

DOWN YOUR

Street

Tenants' Magazine



**What is
Housing
First?**
p12

Winter wonderland

www.fifedirect.org.uk/housing



#DYSFife

Otterson Loch,
between Dalgety Bay
and Aberdour

Rent Consultation p4-p6
Have your say - voting card enclosed



Useful Numbers

Homeless (24 hr)	08000 28 62 31
Housing Repairs	03451 55 00 11
After hours and weekend	03451 55 00 99
Housing Information and advice	03451 55 00 33
Rent and Arrears	03451 55 00 44
Automated Payments	03451 55 00 55
Council Tax & Housing Benefits	03451 55 11 55
Recycling & Waste	03451 55 00 22
Births, Deaths & Marriages	03451 55 00 77



Alternative Formats

Information about Fife Council can be made available in **large print, braille and audio CD** on request by calling

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

Arabic	خط هاتف اللغة العربية: 03451 55 55 77
Bengali	বাংলায় আলাপ করার জন্য টেলিফোন লাইন: 03451 55 55 99
Cantonese	中文語言熱線電話: 03451 55 55 88
Polish	Polskojęzyczna linia telefoniczna: 03451 55 55 44
Urdu	اردو زبان کے لیے ٹیلیفون نمبر 03451 55 55 66

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Get in touch

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If you need to get in touch about this issue, you can contact us in the following ways:



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Wellesley Road, Methil, KY8 3PA**



01383 602220



tenantparticipation@fife.gov.uk

www.fifedirect.org.uk/tp



@fifecounciltp

Welcome!

As we move rapidly to the winter months, this edition of Down Your Street focusses on how we are seeking to maintain housing services as we recover from the pandemic. I don't know about you, but my general feeling is that we are in for a tough winter with increasing living costs. I recognise that it is going to be tough for tenants and other housing customers to manage their household budgets. I also hear tenant voices saying that they are concerned that the Council is looking for rent increases for next year.

The Housing Revenue Account unlike the Council's General Fund receives no grant or subsidy from the Scottish Government. All our income to provide housing services comes from our tenant rents. It is important that in voting for the 3 rent options that are detailed in this edition of DYS, you are aware of the need for a rent increase just to balance the books in the HRA. If we were to consider a very low or no rent increase, we would need to make cuts in services to live within these means.

Times are tough, but we are determined to keep going to recover from the pandemic and to help those tenants who are most vulnerable to poverty and hardship. We are there for you and can help in several ways. If you need help, contact your local Housing Management officer who will try their best to help.

Keep safe and well.

John

Head of Housing Services for Fife Council



Rent options



Cllr Judy Hamilton
Convener for
Community &
Housing Services
Committee

Please complete and return the enclosed prepaid survey form.

Alternatively, if you would like to complete the online survey, you can do so by visiting
<https://www.ffe.gov.uk/rent>

Hello Everyone!!

It's been good to stay in touch through Down Your Street over the last 18 months, when of course COVID has had a huge impact on us all.

As we are awakening from the Pandemic, numbers are rising and we still need to continue our cautious approach – make sure you are vaccinated, when invited to attend your appointments; wash your hands; wear your mask and keep a safe distance to keep yourselves and everyone else safe.

As you will be aware, at this time of year, we consult with you about potential rent increase options every year.

Last year as a result of the pandemic, I took the decision to propose only one increase option. As a result of the problems that all of us were facing, I suggested 1.5% increase, half of our usual rent increase; and you were asked whether you agreed with or not. The large majority of tenants who responded to our survey, responded positively and supported this increase.

This year, we are reverting back to the three rent increase options we have used in previous years. This year you can choose from 2.5%, 3.0% or 3.5%. All these rent options will allow Housing Services to continue with the services they provide to you, without making cuts.

Your rent pays for all the services that the Council provides to you as our tenant.

Throughout all the recent challenges, we have continued, and we will continue building Council houses, which you have asked us to do; and I will propose a whole new-build programme. You contribute towards Housing improvements, new kitchens, and bathrooms. Your rent will also contribute to the "Universal Credit rent support" and "Covid-19 rent support" funds, that have supported many tenants through the pandemic, and we will continue to support tenants who need that.

I have already had discussions with Tenant Federation representatives. They have made their views clear that increases need to be kept as low as possible while we work our way out of the pandemic. And so, what I propose is well below inflation, but enough to make sure we do not have to make cuts.

In recent surveys, you have told us that you found your rent to be good value for money. I hope that you will recognise that these new proposals are still value for money and allow the Council to maintain a high level of maintenance and newbuild.

Please take your time to consider the options and return your survey. I look forward to hearing from you.

Stay safe and well.
Judy

Increasing the rent means we can;

**continue to
build new
council
houses**

**carry out
repairs**

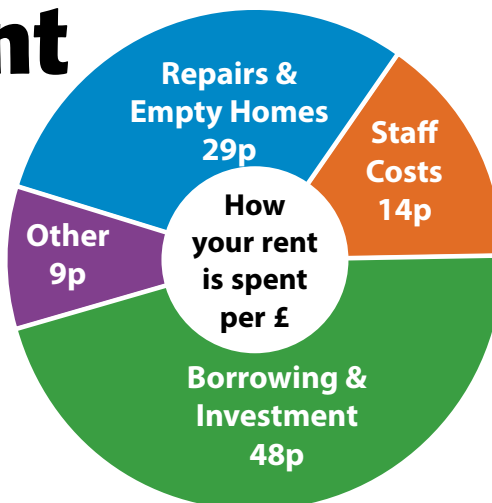
**complete
home
improvements**

**deliver energy
efficiency
works**

**improve
estates**

What your rent pays for...

The estimated income for 2021/22 is just over £128 million. The majority of which comes from the rent you pay. This can only be used to fund services for tenants and improve homes.



How your rent compares ...



What this covers...

Repairs & Empty Homes

- Repairs and maintenance
- Annual gas safety checks
- Caretaking and concierge services
- Estate improvements

Staff Costs

- Employee salaries and training
- Local Offices and Contact Centre services
- Office accommodation and equipment
- Employee communication methods

Borrowing & Investment

- New council housing
- Energy efficiency
- Home improvements
- Home safety and security

Other Expenditure

- Disability adaptations in council homes
- Ground maintenance
- Retirement housing
- High-rise housing
- Hostels
- Tenant participation

Improvements being delivered in 2021/22

Home Improvements



621

Kitchen Replacements



927

Bathroom Upgrades

Energy Efficiency



1,050

Replacement Windows & Doors



1,640

Boiler replacements

Safe & Secure Homes



150

New Roof Coverings



800

Electrical rewiring

66.62%
of tenants are
satisfied with
opportunities
to participate

80.88%
of tenants are
satisfied with
the overall
services
provided

82.43%
of tenants
feel their
rent provides
good value for
money

84.17%
of tenants feel
we are good at
keeping them
informed

Supporting tenants

It goes without saying that over the course of the last year, we have all been impacted by the pandemic. Many schemes have been put in place to support tenants over the last 18 months. Whether nationally like the furlough scheme, or more locally like Fife Council's Covid-19 Support Scheme or Universal Credit Mitigation fund. If you are struggling financially, you may benefit from one of the schemes below.

