ethic has won her a Fife Business Diversity award!

Catriona began working with the Supported Employment Service in April 2018. She was supported by Shirley Reise, Disability Employment Co-ordinator. Catriona had battled a long history of extreme anxiety whilst raising her two young children. The prospect of returning to work was daunting.

On meeting with Shirley, Catriona expressed her interest in starting a career in care work as she felt her skills could be used to support others. After discussing various options, the service helped Catriona complete development courses which she excelled in!

Catriona was always willing, positive and prepared to give things a go - despite her battles of doubt and self-belief. Catriona demonstrated determination to progress along her journey to work.

Catriona soon managed to secure a paid job providing support for the elderly. This makes Catriona a prime example of what determination and a positive attitude can achieve - regardless of adversity.

Catriona commented on how thankful she is for the help and support she has received from Shirley and the team to secure her dream job.

Catriona’s hard work didn’t go unnoticed. She was nominated for a Fife Business Diversity award! Cat told Down Your Street: “When I heard I had been nominated for this award, I had a lump in my throat and tears in my eyes. I am bursting with pride in how far I have come." Catriona never imagined that when she attended the ceremony her name would be called out and she was presented with an award!

Congratulations to Catriona on her achievements! If you would like more information please call Fife Council’s Supported Employment Service on 01592 583142.

Catriona receives her certificate from Gordon Mole of Fife Council
A Day in the Life of a Housing Management Officer

Housing Management Officer, Suzanne Scobie, recently visited Castlehill Primary School in Cupar to explain to Class 5B the importance of the Housing Management Officer role.

Suzanne covered the importance of paying rent. She also spoke about tidy gardens and how repairs are carried out. The class discussed issues including anti-social behaviour, littering, dog fouling and dumping rubbish. The children also learned about setting up home for the first time and how to be a good neighbour. The children were very enthusiastic and asked lots of questions about Suzanne’s job.

Raymon Gray, Chair of North East Fife Tenants Residents Federation (NEFTRF), provided the class with flags to colour in. Suzanne also ran a poster competition where she asked the children to design a poster which covered the role of a Housing Management Officer and how to be a good tenant. All entries were excellent and the class should be very proud of their efforts!

Granary Lane Very Sheltered Complex

Granary Lane Very Sheltered Housing Complex in Newport on Tay has a strong tenants association who pride themselves on bringing happiness to all the tenants.

Their social calendar for 2018 was a busy year with birthday afternoon teas for residents, quiz events, barbeques and fish supper evenings.

Halloween included an invitation to Busy Hives Nursery. The children loved the day - even with all the witches about! St. Andrews night saw traditional stovies, shortbread and entertainment.

The association believes in bringing the best to everyone at Granary Lane. The backroom team of Elaine, Isabel and Liz all work hard - not forgetting the residents who volunteer their services despite their age ranges in the 70’s, 80’s and 90’s!

Community work has included working with a street artist to cover up graffiti next to the complex, with more suitable artwork chosen by local people.

Last year, Newport on Tay was shortlisted for the best high street in Scotland and won the Rising Star award. Granary Lane Residents held a tombola stall outside the complex which raised funds and supported the village in the competition.

So far, in 2019, the social calendar has included supper evenings, days out and coffee mornings. The group are active in supporting local shops and businesses with many more activities planned for the rest of this year.
Fife Law Centre

Fife Law Centre, based in Lochgelly, is a firm of solicitors who provide legal advice and representation to people who really need it. With outreach clinics in Dunfermline and Leven, this small but important charity provides vital legal services to many vulnerable people throughout the Kingdom.

Opened in 2009, the Law Centre is a unique legal service and, unlike other firms of solicitors, assesses cases in terms of ‘unmet legal need’. Principal Solicitor Joyce Horsman explains:

“The phrase ‘unmet legal need’ is not one that you hear every day. It has a specific meaning and it is a complicated test to apply. Legally trained staff at the Law Centre look at individual circumstances carefully to make sure that we are assisting those who really need it. As we are a small charity, we cannot take on every person who approaches us for advice but we do our best to help as many people as we can.”

The charity specialise in helping tenants who have fallen into rent or mortgage arrears and whose cases have reached the point of going to court.

