

DOWN YOUR

# Street

Fuel  
poverty  
updates

p14

Tenants' Magazine



Winter  
wishes

[www.fife.gov.uk/housing](http://www.fife.gov.uk/housing)



#DYSFife

Annual Rent Survey p5

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

Edited by: The Tenant Participation Team

If you need to get in touch about this issue, or setting up a Tenants and Residents Association for your area, you can contact us in the following ways:



Tenant Participation Team, Kirkcaldy Customer Service Centre, Town House, 2 Wemyssfield, Kirkcaldy, KY1 1XW



01383 602220



tenantparticipation@fife.gov.uk

www.fife.gov.uk/housing



@fifecounciltp



# Welcome!

**“As I said in last year’s Winter edition of Down Your Street, these are tough times for everyone as we are still in a Cost of Living Crisis.**

With Winter ahead and colder weather to come, the price of fuel continues to be a concern for many tenants and their families. In seeking to set our council house rents for 2024/25, the Council is mindful of that but also has to take account of significant inflation pressures on many service costs as part of the Housing Revenue Account (HRA). Councillor Hamilton will say more about this in her article as we formally consult you on the proposed rent increase options for next year.

In November, the Council held a Tenants’ Conference - the first in several years - at the Rothes Halls, Glenrothes. A good number of tenants and residents turned

out to hear difficult messages about the financial pressures on the HRA and were asked to give their view on proposed rent options and the services they most highly valued which we would seek to protect from service reductions which may be necessary to balance the HRA budget next year. We need your support to give your views back to the Council to report to the February 2024 budget meeting where the rent increase decision will be made by Councillors. Please take a little time to vote on the options.

If you are in difficulty with your fuel costs or rent, please contact us as we can offer practical help for tenants to weather the current financial storms that you face.”

*John*

**John Mills**

*Head of Housing Services*



# 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.fife.gov.uk/rent> or scan the QR code below

## It's that time of year again....

**As you will know, every Winter, we consult with you through Down Your Street and ask your views on potential rent options for the following year.**

We find ourselves in a time where inflation is still high. I am fully aware of the financial pressures you are all under with household bills and expenses.

It is more important than ever that you use your vote and tell us how you feel about the rent you pay. Your votes will help the decision that is made by Councillors at the Council budget setting meeting in February.

This year we are going to consult on three options for rent rises in 2024/25 – 5%, 6% and 7%. All of these options are below the inflation rate in September, which we use to reflect our costs. Inflation affects the cost of services we provide to you. There continues to be challenges and pressures for the Housing Service to deliver services in the same way.

In order to continue to operate at current service levels, £8.055 million will have to be found to catch up with inflation and mitigate budget pressures. Based on the rent options proposed for 2024-25 there will be continued pressures on services, which will be greater with lower percentage rent increases.

Any rent increase below 7% will mean that savings are required and will mean difficult choices. This is why we are asking you to tell us about your service priorities and which services you would seek to protect, as well as your preferred rent option. I will be meeting with our Tenants Federations to ensure that you have your views heard.

Regardless of the option that you choose, I know the importance of the services you receive, and I know

what is most important to you. I will ensure we continue to keep a clear focus on how we meet your priorities of building new Council houses, improving energy efficiency and managing estates.

Once again, can I please ask that you take 10 minutes out of your day to vote, so that your views and vote is considered.

Times are very difficult for many people, so please look out for each other; please check on your elderly neighbours during these Winter days that can be long and lonely. And remember the Council has put in place a wide range of support for you and your family through these difficult times, from heating your home to accessing benefits. Visit; ourfife.scot/gethelp – or phone our Community Support Line FREE on 0800 952 0330. The Rent Support Fund is also available to tenants who are not in receipt of full housing cost payments through Universal Credit or Housing Benefit payments and are within a certain income. Please visit [www.fife.gov.uk/rentsupport](http://www.fife.gov.uk/rentsupport) to see if you qualify.

I wish you all a very peaceful and Happy Christmas; and I look forward to working with you all again in 2024.

Judy



**Access the rent survey here**

# Rent increase options and Service Pressures

**As your landlord, we consider tenants to be at the heart of all we do and we take our responsibility to provide tenants with excellent services seriously. We face continued pressures to fund these services due to external factors such as high inflation rates.**

This year, we are asking you to consider three rent options for 2024-25, 5%, 6% and 7%. For Housing Revenue Account (HRA) business planning purposes we refer to the rate of inflation in September every year, to reflect costs. This was 8.9% for September 2023. Rent options have been kept below this level to keep rents affordable, and within the Fife Living Rent criteria.