Covid-19 Rent Support Scheme

Funds are available through our Covid-19 support scheme. This fund aims to support tenants who have been unduly affected by the Covid crisis. If you have been impacted by Covid and have accrued Rent Arrears as a result then you may be entitled to assistance with your rent arrears.

If you would like more information or would like to apply, please contact us on 03451 55 00 44, to discuss with your Housing Management Officer.

Universal Credit Mitigation Fund

We are continuing our support to all tenants as they start receiving Universal Credit. To help tenants who have made new Universal Credit claims, we will credit

two-weeks rent into their rent account. Any tenant who then signs up for "Rent direct to landlord" and makes a two-week rent payment will be credited with an additional two weeks rent payment. So our Universal Credit tenants can now benefit by up to 4 weeks free rent.

If you would like more information on the Universal Credit Mitigation Fund or would like to discuss with your Housing Management Officer, then please contact us on 03451 55 00 44.

Tenant Grant Fund

The Scottish Government has set up a Tenant Grant fund to help tenants who are at risk of becoming homeless, because they've fallen behind with rent payments during the pandemic. The grant will allow tenants to reduce or pay-off any rent arrears that have accrued between 23rd March 2020 and 9th August 2021 that are a direct result of Covid19. While anyone who meets the criteria can apply we'll aim to ensure that the money available is used to support households at the greatest risk of becoming homeless. To apply for this grant please visit: www.fife.gov.uk and search for "Tenant Grant Fund"



Winter fuel payments

If you were born on or before 26 September 1955 you could get between £100 and £300 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

A Winter Fuel Payment is an annual tax-free payment to help with heating costs and is automatically paid to those who receive a state pension. Most payments are made between November and December every year. If you've claimed before then you shouldn't need to do anything, however if you've never claimed but are eligible you can find out how to claim by visiting the Government website www.gov.uk/winter-fuel-payment

Cold Weather Payments
You may get a Cold Weather Payment if you're getting

certain benefits. You'll get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees celsius or below over 7 consecutive days. You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March.

Cosy Kingdom can be contacted by on 01592 807930 or Text 'COSY' and your name to 88440 or email info@cosykingdom.org.uk

If you require any assistance you can email fuel.poverty@fife.gov.uk or Visit www.fife.gov.uk/heating-advice

Energy Emergencies

- **If you have a power cut, you should call 105**
- **If you have a gas emergency, you should call 0800 111 999 immediately**
- **If you have a faulty meter, you should call your energy supplier.**

Citizens advice & Rights Fife

Citizens Advice & Rights Fife (CARF) is an advice agency located throughout Fife. Over 80 paid and 100 volunteer staff provide free, independent, impartial and confidential information on advice in a wide range of subjects to the residents of Fife including Benefits, Debt & Money, Employment (but not representation), Utilities, Healthcare, Consumer, Relationships, Education, Housing & Pensions (Pensionwise). We are a member of Citizens Advice Scotland and adhere fully to the twin aims of the CAB service: To ensure individuals do not suffer through ignorance of their rights and responsibilities; or through an inability to express their needs, and equally to exercise a responsible influence on the development of social policies and services both locally and nationally.

We are a registered charity and authorised and regulated by the Financial Conduct Authority. Despite the ongoing impact of the Covid-19 pandemic during 2020 – 2021, we still had over 17,000 active clients, and dealt with over 38,000 issues. Our volunteers contributed over 1,900 hours. The financial gain to our clients, all Fife residents, was £9.2m.

Our Client Representation Unit can help appeal unfair benefit decisions and our Money Advice team can assist with applications for Bankruptcy and the Debt Arrangement Scheme.

We continue to develop and add self-help guides and information on several areas of advice and projects, including completing PIP (Personal Independence Payment) forms and Help to Claim Universal Credit. We would encourage those who are struggling with debt or any other issue to come forward at the earliest opportunity. The key is to get help as soon as possible. Advice changes lives.

Contacting us:

General Queries 0345 1400 095 Monday to Friday 10am – 3pm

Money Advice Queries 0345 1400 094 Monday to Friday 8.30am – 4pm

Text Service for the Deaf community 0787 2677 904

Website www.cabfife.org.uk

Follow CARF on Facebook & Twitter @cabfife

We are closed from Monday 27th December 2021 and reopen Wednesday 5th January 2022.

Tenant get togethers

Tenants and Residents groups in Dunfermline have been very active, holding meetings over Zoom during the past 18 months. One thing that residents in two areas really wanted was face to face gatherings with Housing and Regeneration teams, to discuss proposed repairs to their areas.

Dunfermline Area Housing Team together with the Area Regeneration Team and Tenant Participation Team listened to this request.

As soon as restrictions allowed, sessions were organised with our partners, Coalfield Regeneration Trust, Police Scotland & Fife Coast and Countryside Trust in community facilities in Golfdrum Street and Touch.

Residents were able to book a convenient time slot and come along to meet some neighbours, have a cuppa, a bite to eat and most importantly discuss what they liked, disliked and wanted to see happen in their areas.

Many people told us they didn't like seeing overgrown greenspaces, illegal dumping and untidiness around bins. They did tell us they liked their homes and where they lived but wanted to see the exteriors improved.

The events were a great success, with over 60 residents coming to speak to us over four sessions. We gained