However, the Law Centre also deals with other areas of law and can represent clients at various tribunal hearings as well as in court.

“Often the issues our clients are facing are complex and their problems are inter-linked” says Mrs Horsman.

“Many people don’t realise how quickly they can get into difficulty and anyone can find themselves in a situation where they are struggling with money and poverty. We help them to find a way forward.”

You can find our website at www.fifelawcentre.co.uk. Alternatively, contact us at info@fifelawcentre.co.uk.

Fife Law Centre
Ore Valley Business Centre, 93 Main Street, Lochgelly, KY5 9AF
Tel: 01592-786710
Fax: 01592-786711
Email: info@fifelawcentre.co.uk
Additional parking improves Greenbank Drive

Greenbank Drive Cowdenbeath parking facilities have been under pressure due to the increase of families with more than one car which was causing congestion and safety issues in the street.

Prior to works being completed vehicles could be seen parked on grass verges and pavements, creating hazard and safety issues. This also had a negative impact on the grass areas causing the overall appearance of Greenbank Drive to look unsightly especially in the winter months when it rained.

Housing Management Officer Kim Macdonald worked with the local residents of Greenbank Drive to create a plan in order to develop more parking in the area. This was a very challenging job due to the layout of the grounds being restricted. The outcome resulted in the area being resurfaced and approximately 14 additional parking spaces created. This has helped ease congestion in the Greenbank Drive area and assisted with making the street a safer place for the community.

It's important to make sure that your gas boiler, gas fire and gas cooker are working safely and correctly.

Gas Safe Register is the only official list of gas engineers who are legally allowed to do work on your gas boiler, gas cooker and gas fire. By law, all gas engineers must be on the Gas Safe Register. This list is there to help protect you from unsafe gas work.

As your landlord, Fife Council will annually service your gas boiler and gas fire. If you have a gas cooker you will need to get it serviced and safety checked every year. Annual servicing not only helps keep your heating and hot water working properly, it helps keep you safe.

All Gas Safe registered engineers carry a Gas Safe Register ID card. Always check the card and make sure the engineer is qualified for the work you need. To check an engineer go to www.GasSafeRegister.co.uk or call free on 0800 408 5500.

Looking to move home within Fife?

Have you thought about a Mutual Exchange? Register now on Home Swap - the Council’s online mutual exchange match up service. It allows you to register your own property details and search for other tenants in Fife who are looking to exchange.

Home Swap is available on Fife Direct. For more information or to register your property, visit www.fifedirect.org.uk/homeswap
Templehall Neighbourhood Development Plan

In August 2018 it was agreed that the Templehall area would become the pilot test site for the Neighbourhood Planning process. Neighbourhood Plans are about local people working together with Fife Council officers, police, NHS, voluntary bodies and local councillors to make their community a better place to live.

How did we find out what was important for people living in Templehall?

The first step was to hold the Templehall Fun for Families event. This took place on 24th August 2017 and a large-scale community consultation was undertaken with over 100 people at the event. To make sure we spoke to as many local people as possible we also held focus groups with local Tenants and Residents Association (TRA) members, parents’ groups, youth groups, LGBT groups, Job club participants and local Clued Up clients. The research information was gathered during the consultation using the Place Standard tool and a simple questionnaire.

After speaking to local people, a Neighbourhood Plan for Templehall was created and three working groups have been established.

So, what’s been happening lately?

#lovetemplehall

Between January and March 2019 Templehall NDP have coordinated a large-scale consultation to ascertain the communities’ views on the potential plans to undertake a new build of Templehall Centre. The new Templehall Hub Facility proposes to integrate a number of services such as a library, learning suite, nursery and local office, the aim being to create a new Templehall hub setting for the local community.

Who did we speak to and how did we gather your views on the Templehall Hub?

In January and February, we held 24 focus groups with a wide range of local groups, this included parents, young people, older residents, local tenants and residents’ groups, adult learners, job club members and Templehall centre user groups.

We held three public Pop-Up Shops at Birnam Road shops and Dunearn Drive shops on 23rd/30th January.