As well as an impact on us as individuals, inflation affects the costs the Housing Service have to pay to fund and provide services. For 2024/25, it is estimated that there will be a £8.055 million gap in our budget as a result of pressures, which include increased construction costs, staff cost increases and maintaining investment. The HRA must increase rents or generate savings – or do a mixture of both to address the budget gap. Options below 7% will mean further savings and efficiencies are required to close the budget gap.

The graphic below demonstrates the impact of the rent options we are consulting you on, on the budget gap – the higher the rent option, the lower the budget gap and the less savings and efficiencies that are required.

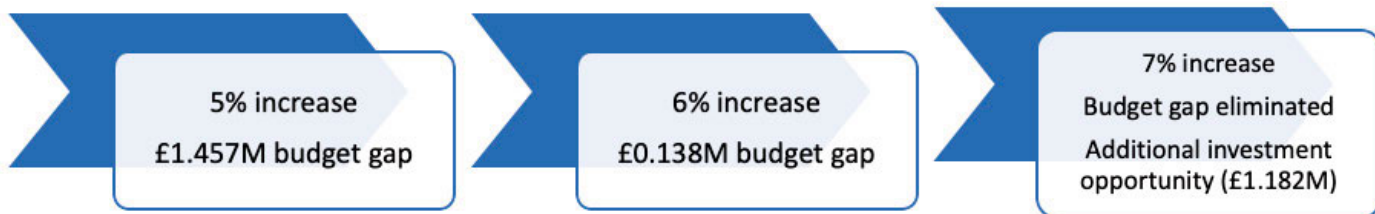
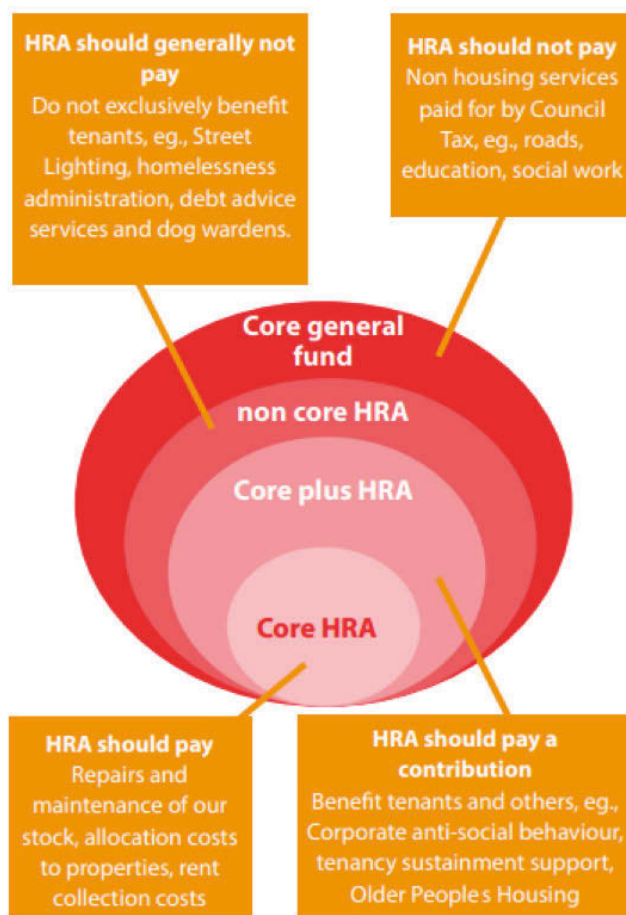
Rent that you pay is only used to cover services that benefit tenants directly, such as improvements and repairs. All other Fife Council services (such as Social Work, Education, Street Lighting, etc.) are funded through Council Tax and other Government funding.

Where savings and efficiencies are required we will always provide statutory services, such as repairing your home, meeting energy efficiency and Scottish Housing Quality Standards. We need to know your views to help us shape the final decisions taken by Elected Members at the Budget meeting in February and the future decisions

we have to make as a service. We are therefore asking you to let us know what your service priorities are and which services you would seek to protect.

It has never been more important for you to use your vote and tell us how you feel. The feedback you give us directly influences decisions.