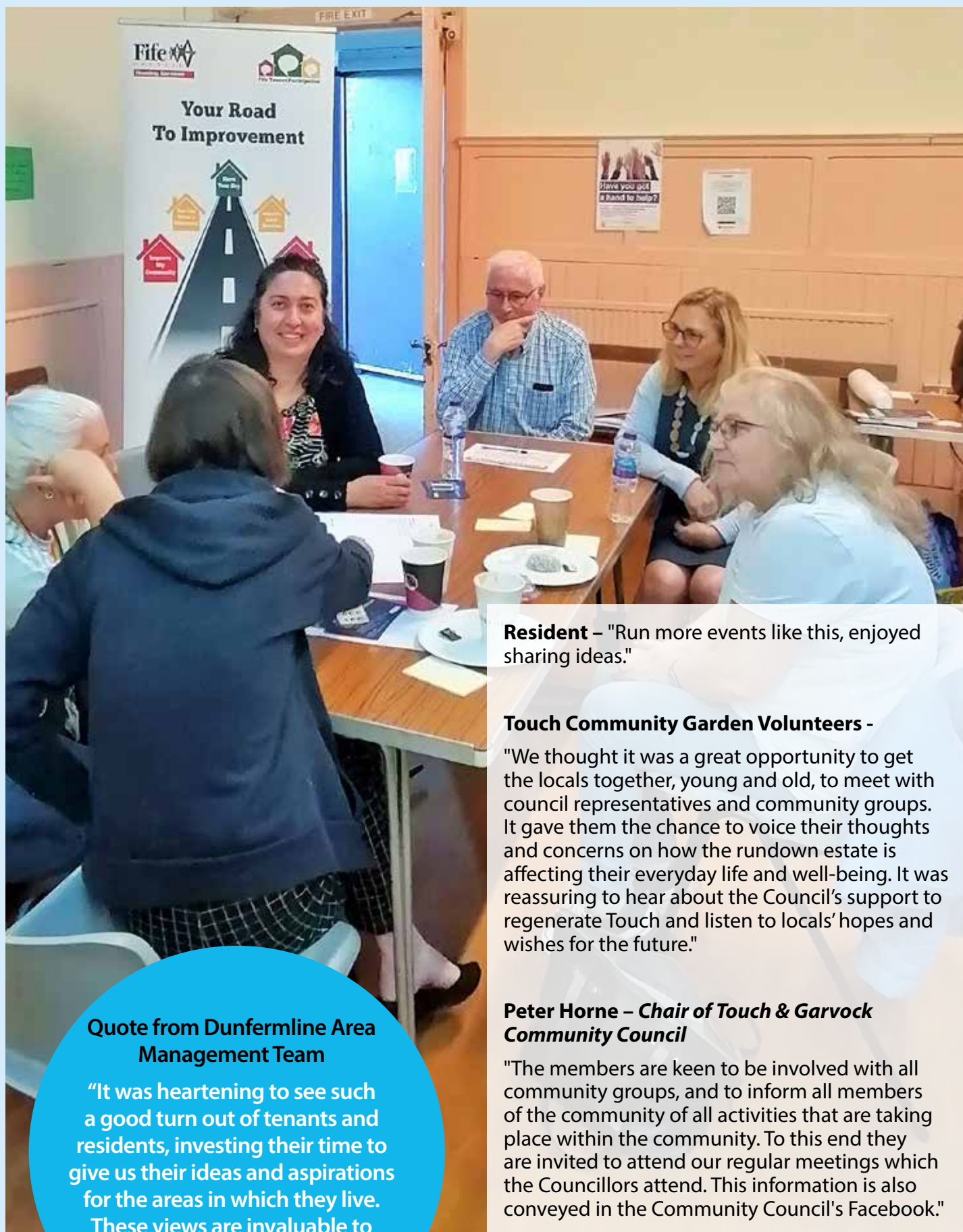
lots of valuable feedback and some brilliant new ideas. We're still collating all of the information, suggestions and ideas, and we'll be sharing these with the residents. Their input will help us make future plans.

Thank you to Dunfermline North Parish Church & St Margarets Church for making their facilities available, and for assisting in engaging with the residents to make them, and us, feel so welcome.

Lastly, but certainly not least, thank you to all the residents of Dunfermline who attended the sessions, they were very successful and worthwhile consultation events.

"The feedback from tenants & residents that attended the get-together was positive. We are hoping to build on this, by creating a community garden & possibly using the church much more, for more get-together & build a more proactive community in the street" Anne Rocks, Golfdrum Street TRA Chairperson





Quote from Dunfermline Area Management Team

"It was heartening to see such a good turn out of tenants and residents, investing their time to give us their ideas and aspirations for the areas in which they live. These views are invaluable to help us explore improvements for these areas."

Resident – "Run more events like this, enjoyed sharing ideas."

Touch Community Garden Volunteers -

"We thought it was a great opportunity to get the locals together, young and old, to meet with council representatives and community groups. It gave them the chance to voice their thoughts and concerns on how the rundown estate is affecting their everyday life and well-being. It was reassuring to hear about the Council's support to regenerate Touch and listen to locals' hopes and wishes for the future."

Peter Horne – Chair of Touch & Garvock Community Council

"The members are keen to be involved with all community groups, and to inform all members of the community of all activities that are taking place within the community. To this end they are invited to attend our regular meetings which the Councillors attend. This information is also conveyed in the Community Council's Facebook."

Kennoway improvements

Housing Management Officer Wendy Melville was contacted earlier this year, by tenants and residents in Langside Drive, regarding problems with parking. Several residents had their cars damaged, by passing vehicles, some were getting blocked in to their driveways, which caused all sorts of problems.

She went out to look at the area, as there had been additional parking put in, further up the road, a few years ago. She thought this might have been an option here too.

It transpired that proposals, for additional parking had been submitted a few years previously but it wasn't feasible at the time, due to objections from concerned residents. After consultations with everyone in the street, there were no objections this time around. Fortunately, Wendy was able to make a successful bid for funding this project, through the Opportunity Fund.

Unfortunately, due to the locations of some underground cables, parking was only feasible on one side of the road, however, this has made a huge improvement and eased parking congestion in the street.

Wendy also had a meeting with tenants and residents at Springbank, regarding their concerns about the area which was an old playpark. There were uneven kerbs and old rubber matting causing tripping hazards as well as being a haven for ants.

It was agreed to remove all the matting, which proved to be a bigger job than first anticipated, once removed the area was then levelled and tarmacked.

The tenants and residents are happy that their children can play there safely and now have a piece of ground that can be utilised for different things.



New green project set to heat Fife homes

Levenmouth hydrogen heating network in progress

Gas distribution company SGN is working closely with Fife Council to bring H100 Fife to Levenmouth - the world's first 100% hydrogen-to-homes heating network.

The project is the first of its kind to directly supply clean power to produce hydrogen gas for domestic heating as a green alternative to natural gas. SGN will offer renewable hydrogen to homes, which can be used in the same way as natural gas, with the benefit of being a zero-carbon fuel for heating and cooking.

Hydrogen gas produces no carbon emissions at the point of use and could play a key role in tackling the climate emergency.

In the first phase, the network will heat around 300 local homes using clean gas produced by a dedicated electrolysis plant, powered by a nearby offshore wind turbine.

Eligible households, including local Fife Council tenants, will be invited to participate in H100 Fife. Householders in the network area can choose to participate by opting-in for a hydrogen supply, or

equally can choose to remain with their existing natural gas supply.