- We held a public Pop-Up shop at Kirkcaldy High School on 4th February
- We held a large-scale Family day on the 14th February where we asked people their views on the new hub
- We hosted a survey monkey questionnaire on local social media sites between 13th January and 15th February
- We had an open comments box and discussion boards available for people to post their views in Templehall Centre during January and February
- We took a group of 14 local residents, including young people, job club members, adult learners, Tenants and Residents reps and Templehall Centre users to tour Kelty Centre and find out about their new build
What did you tell us?

We are currently compiling a report noting every comment received and will be analysing all the survey monkey responses. This information will be used and considered when finalising the Hub designs and will be made available during the scheduled feedback sessions on 13th/14th March.

We would like to take this opportunity to thank the local community for all their thoughts and comments. This information will now be given to the Templehall Hub design team, it will be used to inform the design of Templehall hub and how the services it offers will be delivered for the local community.
Housing officers from Dunfermline area team are linking with Dunfermline Foodbank to provide housing advice and assistance to those accessing the Foodbank.

Housing Officers who also assist with provision of food vouchers, will be available at sessions to support anyone attending with advice on housing matters.

Foodbank clients bring their voucher to a foodbank centre where it can be redeemed for three days’ emergency food. Volunteers meet clients over a warm drink and are able to signpost people to agencies able to solve the longer-term problem.

Mhairi Mullen Housing Manager “We are keen to reach tenants and future tenants who may benefit from the services that we can offer, whether it is housing advice, or assistance with their tenancy to stay settled in their home.”

Donna Brown Housing Officer ‘I felt that my session at the foodbank was a positive one. I was able to answer queries on both Housing and signpost to partner agencies if required. I dealt with customer queries regarding repairs, rent and tenancy assistance. It was so beneficial being able to reach out to our customers who are already in crisis, who were not aware how Housing Services could help them’

The Dunfermline foodbank is open:
- Monday 4 – 6pm
- Wednesday 2 – 6pm
- Friday from 4 – 6pm

at Dickson House Centre, Dickson Street, Dunfermline, Fife, KY12 7SL. Housing Officers will be available at the sessions on a Monday or Friday.
Very Sheltered Housing – Housing Support

In November 2018, the annual Housing Support Survey was carried out. A questionnaire was sent to all tenants who use the Housing Support Service. From 251 questionnaires, 122 were completed and returned. 49% is an excellent response!

**COMMUNICATION**
- 96% feel they are given adequate opportunities to have their say
- 99% feel they are treated with respect by Fife Council staff
- 98% are satisfied with the frequency of contact with the Sheltered Housing Officer

**SAFETY**
- 96% of tenants feel safe in their complex
- 99% of tenants feel safe in their home

**INFORMATION**
- 91% of tenants know how to make a complaint
- 96% are satisfied with the amount of information they receive

**SUPPORT**
- 89% feel Fife Council are concerned about their wellbeing
- 97% feel the Sheltered Housing Officer deals with enquires effectively
- 99% are satisfied with the overall support they receive

**SOCIAL**
- 77% of tenants attend social activities in their complex
The Tenant Participation Team were invited to attend the High Valleyfield Gala day and were supported by Aileen Aitken - Community Education Worker. By engaging with the community, it became apparent that the locals are very proud of and passionate about their village and wanted to work with Fife Council to improve their village.

A public meeting was then arranged for 5th September 2018 which was well attended. After lengthy discussions, the community voted unanimously to form a new Tenants and Residents Association (TRA) for the village and the Office Bearers and Committee Members were duly elected.

The TRA decided that the best way to identify the issues in the village, was to see them first hand and requested that a walkabout take place. Representatives from the TRA, Fife Council - Housing, Safer Communities and Elected Members attended, as did Fife Housing Group, Kingdom Housing Association and Ochil View Housing Association. There were numerous issues identified and all parties involved are working in partnership with the TRA to address the issues.

The TRA meet every second Wednesday of the month, in the Community Centre at 4:30pm for approximately 1 hour. If you stay within High Valleyfield and want to improve your village, please come to the meetings to support your village and your TRA.