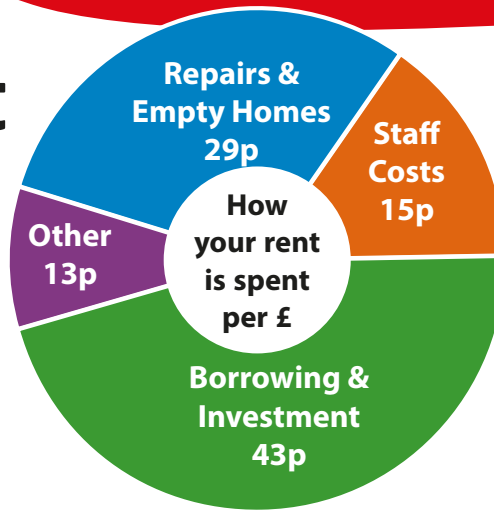
The Service operates a Rent Support Fund, if you do not receive full Housing Benefit or Universal Credit Housing Costs, and pay towards your rent, you may be able to apply. Please check [www.fife.gov.uk/rentsupport](http://www.fife.gov.uk/rentsupport) for further information.





# What your rent pays for...

The estimated income for 2023/24 is just over £139 million. The majority of which comes from the rent you pay. This can only be used to fund services for tenants and improve homes.



**Improvements being delivered in 2023/24**  
**Home Improvements (completed so far)**



442

Kitchen Replacements



461

Bathroom Upgrades

**Energy Efficiency**



395

Replacement Windows & Doors



886

Boiler replacements

**Safe & Secure Homes**



523

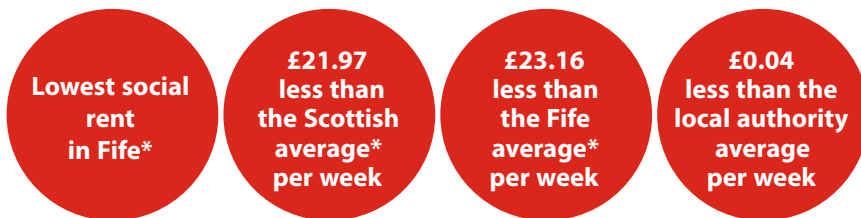
Electrical rewiring



126

Roof replacements

## How your rent compares ...



\*Includes Local Authority and Registered Social Landlords (e.g., housing associations)

Source: Scottish Housing Regulator August 2023

## 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 (Completions so far)
- Home safety and security

**Other Expenditure**

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

**83%**  
of tenants are satisfied with opportunities to participate

**82%**  
of tenants are satisfied with the overall services provided

**81%**  
of tenants feel their rent provides good value for money

**80%**  
of tenants feel we are good at keeping them informed

# Scottish Social Housing Performance

Housing Services reports performance to the Scottish Housing Regulator on an annual basis which allows us to compare against other housing providers. Every October, we publish an annual report to show performance against the Scottish Social Housing Charter and other local authorities. The Charter outlines the level of service all social landlords should achieve for their tenants and other customers.

## Scottish Social Housing Charter Performance Report 2022/23

For a copy of the full published report please visit: [www.fife.gov.uk/kb/docs/articles/housing/council-housing/scottish-social-housing-performance](http://www.fife.gov.uk/kb/docs/articles/housing/council-housing/scottish-social-housing-performance)

For results of all social landlords visit [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)



711 customers responded to the Tenant Satisfaction Survey.

## Tenant Satisfaction



- 1 Better than local authority average
- 2 Poorer than local authority average with improvement
- 1 Poorer than local authority average with no improvement

The 2022/23 Tenant Satisfaction Survey was carried out through face-to-face contact.

Tenant Satisfaction	2022-23 Fife	2022-23 LA Average
Percentage of tenants satisfied with the overall service provided by the landlord	81.86%	81.95%
Percentage of tenants who feel landlord is good at keeping them informed about services and decisions	85.23%	85.02%
Percentage of tenants satisfied with opportunities given to them to participate in landlord's decision making	77.64%	80.88%
Percentage of Gypsies/Travellers satisfied with management of site*	55%	73.39%

\*20 Gypsy/Travellers responded to the Satisfaction Survey



## Rent & Service Charges

- 4 Better than local authority average
- 0 Poorer than local authority average with improvement
- 3 Poorer than local authority average with no improvement