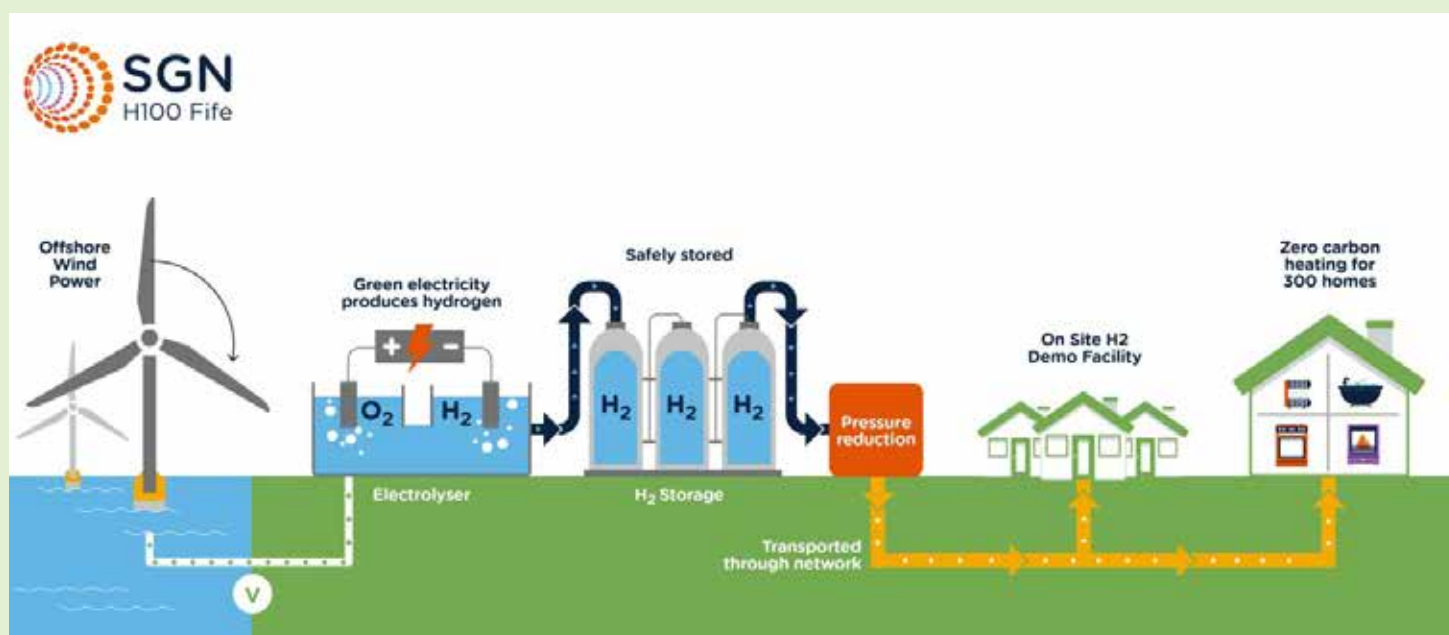
SGN's demonstration facility will allow potential customers to see and experience hydrogen appliances in a home-like environment – fitted with hydrogen cooking appliances and boilers - to help inform their decision. Local people will be invited to various project engagement events including visits to the hydrogen demonstration facility in 2022, ahead of the hydrogen gas network going live in 2023.

The first 300 customers joining the project will receive a free hydrogen connection, free replacement hydrogen appliances and free maintenance over the length of the project. Customers will pay the same amount for hydrogen gas as they would for natural gas.

SGN will keep local communities in Buckhaven and Methil informed as the project progresses.

Get in touch

If you would like to talk with someone about H100 Fife, or live in Levenmouth and want to learn how to get involved, please contact: h100fife@sgn.co.uk



Housing First for Youth - Rock Trust

As part of Fife Council's Rapid Rehousing Transition Plan (RRTP), Housing Services have partnered up with The Rock Trust to build a better future for young people in Fife. The Rock Trust are a youth specific homelessness charity who aim to end youth homelessness in Scotland by ensuring that young people have access to expert youth services, assisting them to avoid, survive and move on from homelessness. The Rock Trust advise, educate, and support young people, enabling them to build the personal skills and resources required to make a positive and healthy transition to adulthood.

Fife Council and The Rock Trust partnership was created in December 2020 and recently launched the two new Services: Housing First for Youth and Housing Support. To mark the occasion The Rock Trust hosted an invite-only webinar, attended by more than 100 people from the local authority, youth homelessness and social services. Both services have been operating for around 10 months, and work is well under way to support these young people to live independently and become part of our communities.

Housing First

Housing First was first developed by Pathfinders in New York in the early 1990s. It provides someone with a home as quickly as possible and gives them access to intensive support to enable them to keep their home. Housing First has a different ethos, it aims to reduce harm, maximise choice and encourage positive change. Housing First aims to help people who are homeless with multiple and enduring support needs, into secure accommodation and support them to live in a sustainable way.



The Seven Principles of Housing First are:

- People have the right to a home
- Flexible support is provided for as long as is needed
- Housing and support are separated
- Individuals have choice and control
- An active engagement approach is used
- The service is based on people's strengths, goals and aspirations
- A harm reduction approach is used

Housing First is a new way of working, different from anything we've done before. Housing First is person centred and not to be mistaken as mainstream Housing Support. The customer will be offered a secure tenancy, in an area where they want to live and where they will feel safe, with appropriate support for as long as they need it.

Housing Support Services

Housing Support Services are provided to young people who are already in their tenancies and have low level support needs. The support is provided for a maximum of 12 months, with weekly contact either by phone or a visit. The support is tailored to the young person and can help with tasks such as life skills, health & wellbeing, learning, work and money and budgeting skills.

The blend of Housing Support and Housing First for Youth allows Rock Trust to provide high intensity, tailored and non-time limited support to meet the specific needs of young people at risk of or experiencing homelessness in Fife.

If you are under the age of 25 and feel you would benefit from some of the support provided by The Rock Trust, please get in touch with your Housing Management Officer who will be able to complete a referral form with you.

Central Burntisland Tenants and Residents Association

We are now counting the weeks until Christmas when once again volunteers from across Burntisland come together to deliver Christmas packages, on Christmas Eve, to those not able to afford that little bit extra that makes the Christmas period so special.

The logistics of pulling this exercise together is led by the Burntisland Toll Centre Team and then it is down to groups and individuals from the town to do the physical stuff of sorting the Christmas Cheer packages and delivering them to those in need. These volunteers are from all walks of life, they don't do it for reward they do it because they care.

The involvement of the CBTRA is one of those unscripted acts that would appear quite at home on the Vicar of Dibley Christmas special, where people have come together as if by magic, certainly there has been no formal request for volunteers, it just happens.

So, if you would like to be part of this magical organisation, get in touch, look us up on Facebook and come and join our meeting on the 7th of December at 6.30pm (venue to be identified) more information will be posted on our Facebook page.

Our aim is only to improve the quality of life for those in our wee town, we don't always have all the answers, but we often may know somebody that can help.

Involvement is purely voluntary but very satisfying and it's a good way of getting to know your neighbours – what have you got to lose?

Iain Ralph

*Chairman, Central
Burntisland Tenants
and Residents
Association*



Allocations

Public protection

The Public Protection team are a group of Housing Professionals who work to ensure tenants are housed in suitable areas and are receiving the support that they require. A vital part of their job is attending the Multi-Agency Risk Assessment Conference (MARAC), a fortnightly information sharing meeting attended by all key agencies to protect victims of serious domestic abuse.

The overall aims of MARAC are to reduce repeat victimisation, protect vulnerable people and make better use of a range of services in cases of serious domestic abuse. At present most cases are identified by Police Scotland but we are seeing an increase from other partner agencies including Housing Services.

MARAC's core partners are Police Scotland, Housing Services, Social Work Children and Families, Criminal Justice & Adults Team, NHS Fife, Fife Women's Aid, along with MARAC Advocates who represent the views of the victim.