If you would like the Tenant Participation Team to attend one of your community events or want more information on forming a TRA in your area, please contact them on 01383 602220 or email: tenantparticipation@fife.gov.uk

“This gives the community the platform to air their views, as it’s in everybody’s interest to do the best for our village” Lorna Paterson - Chair
Walter Hay Court

A tenant-led walkabout recently took place at Walter Hay Court Retirement Housing Complex in Rosyth to raise residents’ views with their Housing Management Officer, Amy Werner.

Members of Walter Hay Court Tenants and Residents Association attended and were supported by officers from Fife Council departments including: Tenant Participation, Roads and Transport, Safer Communities and Parks & Open Spaces. The walkabout was also supported by local elected members and Police Scotland.

Walking through the complex, the tenants took the lead and identified issues that impacted them. Amy took note and has reported these to the appropriate services.

The walkabout raised the following issues which are currently being worked on:

- Insufficient parking bays - especially for residents’ carers
- Pots holes
- Improvements needed to paths
- Dog fouling
- Request for fencing to provide privacy
- Gates to be painted
- Grit bin to be repositioned to be more accessible
- Drying area to be repaired
- Request for a glass recycling bin

Amy has worked with the tenants of Walter Hay Court to develop an action plan. Down Your Street will carry out a follow-up visit to report on progress made.

For more information about getting involved in an estate walkabouts to improve your local area, please contact your Housing Management Officer.
2019 is an important year for council housing: it’s exactly 100 years since the first council social housing was built. In 1919, a new housing act made it possible for local authorities to build new homes for those in need, prompted by the Homes for Heroes campaign to make sure people coming back from the Great War had a safe and secure home.

100 years later, and Fife still has over 30,000 Council houses, a figure that’s growing by the year. There have been a lot of changes over the years, most notably the Right to Buy which gave people a chance to own a home but also reduced the opportunities for affordable housing.

All our homes are safe and secure, with all houses meeting the Scottish Housing Quality Standard and on target to meet national Energy targets ahead of schedule in 2020.

90 years after the first houses, on Thursday 30 April 2009, Fife Council made a historic decision: to buy 41 properties in Dunfermline, an area of high housing need, giving Fife its first new general needs Council houses for over 20 years.

Fast forward 10 years and Fife now has delivered 2700 homes delivered to date, including 1,252 Council, 966 Fife Housing Association Alliance, 482 through other initiatives.

John Mills, Head of Housing “Fife’s Affordable Housing Programme is one of the largest in Scotland. Through a collaborative approach across Council services, local Housing Associations, the Scottish Government and private sector developers, Fife delivered 2,700 new affordable homes over 5 years by 2017 and has set a further target to build at least 3,500 new affordable homes over 5 years by 2022.

Fife delivers new housing through a collaborative approach across Council services, local Housing associations the Scottish Government and private sector developers, providing access to much needed new homes for our tenants and housing applicants. Together we are delivering modern, fit-for-purpose, energy-efficient homes”.

Councillor Judy Hamilton Convener of the Community and Housing Services Committee added: “Fife’s Affordable Housing Programme has changed people’s lives for the better!

Fife Council’s development approach had to be reinvented after many years of not building houses and I am grateful to our housing association partners for their support in this area. It is a tribute to the dedication and enthusiasm of all the staff throughout the programme that our approach is now seen as an example by the Scottish Government.

The Fife Housing Partnership has built 20% of all new properties for people with specific needs, including extra care housing and housing for people with disabilities. The Fife Housing Partnership has a target of 30% for specialist housing. Over the last 5 years I have had the great pleasure to meet with tenants and hear their reaction to moving into their new homes and how it has transformed their lives.

Fife Council have built strong foundations and we look forward to the successful partnership delivery of affordable housing in Fife for many years to come”.

To help continue the celebrations of 100 years of Council Housing we invite you, our tenants to share your memories and pictures of living in council homes throughout the years. We are offering three £20 High Street Vouchers for the best story and photo. You can do this by emailing your pictures and stories to our Tenant Participation Team at tenantparticipation@fife.gov.uk. We will publish a selection in the summer edition of Down Your Street and on our social media pages throughout the year.
Getting involved as a tenant

We want our tenants to get involved and influence the housing services we deliver. You can decide the depth and degree of involvement you wish to take.