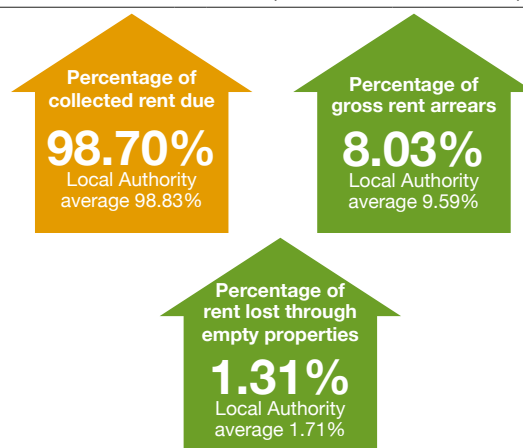
### Average weekly rent (including service charges)

5+ Apt (4 + bed) 1,200	Fife Council	£87.76
	Local Authority average	£94.25
4 Apt (3 bed) 7,444	Fife Council	£83.92
	Local Authority average	£87.17
3 Apt (2 bed) 14,554	Fife Council	£80.93
	Local Authority average	£80.60
2 Apt (1 bed) 7,457	Fife Council	£77.19
	Local Authority average	£75.21
1 Apt (bedsit) 253	Fife Council	£73.32
	LA average	£66.46
Gypsy/ Traveller pitch 50	Fife Council	£68.25
	Local Authority average	£77.64

£ Fife Council average weekly rent for all properties is **£80.99**, £0.04 less than the Local Authority average rent of £81.03

Fife Council owned **30,908** homes at 31 March 2023  
Average weekly rent increase **£1.98** (2.5%)

- 3 Better than local authority average
- 1 Poorer than local authority average with improvement
- 0 Poorer than local authority average with no improvement



The total rent due to be collected in the year was

**£123,252,335**

**82.96%** (711 surveys) of Fife Council tenants feel that rent for their property represents **good value for money** compared to the Local Authority average of 81.27%

Gross rent arrears year end: **£10,028,148**  
Rent lost through empty properties: **£1,634,500**

## Housing Quality & Maintenance

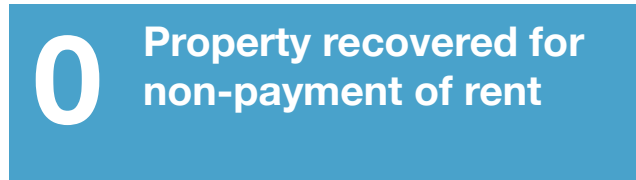
- 5 Better than local authority average
- 0 Poorer than local authority average with improvement
- 1 Poorer than local authority average with no improvement

Percentage of properties meeting SHQS at year end	<b>89.59%</b> Local Authority average 70.91%
Average length of time to complete emergency repairs (41,105 emergency repairs)	<b>3.18 hours</b> Local Authority average 4.70 hours
Average length of time to complete non-emergency repairs (57,254 non-emergency repairs)	<b>6.78 days</b> Local Authority average 9.68 days
Percentage of reactive repairs completed right first time	<b>87.75%</b> Local Authority average 88.19%
Number of times gas safety checks weren't carried out within 12 months	<b>8 times</b> Local Authority average 17
Percentage of tenants satisfied with quality of home	<b>82.25%</b> Local Authority average 81.14%



## Housing Access & Support

- 4 Better than local authority average
- 0 Poorer than local authority average with improvement
- 1 Poorer than local authority average with no improvement



## Neighbourhood & Community

- 5 Better than local authority average
- 0 Poorer than local authority average with improvement
- 0 Poorer than local authority average with no improvement

% of tenants satisfied with the management of their neighbourhood (711 surveys)	Fife Council	<b>82.30%</b>
	LA average	82.08%
% of anti-social behaviour cases reported in the last year which were resolved	Fife Council	<b>93.57%</b>
	LA average	91.43%
Percentage of all Stage 1 complaints responded to in full	Fife Council	<b>98.35%</b>
	LA average	92.35%
Percentage of all Stage 2 complaints responded to in full	Fife Council	<b>98.46%</b>
	LA average	92.18%
Abandonments as a percentage of lettable stock	Fife Council	<b>0.56%</b>
	LA average	0.56%