The main purpose of MARAC is to

- Reduce the risk of further domestic abuse.
- Gather and share information to increase the safety, health and wellbeing of victims and their families.
- Understand and implement appropriate support.
- To share information to better manage the behaviour of the perpetrator.

The MARAC housing representative brings information to the meeting about all known parties, this includes the victim, the perpetrator and any children. At the meeting, they will hear up to date information about risk factors facing residents and together with the other agencies, help create an enhanced package of support for the victim. This aims to keep people safer in their own homes and helps identify those who require alternative Housing.

The Police Scotland initiative to identify and manage the most harmful domestic abuse perpetrators is referred to as Multi-Agency Tasking & Co-ordination (MATAC).

The core objective is to ensure that agencies work in partnership to engage serial domestic abuse perpetrators in support, take enforcement action when required and protect vulnerable and intimidated victims.

Housing Services role in this process is to carry out address checks on all parties and to agree to the disclosure.

The Housing Options Officer (HOO) works closely with colleagues in the Public Protection Team and prior to them making an allocation to either a victim or perpetrator, they will consult with this team of Housing professionals, who are always liaising with our partners to ensure an allocation is safe and secure.

If you think you or your children are in immediate danger of being hurt, phone the police on 999.

Coercive & controlling behaviour is a form of domestic abuse.



You can find out more about MARAC
at safelives.org.uk or email MARAC.
Housing@fife.gov.uk

Dallas Drive TRA 10 years of achievements

Hi, I'm Sharon Reynolds, I have been involved with the Dallas Drive TRA, for over ten years.

In the past ten years we have got loads of projects done, to improve our area, our biggest ones are working with Fair Isle Primary School and the Argos Centre to create the edible garden and community orchard, new parking spaces, our new play park, green gym and allotments. We also arranged an exchange visit, with South Kessock Residents Association in Inverness, where we shared ideas on how to tackle issues in our own areas, learning from each other's experiences.

The greatest achievement for us as a TRA, was being recognised for all our hard work and the improvements we made to the area, by winning the TPAS award for the Tenant Participation Champion of The Year – Group and I was also lucky enough to be nominated for and won, the Tenant Participation Champion of The Year – Tenants or Resident category. These were a big surprise for us because we don't do what we do for the recognition, we do it because we genuinely want to make our areas a better place to live, for everyone in our community.

All this was only achieved because of the support of our community, residents attending the monthly meetings (last Wednesday of the month at 6pm in The Linton Lane Centre) backing from the local Councillors and the committed Housing Management Officer at the time.

We as a group had made great progress in our area, making it a place people wanted to stay in and they were happy in their homes, they knew their Housing Management Officer and how to get hold of him and any problems were sorted.

Unfortunately, in the last 4 years, the Housing Management Officer has changed a few times, lockdown hasn't helped matters, and sadly the area has gone downhill. Tenants do not always know how to contact their HMO; this can be done by calling 03451 55 00 33 or visiting fife.gov.uk and following the links for Tenancy Advice and "request contact from your Housing Officer" form.

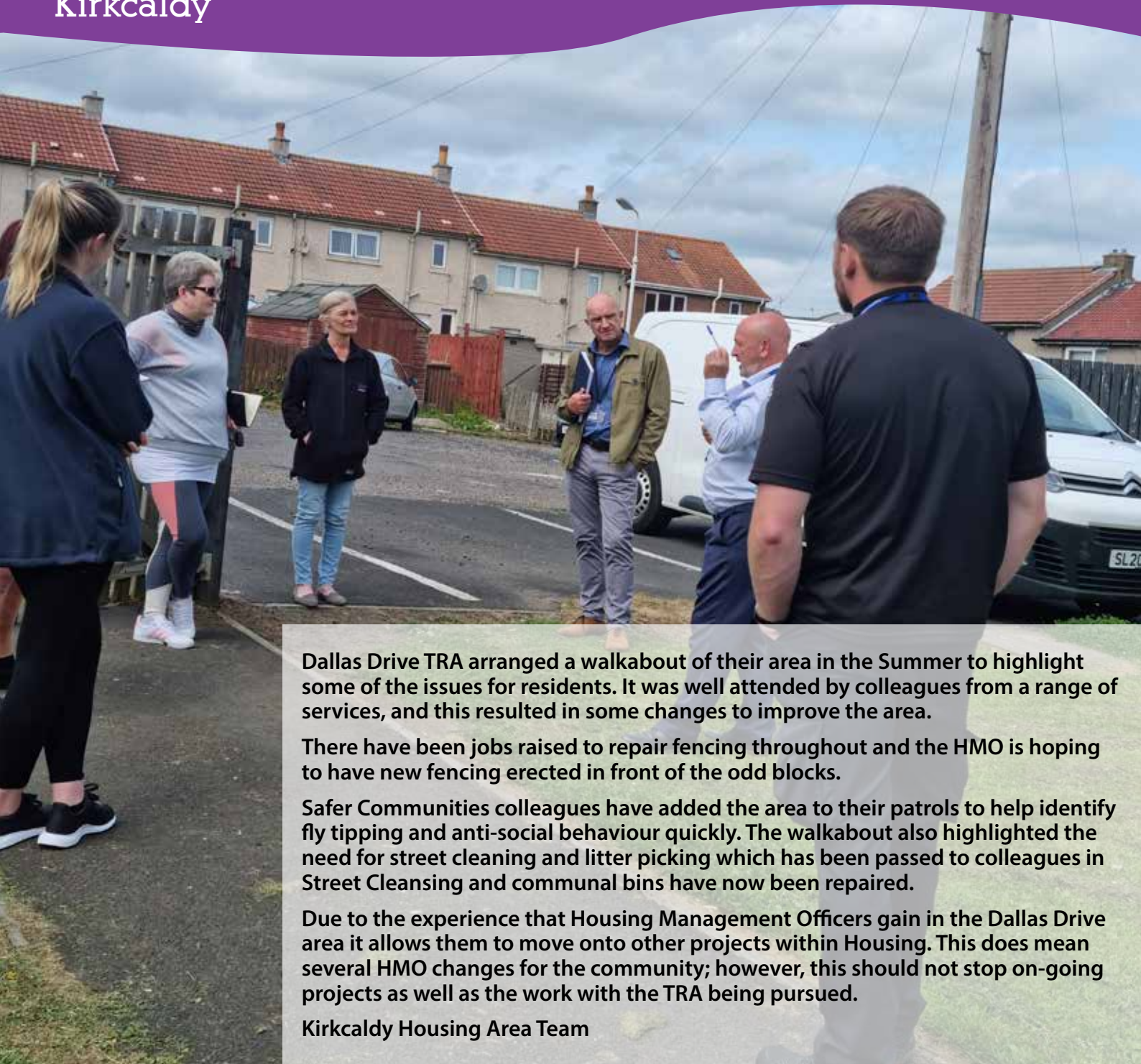
Here's hoping now that we can start meeting in person again, that things will improve and bring the area up to the standard it was before.