This can be done in a number of different ways, for example:

- as an individual tenant
- through a Tenants & Residents Group
- by being a member of a Tenants Federation
- by getting involved in our tenant scrutiny activities

We encourage Tenant & Resident Groups to register with us as a Registered Tenant Organisation (RTO). We provide full support and advice throughout the entire process.

In addition, applying for RTO status means your group may secure greater funding through the Annual Grant Awards.

If you have any questions about tenant participation or would like more information about how you can get involved, you can contact us in the following ways:

Post: New City House 1 Edgar Street Dunfermline Fife KY12 7EP
Tel: 01383 602220
Email: tenantparticipation@fife.gov.uk
Facebook: @FifeCouncilTP   Twitter: @FifeCouncilTP
Celebrating our 50th Edition!

It’s hard to believe, that our tenants’ magazine ‘Down Your Street’ is celebrating its 50th edition!

Flip through this edition of the magazine and you will find articles on where you live, details on this year’s rent increase, service survey results, and lots of tenant news. In addition, we also have a spotlight feature on the Fife Law Centre and as ever we have lots of fun family competitions and some tasty recipes in Mrs Doyle’s Kitchen!

We know our readers love engaging with the magazine content both in print and through social media. We have made improvements to the magazine over the last two years and it’s time to hear your views on what’s working and what’s not.

Look out for details of our tenant’s magazine survey, which will be featured online, and on social media as well as in Down Your Street. We would really appreciate your time in providing us with feedback on Down Your Street.

To celebrate our 50th edition we are offering a £20 High Street Voucher to one lucky reader who can tell us, how many editions of Down Your Street are printed each year?

a. Twice a year?
b. Three times a year?
c. Four times a year?

Post your entries to: Tenant Participation Team New City House, 1 Edgar Street, Dunfermline KY12 7EP or email tenantparticipation@fife.gov.uk by 4pm on Friday 31st May 2019

Answer: 
Name: 
Age: 
Name of Parent/Guardian: 
Address: 
Tel No: 

Ready for a wee Spring Clean?

It’s really easy to get involved with a local community clean up and make a real difference to your local environment. All you need to do is get together a group of volunteers and find a suitable location that would benefit from a litter pick. The area could be in your local town, a park, a beach, pathway or just an area that has become a bit of an eyesore.

Once you have your group together and have selected your location, get in touch with the Safer Communities Team and ask for an information pack. The pack contains an application form, safety guidance and advice. Complete the application form with the details of your event then return it back to us. We will then arrange to supply you with the relevant equipment you may need, such as black bag, skips, litter pickers and gloves. We will also arrange to remove all the litter collected by your group’s efforts.

To request a pack or get advice on arranging an event, please contact the Safer Communities Team using one of the following methods:

Call: 03451 55 00 22
Online: www.fifedirect.org.uk/safercommunities
Email: SaferCommunities.Team@fife.gov.uk
WANTED - Cleaner Streets and Clean Feet!

Is your community affected by dog fouling? If so, then we want you to tell us about it. Dog owners have a legal responsibility to pick up after their dog if it fouls in a public place. If they don’t, then they can be issued a Fixed Penalty Notice of £80.

Dog fouling in Fife’s communities and neighbourhoods is unsightly, unhygienic and can cause health issues to members of the public. In an effort to avoid these problems and also to improve the quality of neighbourhoods, dog owners are encouraged to pick up after their dogs and “Just Bin It”.

If you see someone who fails to pick up or have a dog fouling problem in your area, you can report this to us using the methods listed below. Please give us as much information as you can such as:

- The details of the offender
- The location of the offence
- A description of the dog
- The date and time of the incident(s)/or when you discovered it

The Safer Communities Team deal with dog fouling complaints and can issue penalties to those who offend. Safer Communities Officers also patrol areas where there are problems to help deter the issue and catch offenders. The more information we get, the more we can be in the right place at the right time.

If you own a dog, please always pick up after your pet. Here are some useful tips if you do:

- **BAG IT** – always keep a supply of bags on you when walking your dog and keep a supply close by your dog’s lead. Take extra out with you and even share some with fellow dog walkers.