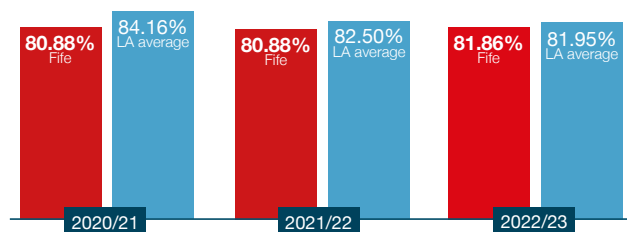




## Customer Satisfaction

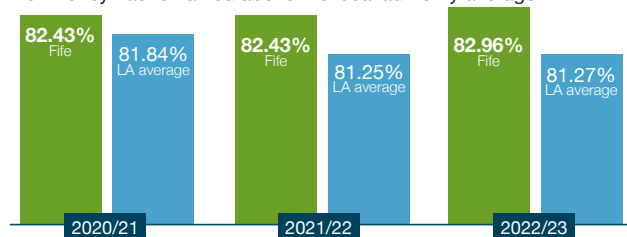
### Tenant Satisfaction

Overall, tenant satisfaction is slightly lower than the local authority average.



### Rents & Service Charges

Tenants who are satisfied that their property represents good value for money has remained above the local authority average.



### Annual Assurance Statement

Fife Council Housing Services are expected to report on areas of material non-compliance in relation to the standards and outcomes set out in the Scottish Social Housing Charter for tenants and other customers. The following areas of material non-compliance were reported to the Scottish Housing Regulator as part of the 2023 Annual Assurance Statement:

- o Homelessness
- o Voids Management
- o Gas Safety
- o Fire and Electrical Safety
- o Damp and Mould

Full details on the reasons for failure and the actions identified for improvement in 2023-24, can be viewed in the published Annual Assurance Statement 2023 available through the following link: [www.fife.gov.uk/kb/docs/articles/housing/council-housing/scottish-social-housing-performance](http://www.fife.gov.uk/kb/docs/articles/housing/council-housing/scottish-social-housing-performance)

### Pathway to Improvement

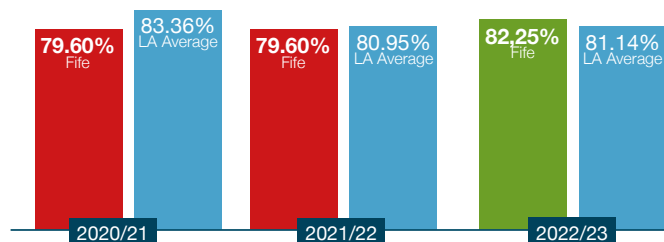
Eight years ago, the results of the Scottish Social Housing Charter prompted Housing Services to renew the focus on performance which saw the introduction of the Pathway to Improvement.



For a copy of the full published report please visit: [www.fife.gov.uk/kb/docs/articles/housing/council-housing/scottish-social-housing-performance](http://www.fife.gov.uk/kb/docs/articles/housing/council-housing/scottish-social-housing-performance) For results of all social landlords visit [www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

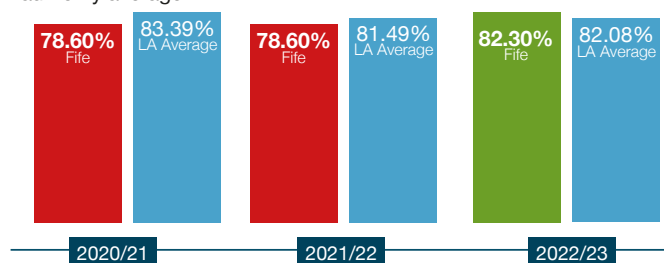
### Housing Quality & Maintenance

The percentage of Fife Council tenants satisfied with the quality of their home increased to above the local authority average.



### Neighbourhood & Community

Tenant satisfaction with the landlord's contribution to the management of neighbourhood increased to above the local authority average.



- The first three-year Pathway to Improvement 2015-18 helped achieve continuous improvement across housing indicators.
- The second Pathway to Improvement 2019-22 saw progress made towards being a top performing landlord whilst also mitigating the impacts of the Covid-19 pandemic.
- A third Pathway to Improvement 2023-26 is now underway to assist with achieving the Council's ambition for top quartile performance. Some of the performance we aim to attain over this duration is detailed below:

- o Increase the percentage of tenants satisfied with the overall service to 82.50%
- o Reduce the length of time taken to complete emergency repairs to 3 hours
- o Increase the satisfaction with management of neighbourhood to 90%
- o Increase the percentage of new tenancies sustained for more than a year to 97%
- o Reduce the percentage of gross rent arrears to 5.25%

The full details of targets and improvement actions included within the Pathway to Improvement **2023-26 are available on request from [lhs.enquiries@fife.gov.uk](mailto:lhs.enquiries@fife.gov.uk)**

# Tenants Conference 2023

This November we held a Tenants Conference at the Rothes Halls, Glenrothes which was attended by over fifty tenants representing tenants and resident's groups fife wide from Rosyth to Newport.