We hope to recommence meetings in January. If you stay in the following streets:- Aboyne Gardens, Alford Avenue, Appin Crescent, Atholl Terrace, Birnam Road, Blairmore Road, Brodick Road (even) Cullen Crescent, Dallas Drive, Dollar Crescent, Glamis Road (even) Greenloanings, Kenmore Terrace, St Fillans Place, St Fillans Road, Tyndrum Place you are in the Dallas Drive TRA boundary and we would love to hear your opinions and ideas, on how we can continue to improve our community.

Feel free to drop us an email at: dallasdriverta@hotmail.co.uk or find us on Facebook: Dallas Drive residents and tenants association, facebook.com/groups/dallasdrive

Sharon Reynolds, Chair





Dallas Drive TRA arranged a walkabout of their area in the Summer to highlight some of the issues for residents. It was well attended by colleagues from a range of services, and this resulted in some changes to improve the area.

There have been jobs raised to repair fencing throughout and the HMO is hoping to have new fencing erected in front of the odd blocks.

Safer Communities colleagues have added the area to their patrols to help identify fly tipping and anti-social behaviour quickly. The walkabout also highlighted the need for street cleaning and litter picking which has been passed to colleagues in Street Cleansing and communal bins have now been repaired.

Due to the experience that Housing Management Officers gain in the Dallas Drive area it allows them to move onto other projects within Housing. This does mean several HMO changes for the community; however, this should not stop on-going projects as well as the work with the TRA being pursued.

Kirkcaldy Housing Area Team



Forth View Flats Upgraded

Forth view multi-storey flats in Kirkcaldy recently finished a major refurbishment and modernisation programme which included full external cladding, glazing and flooring to communal areas and walkways, external landscaping and car parking. Internally the properties had upgraded doors, windows and heating.

This energy efficiency package was provided through a full range of council services including Building services, Transportation, Parks & Open spaces. The project spanned over the last three years and was only slightly slowed down through the covid restrictions.

Throughout the process communication with tenants and residents in Forth View was maintained through regular meetings with the Forth View Tenants & Residents Association, and support from housing staff and local elected members. There was also a drop in flat that residents could visit with queries and issues they wished answered by the modernisation team on site.

Tenants and Residents were involved in a small consultation in the Autumn this year to choose the colouring of the communal landing when entering and leaving the lift. This was needed to help people with sight issues determine where the step of the lift ended and the communal floor began.

The contractor supplied colour samples for the Housing Management Officer and Tenant Participation Officer to take door to door. The response from residents was very positive, with a high number of surveys completed and lots of good suggestions on the colour samples that would suit this issue.



Walter Hay Court Consultation Event

On 8th September 2021, a social and consultation event was held at Walter Hay Court in Rosyth.

The event was organised by HMO Lewis Henderson, in co-operation with the Walter Hay Court Tenant's and Resident Association (TRA). After what has been a difficult last couple of years, the tenants were able to get out and discuss face-to-face, any thoughts they had on improvements, that they would like to see in the area, with Housing Services.

The TRA and consultation meetings had all happened online, during the Covid-19 Pandemic, making participation more difficult, so there was a fantastic turnout from tenants, keen to have their say on the day. A tenant feedback survey was completed by all present, with the thoughts and suggestions from these, feeding directly into the Estate Action Plan for the complex.

Great suggestions, including, increasing the number of areas for socialising within the complex and the improvement of footpaths and drying areas, will form the basis of project work going forward for next year.

Luckily, the sun shone in Rosyth for the day and all involved were able to sit out and enjoy some good conversations with neighbours and friends.

If you would like to find out how to get involved in, or set up a TRA, for the area you live in please contact:

Cowdenbeath – Rab Clark –

rab.clark@ffe.gov.uk – 07525 392637

Dunfermline – Rab Clark –

rab.clark@ffe.gov.uk – 07525 392637

Glenrothes – Colin Whyte –

colin.whyte@ffe.gov.uk – 07525 392728

Kirkcaldy – Jillian Robb-McMahon –

jillian.robb-mcmahon@ffe.gov.uk – 07872 420510

Levenmouth – Jillian Robb-McMahon –

jillian.robb-mcmahon@ffe.gov.uk – 07872 420510

North East Fife – Colin Whyte –

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South West Fife – Rab Clark – rab.clark@ffe.gov.uk – 07525 392637



Tam Livingstone – TRA Chair

"It was refreshing to meet again face to face. Seeing new faces and meeting old friends. Looking forward to new and exciting things."

Alan Dalby – TRA Secretary

"September this year Walter Hay Sheltered Housing Complex were able to hold our first face to face meeting, along with members of Fife Council Members for 18 months + this was outside in accordance with Government Guidelines."

"This was very well attended and let us meet some of our new residents for the first time and also talk over some of our outstanding problems, pre COVID and raise a few new ones which now affect the complex."

"Hopefully the future can look brighter for us individually and as a TRA & complex."

Sadie Coombes

"I thought it was a good social event and had a good laugh together"

Janette Hunter

"I thoroughly enjoyed it. It was nice talking to everyone, the sun was shining, and the food was lovely"

Alison Miller

"I enjoyed it and it was nice to meet the new tenants"

Wendy Dwerryhouse – TRA Treasurer

"It was OK"

Liza Shearer – Retirement Housing Officer

"As I have just relocated to Walter Hay Court, it was lovely getting to meet all the tenants at a social event outdoors. The weather was lovely and everyone enjoyed themselves, I especially enjoyed the food. I look forward to many more events in the future"



Aw brow in Auchtermuchty

It was brought to the attention of Housing Management Officer, Rachel Watson, that the slabbed area at The Riggs Sheltered Housing complex was becoming more and more of a trip hazard, for the residents.

Rachel liaised with the tenants and residents throughout The Riggs, allowing them to have their say on creating a safer living environment.

Rachel worked closely with Building Services during this project which involved removing the uneven slabbed area and replacing this with smooth tarmac, to allow a more manageable even surface for the residents

to feel safe, when walking around. The new tarmac has improved the drainage of the area, as the uneven slabs had been trapping excess water, which had been causing potential dangers throughout the year, especially during the cold Winter months.

After discussing the completed project with tenants, they now feel much happier, safer and more confident, whilst travelling around the complex. There are future plans to do a similar project, on the other side of the complex. This will hopefully commence during the next financial year.



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.

Gas Safety Reminder



Do you have home contents insurance?

Fife Council are responsible for the Buildings Insurance of Fife Council properties but we do not insure your furniture, belongings or decorations against theft, fire, flooding and other household risks.

Tenants are strongly advised to take out adequate insurance and ensure the value of insurance cover is maintained at a realistic level.

Fife Council offers tenants the opportunity to insure their home contents with a low-cost insurance scheme.

Contact your Housing Officer for further information

or call the **Housing Advice Line** on
03451 55 00 33
(Mon-Fri, 8am-6pm).



READY
FOR WINTER



Fife
COUNCIL

CHRISTMAS & NEW YEAR CLOSURES



Most of Fife Council will be closed

23, 24 & 27 Dec and 30, 31 Dec 2021 & 3 Jan 2022

Out of hours support is still available when we're closed. For example, if you have an emergency social work or housing repair, or urgent information relating to a birth, death or marriage call **03451 55 00 99**.