- **JUST BIN IT** – Dispose of the bag in a bin. Any public litter bin as well as dog waste bins can be used in Fife. If there are no bins nearby, please take the bag home and dispose in your household waste bin.

To report offenders or provide information in confidence:
- Online – [www.fifedirect.org.uk/dogfouling](http://www.fifedirect.org.uk/dogfouling)
- Call – 03451 55 00 22

For more information on the Safer Communities Team: [www.fifedirect.org.uk/safercommunities](http://www.fifedirect.org.uk/safercommunities)
Glenrothes Area Residents Federation (GARF) have been in existence since 1990 and was originally set up to ensure tenants in Glenrothes had a say in what was happening to their homes during the wind up of the Glenrothes Development Corporation. We made the decision to become a Company Limited by Guarantee in 2001 and have gone from strength to strength. Over the years we have held Open Meetings on Anti-Social Behaviour, Allocations, Rent Setting and were involved in setting up West Glenrothes Owners Associations for a number of maisonette blocks in West Glenrothes.

The Federation Directors felt their offices were out of the way for tenants to visit if they wanted assistance and made the decision, in 2017, that they needed to be closer to the Community. We were successful in getting a shop front within the Kingdom Centre and it was opened on a cold snowy day in March 2018 by John Mills, Head of Housing, Fife Council.

The shop has had a number of visitors since its opening, one being the Scottish Government Housing Minister, who visited while he was in Glenrothes. Tenants and residents have come into the shop on numerous occasions with requests for assistance and information, which we forward to relevant departments within Fife Council and/or professional organisations on their behalf, always feeding back the outcome. Our Committee work tirelessly to ensure Glenrothes tenants have a voice on all aspects of their lives, from their homes to the environment.

The Well, which is part of Fife Health and Social Care Partnership, is made up of knowledgeable staff from Health and Social Care, Housing and local organisations who use the shop for two hours on a Wednesday and a Thursday from 11.00am-1.00pm as a drop-in centre for people who may need assistance in any or all aspect of their lives.

We have been members of the Regional Network for a number of years and have representatives on the committees of Tayforth Regional Network and now on South East Scotland Regional Network.
Glenrothes & Area Heritage Centre

Glenrothes & Area Heritage Centre moved to its new premises at 6 – 8 Marchmont Gate, Kingdom Shopping Centre in late October 2018, heralding the beginning of the next chapter for everyone involved. The ‘new’ Centre was opened by Elma Scott, one of Glenrothes’ pioneering ladies who actively worked voluntarily on behalf of Glenrothes for over 50yrs. Elma is also the mother of Glenrothes’ own Steven Scott a.k.a. The famous Hollywood actor Dougray Scott. The Scott family lived in Woodside and Steven attended Auchmuty High School.

Since the re-opening the Glenrothes & Area Heritage Centre are delighted to see an increase in visitor numbers, likewise there has been an increase in new members also willing to volunteer their services. The Heritage Centre has a very active Friends of G&AHC section who help raise funds through their excellent programme of events. This year’s programme boasts afternoon and evening events to suit everyone and copies of the planned events can be picked up within the Centre.

G&AHC was awarded the Alzheimer Scotland Action on Dementia Award in December 2018 and the Centre will soon offer dementia friendly events on a monthly basis. An addition to the Leslie/Rothes Family exhibition comes in the form of an oil-painting of Noelle, Countess of Rothes, specially commissioned for the Heritage Centre.

Glenrothes & Area Heritage depends on public donations and thanks the local community.

Oor Wee Café

Oor Wee Café, based at Kelty Community Centre is open every Tuesday from 12-2pm and is fully accessible and affordable. The café offers a healthy meal, suitable for those with dietary requirements, without the worry of how much it costs. The café’s founding principle is that people in need of a meal pay only what they can afford.

Oor We Café can be contacted on 07535650273 or Facebook @OorWeCafe

Keep Calm and Get Advice

For General Enquiries contact 0345 1400 095
For Debt enquiries contact 0345 1400 094
Or visit www.CABFife.org.uk
The Think Rent! campaign officially launched on the 11th February. The campaign’s aim is to stress the importance of rent payments, while also highlighting the support we can offer you as a tenant.