Scottish Welfare Fund grant applications can be applied for online at **www.fife.gov.uk/welfarefund**

There are no changes to household bin collections and bins will be collected on their scheduled days - **please ensure your bin is out by 6am for collection.** You can check your bin collections at **www.fife.gov.uk/bincollections**

Community Support and Assistance



If you, or someone you know, is struggling to self-isolate, call the free 24hr **Fife Covid Community Helpline** on **0800 952 0330**

Recycling Centres will be operating as normal from Monday to Friday but will be **closed** 25 & 26 Dec 2021 and 1 & 2 Jan 2022. You can check opening days and times for individual recycling centres at **www.fife.gov.uk/recyclingcentres**

Commercial waste bins due to be emptied on 25 & 26 December, will be emptied on Monday 27 & Tuesday 28 December. Similarly, commercial bins due to be emptied on 1 & 2 January, will be emptied on Monday 3 & Tuesday 4 January.

There are no special uplifts from 20 Dec 2021 until they restart on 4 Jan 2022. You can recycle your real Christmas tree for free, by cutting it up and putting it in your brown bin.

Information is also available on our website **www.fife.gov.uk**

Stay in touch this winter visit:
www.fife.gov.uk/winter



facebook.com/fifecouncil



Kingdom FM - 95.2 & 96.1

Forth One - 97.3

Tay FM - 96.4 & 102.8



twitter.com/fifecouncil



Grand designs in Greenmount are complete

The Summer edition of Down Your Street featured works to upgrade the overall look of the Greenmount area, in Cowdenbeath. This had been highlighted on a walkabout, by tenants, to Housing Management Officer, Kim MacDonald. The outcome resulted in works being agreed to improve the wall, steps and metal railings surrounding the street.

Initially the project faced some delays, due to shortages of materials, caused by restrictions with Covid-19, however, works were completed in late August 2021. The area now boasts new walls, steps and bow shaped render completing the look.

We think it looks great!

Walkabouts can make a difference in your community as it highlights issues and your ideas to, not only your Housing Management Officer, but other departments of the Council as well.

If you'd like a walkabout arranged in your area please contact your Housing Management Officer or Tenant Participation Officer:

Cowdenbeath – Rab Clark –
rab.clark@fife.gov.uk – 07525 392637

Dunfermline - Rab Clark –
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Granny's natural cleaning tips

I know that we are all trying to do our bit to save the planet. These are all made by using natural ingredients (no chemicals).

ALL PURPOSE WIPES

Ingredients:

60ml (2 fl oz / 1/4 cup) white vinegar

500ml (17 fl oz / 2 cups) water

5 drops lemon essential oil

5 drops lavender essential

Microfibre cloths - I use 7

glass container with lid

Mix the vinegar and oils with the water. Put the cloths in the container & pour over the solution. Cover & when ready to clean remove cloth wring out any excess solution and use. The wipes will keep for a week.

DAILY TOILET CLEANER

Ingredients:

12 drops tea tree essential oil

60ml (2 fl oz / 1/4 cup) white vinegar

125g (4oz) bicarbonate of soda - baking soda

Put the tea tree oil & vinegar onto a bottle, jar or spray bottle.

Pour the bicarbonate of soda straight into the toilet bowl & drip or spray the tea tree oil & vinegar solution into the toilet bowl. Scrub with a toilet brush while the solution fizzes.



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



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



Citizens Advice and Rights Fife is registered as a charity in Scotland No 10227011 and a company limited by guarantee No 128003

Colouring in

Why not colour in our carol-singing picture?

Just for fun. With restrictions in place to prevent the spread of Coronavirus, there are currently no prize-winning competitions running in this edition of Down Your Street.



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

Try our Christmas wordsearch

Just for fun. Find the following words:

CANDY	POLE
CANE	PRESENTS
CAROLING	REINDEER
CHRISTMAS	SANTA CLAUS
DECEMBER	SLEIGH
HOLLY	SNOWMAN
LIGHTS	STAR
MERRY	STOCKING
MISTLETOE	SUGARPLUM
NORTH	TREE
PEACE	WREATH



Tenant Participation News Bulletin

Have you followed the Tenant Participation Facebook page?

If you'd like to keep up to date with Housing Services and see how your participation can give you the opportunity to influence decisions about services, then like our page!

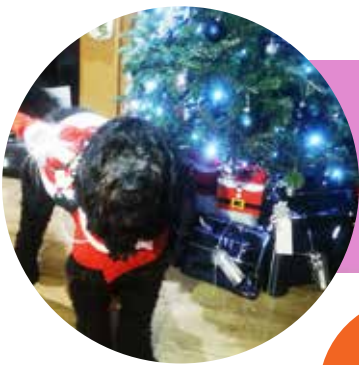
We share advice and information from our partner organisations, videos and stories from local Tenants & Residents Associations (TRA), surveys from across Fife as well as keeping you posted on what the Tenant Participation Team are up to.

The TP Team can be contacted through the Facebook page for advice on setting up a TRA or any other ways you'd like to be involved and make a difference in your community.

Scan our QR code or look for us on Facebook
@FifeCouncilTP

Colin, John, Rab, Louise & Jillian





PHOEBE SAYS...

have a
great
Christmas
holiday!

Hello I'm
Phoenix



Hello my
name is
Bella- I'm
still a puppy

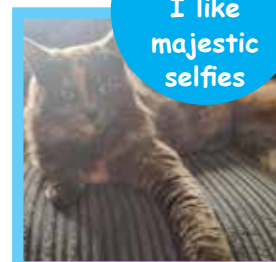


if you'd like your pet to
feature on "Phoebe says"
please email your photos to
tenantparticipation@fife.gov.uk

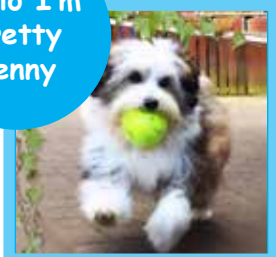


I'm Amber
loved very
much

I'm Flerkin.
I like
majestic
selfies



Hello I'm
pretty
Penny

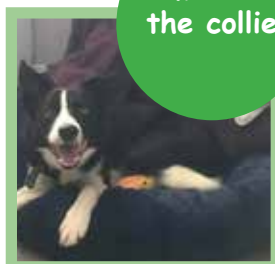


We are
Harvey &
Darcey, King
& Queen of
Wemyss

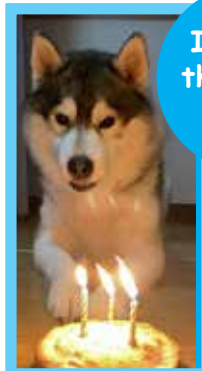
I'm
Frankie,
full of
mischief



I'm Patch
the collie



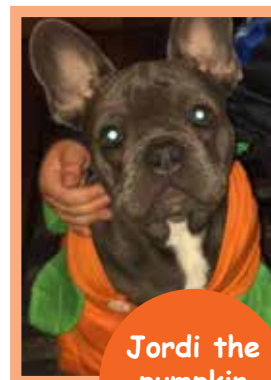
I'm Nico
the husky
dog



Lulu and
her baby
just
arrived



Jordi the
pumpkin
pie



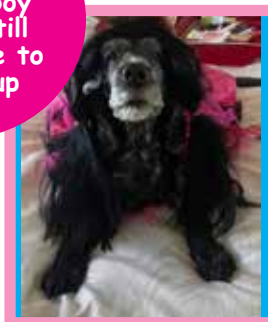
My name
is Blaze -
I'm hiding



My name
is Diesel



My name is
Murphy, I'm
an old boy
but I still
get made to
dress up



Po and
Fluffy loved
very much



Sonny here
curled up
and cosy



We are
Fergie &
Brachan - we
like to play
together



Mrs Doyle's KITCHEN

Mrs Doyle's Kitchen features amazingly tasty recipes for the whole family. Check out this seasons delicious and easy ideas...