The rent money you pay, funds the delivery of housing services. This includes repairs to homes, improvements in energy efficiency, adaptations to homes for tenants with specific needs, and new build Council houses.

If you’re struggling to manage your rent payments, get in touch. We will be happy to help, and will fix your problems before they escalate.

Your Housing Management Officer is there for support, and can also provide Tenancy Assistance to you. This twelve week programme, can help you deal with:

- your tenancy agreement and responsibilities
- tenancy mail
- advice on home and living standards
- budgeting and your finances

Whatever your issues or problems please get in touch.

So Think Rent! and make your rent payments a priority.

For more information and support visit: www.fifedirect.org.uk/moneyadvice
My name is Paul, my wife Karen and I have been Fife Council tenants for around 10 years.

I worked part time and received partial Housing Benefit which helped to pay my rent. Due to the stress of a family illness, I started ignoring mail, missing rent payments, and avoiding visits from Fife Council officers. Before I knew where I was my rent was around £1200 in arrears.

I contacted Fife Council and explained the situation, and the difficulties that we’d been having as a family. My Housing Management Officer couldn’t have been more helpful. She put me in touch with support agencies who specialised in the problems we were dealing with.

She also helped sort out my rent arrears. She explained the paperwork I needed to complete, and the exact pay slips that I needed to provide to get my Housing Benefit payments started up again. Once this has been done my rent arrears dropped to a level that I could manage.

Dealing with Fife Council seemed like one problem to many, but they should have been one my first calls when our troubles started.
Let Cosy Kingdom help you save money!

Did you know you could save around £300 a year by switching? Only 21.1% of Fifers switched their energy supplier last year, that leaves 79.9% of us missing out on significant savings.

What puts many of us off switching, is how to find the best deal. There are a lot of different things to look out for, not just price, and this can be daunting. That’s where Cosy Kingdom can help.

An energy advisor can visit you in the comfort of your own home. All of their advice is free and impartial and they’ll be able to help you find the best deal for you. Cosy Kingdom will look at various things when they help you switch and they’ll speak to you about your lifestyle and needs to make sure you find a deal that suits you.

How Cosy Kingdom have helped others

Mrs Jeffrey’s previous energy supplier recently went out of business. She had had issues with customer service, and difficulty managing her account with this company. Her new supplier was charging considerably more, and she wanted advice on finding a deal with a reliable company, and an easy way to manage her energy bills.

Cosy Kingdom visit Mrs Jeffrey at home and helped her complete a comparison to find the deal that was right for her. She found a supplier with outstanding customer service who offered an easy-to-use app for her tablet that would allow her to set payment amounts and send in meter readings easily. Switching also saved her around £270 a year, and, because she moved to a fixed tariff, she avoided a price hike coming in the next month.

Get help switching

Would you like free and impartial advice on switching your energy supplier? Book a visit with a Cosy Kingdom energy advisor. Call 01592 807930, text COSY and your name to 88440 or visit: www.cosykingdom.org.uk. You can also book a visit in person by dropping into Greener Kirkcaldy, 8 East Fergus Place, Kirkcaldy KY1 1XT.
Gold Award for Fife Council

The Tenant Participation Advisory Service (TPAS) is the National Tenant and Landlord Participation Advisory Service for Scotland. TPAS was invited by Fife Council to carry out an accreditation assessment of the Council’s Tenant Participation Strategy. This involved completing a self-assessment and focus group interviews with tenants, staff and senior housing management.

This was a robust and structured assessment which required the Council to produce a portfolio of evidence which demonstrates how the Council has achieved the competencies in the 10 participation standards that the Council is being measured against.

TPAS was delighted to advise that Fife Council was awarded the prestigious accreditation Gold Mark by the independent Accreditation Panel. This award acknowledges the excellent work being carried out by tenants and staff in the various participation structures and the improvements in service delivery achieved for tenants and customers of the housing service provision.
Colouring competition

Colour in our seasonal picture and you could win £20 of High Street Vouchers.

We have 3 categories: aged 5 and under, 6-10 years, and 11-15 years. You must be 15 years of age or younger to enter, and have permission from a parent or guardian.

All submissions must be entered by 4pm on Friday 31st May 2019 to New City House, 1 Edgar Street Dunfermline KY12 7EP. Winners will be contacted personally, and will be announced in the next edition.