Chorizo, Kale and Lentil Soup

Ingredients

- 1 onion, finely chopped
- 1 carrot, finely chopped
- 1 celery stick, finely chopped
- 1 tbsp olive oil
- 2/3 cup Tomato Passata
- 3 cups chicken liquid stock
- 3 tsp fresh rosemary, chopped
- 2 x 400g cans lentils, drained and rinsed
- 250g chorizo, finely chopped
- 120g baby kale leaves

1. Heat olive oil in a saucepan over medium-high heat. Add onion, carrot and celery. Cook for 5 minutes. Add passata, chicken stock and rosemary. Bring to the boil. Add lentils. Simmer for 10 minutes or until slightly reduced.

2. Cook chopped chorizo in a frying pan over high heat, for 5 minutes.

3. Use a stick blender to partially puree soup. Stir in 90g baby kale leaves. Cook, stirring, for 5 minutes. Stir through three-quarters of the chorizo.

4. Serve topped with remaining chorizo and 30g baby kale leaves.



Bounty choc chip Cupcakes

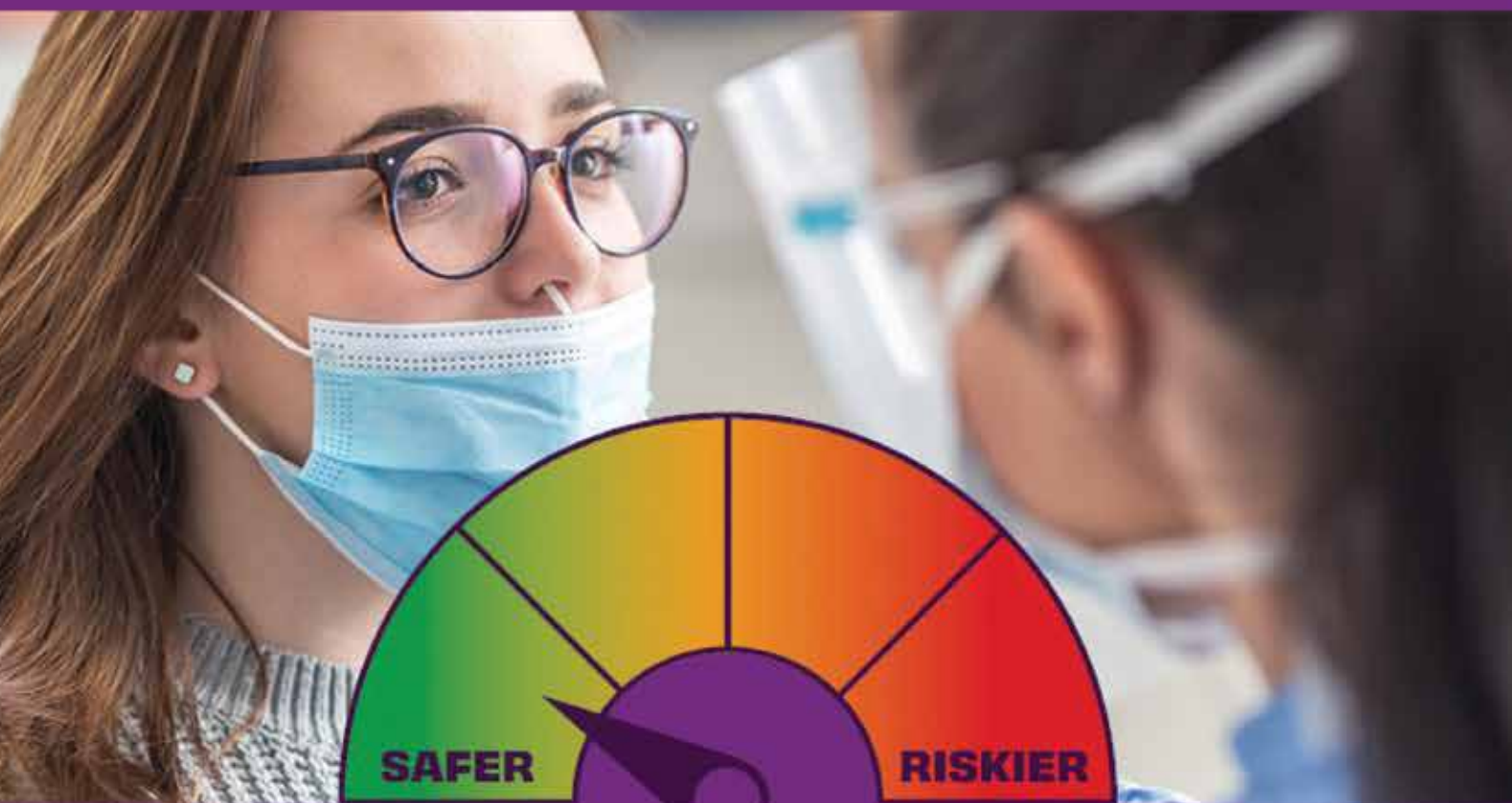
Ingredients

- 1 cup wholemeal flour
- 1 cup desiccated coconut
- 2 tsp baking powder
- 2 tbsp cocoa/cacao powder
- 2 tbsp honey
- 1 egg
- 1 ripe banana
- 4 tbsp Greek yoghurt
- 1 tsp vanilla extract
- 1 tbsp sugar/sweetener of your choice
- 1/2 cup light milk
- 1/4 cup dark choc chips for topping

1. Preheat oven to 200C
2. Prepare a 12 hole cupcake tin with cupcake cases
3. Combine dry ingredients in a bowl
4. In another bowl, mash the banana and add wet ingredients, combining well
5. Pour and fold wet ingredients into the dry ingredients (add more milk if it is too thick, it depends on the sugar you use)
6. Pour into cupcake cases and sprinkle the dark chocolate chips over the top
7. Bake in oven for 15-20 minutes or until a skewer comes out clean when inserted into the centre

Get tested now

Confidential support - including financial advice, information and practical help - is available.



**Reduce the risk and
keep Fife on track**