If you would like more information, contact the Tenant Participation Team on: 01383 602220 or scan and email to tenantparticipation@fife.gov.uk

Name: 
Age: 
Name of Parent/Guardian: 
Address: 
Tel No: 

Spot the difference competition

Circle the five differences between the pictures below and post or scan and email to the address above by 4pm on Friday 31st May 2019.
Tasty bangers and mash

**Ingredients**
- 2 pounds fresh sausages (8 large sausages)
- 2 pounds potatoes, peeled and diced
- Salt
- 4 tablespoons (1/2 stick) unsalted butter, diced
- 4 ounces creme fraiche
- 1/2 cup whole milk
- 2 teaspoons Dijon mustard
- 2 teaspoons whole-grain or coarse mustard
- 1 teaspoon dry mustard
- 1 teaspoon freshly ground black pepper
- Fresh parsley, for garnish

**Method**
1. Preheat the oven to 210°C.
2. Place a baking rack on a sheet pan and arrange the sausages in one layer on the baking rack. Bake for 18 to 20 minutes, until the sausages are just cooked through.
3. Meanwhile, place the potatoes in a large saucepan with 1 tablespoon of salt and enough water to cover the potatoes.
4. Bring to a boil and simmer for 20 to 25 minutes, until the potatoes are very tender.
5. Drain the potatoes in a colander and return them to the saucepan. Add the butter, creme fraiche, milk, Dijon mustard, whole-grain mustard, dry mustard, 1 tablespoon salt, and the pepper and beat the potatoes in the pan with a handheld mixer on low speed until very smooth and creamy.
6. To serve, mound a generous portion of potatoes on a dinner plate and top with sausages. Sprinkle with fresh chopped parsley and serve.

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Frosted carrot squares

**Ingredients**
- 200g carrots peeled
- 175g soft brown sugar
- 200g self-raising flour
- 1 tsp bicarbonate of soda
- 2 tsp cinnamon
- zest 1 orange
- 2 eggs
- 150ml sunflower oil

**For the icing**
- 50g softened butter
- 75g icing sugar
- 200g soft cheese
- sprinkles (optional)

**Method**
1. Line an 18cm square tin with baking parchment. Turn the oven on to 180°C/160°C fan/gas 4. Grate the carrots on the fine side of the grater, then tip them into a large bowl.
2. Sift the sugar, flour, bicarb and cinnamon on top of the carrot, then add the orange zest and mix everything around a bit.
3. Break the eggs into a bowl (scoop out any bits of shell), then add them to the bowl along with the oil. Mix everything together well.
4. Scoop the cake mix into your tin and level the top. Ask a grown-up to put it in the oven for 30 minutes or until the cake is cooked. Cool.
5. To make the icing, mix the butter and icing sugar together, then stir in the soft cheese until smooth.
6. When the cake is cool, spread the top with the icing and cut into squares. Decorate with left over carrot and/or sprinkles, if you like.
Tenant Photography

Wherever you are, each day has its own picture-perfect moments just waiting to be captured on camera. Share your best photographs of Fife, (old or new) with us and the winner will receive a £20 High Street Voucher.

All we ask is that your photographs feature Fife. It could be pictures of Fife’s communities, stunning countryside and amazing coastal areas. Email your photos as jpegs to the team at tenantparticipation@fife.gov.uk no later than 4pm on Friday 31st May 2019.

Win £20 of high street vouchers!

Winner!

This edition’s winner of a £20 high street voucher is:
Samantha Glenrothes

Why not enter our photography competition?

Forth Bridges

Your opportunity to participate

Where’s Herbie?

Would you like to be in with a chance of winning our competition “Where’s Herbie?” Can you guess where Herbie the car has been visiting?

The winner will receive £30 worth of shopping vouchers of their choice.

Post your entries to: Tenant Participation Team
New City House, 1 Edgar Street, Dunfermline KY12 7EP, including your name, address and a contact telephone number where you can be reached or email to tenantparticipation@fife.gov.uk

All entries to be received no later than 4pm on Friday 31st May 2019.

Win £30 of high street vouchers!