The Tenant Participation Team worked closely with the Tenant and Resident Federations throughout the autumn to plan this event on behalf of all Fife Council tenants. The conference provided an opportunity for tenants to meet housing staff, Elected Members, Cosy Kingdom and the Tenant & Resident Federations.

Focus for the day was for the council to gather YOUR views on the proposed rent options and housing priorities you wish to protect from 2024.

On behalf of Housing Services, the Tenant Participation Team would like to thank all staff, Elected Members, Cosy Kingdom and particularly the tenants who gave their time to come along to share their views on the Rent Options from 2024.

Please vote for your preferred Rent Option which will start from April 2024. The rent you pay will affect the services we can deliver, and we need to hear from you.

## Your rent. Your choice.

Please see page 5 with the proposed options and complete the attached survey form.

Cllr Judy Hamilton-

*"I would like to thank everyone who attended this years Tenants Conference, it was great to meet each other and attend the housing workshops. The Conference was an excellent event for myself primarily as It's really important for me to hear our tenants' views about what services matter to them most. I would thank you all for attending this event and for contributing to a very important Rent Consultation. Please remember to use your Rent Vote."*

John Mills, Head of Housing-

*"Despite the relatively short notice given by the Council for the first Tenant Conference in several years, I was very pleased at the turnout of tenants, elected members and officers. There were plenary sessions and workshops which were appreciated by delegates to the Conference. The Conference provided a good input to taking a report to the Council's Cabinet Committee to inform rent increase options for 2024/25 as well as the services tenants most want to have protected going forward."*





# Driving positive changes in SW Fife

**In September this year, the South West Fife Area Housing Team worked in partnership with Property Services to install 7 driveways in the Spittalfield area of Inverkeithing. (6 in Spittalfield Crescent and 1 in Spittalfield Road)**

Spittalfield Crescent is a very busy road and part of a bus route. It is a horseshoe shaped road and narrow which only allows cars to park on one side. There is a mixed tenure of properties on the Crescent, but all properties are 4 in a block with a mixture of 2, 3 and 4 bedroom flats.

Several properties have more than one car per property and the street was becoming more congested with many vehicles parking on the road. This provided a daily challenge for the bus driver who was squeezing passed many parked cars in Spittalfield Crescent.



The project was financed through the Opportunities Fund and the initiative has had such a positive impact to the residents by freeing up space in the congested streets.



## Survey

# Fife Housing Register

As part of an ongoing review on Customer Experience, the Fife Housing Register are running a Customer Feedback Survey and want to hear from applicants currently on the waiting list or those who have completed their Housing Journey with us. The survey will run from now until the end of January 2024 and the FHR Partnership would like to hear from as many customers as possible.

The Survey is only 11 questions and should take less than 5 minutes to complete. The feedback provided will be entirely anonymous and will be used to help understand what our customers think of the service provided and help us shape the services we offer moving forward.

Fife Housing Register - Customer Survey





# Meet Glenrothes Sheltered's New Committee

Earlier this month, Glenrothes Sheltered Tenants and Residents Association held their Annual General meeting which included new members of the committee being elected. The TRA also welcomed new members to the board as well as existing members. The TRA have been running for several years and include representatives from the sheltered complexes we have here in Glenrothes. By coming together as one, the TRA is constantly learning about new parts of the services and having questions answered from Fife Council representatives who attend meetings regularly. As the committee grows, it is hopeful that by working together we can achieve more and get information

out to tenants within the sheltered complexes. The TRA has applied for a Floral Grant which will allow each of the 6 complexes the chance to buy equipment, seeds, fruit and veg. This will hopefully bring a bit of community spirit back after Covid and allow new tenants to feel welcomed into their new homes.

The TRA also held a small afternoon tea paid for on behalf of the Tenants and residents association. This was a great success, and we would like to thank Denise, who is Morrisons community champion for providing us a discount on our individual afternoon tea boxes. These were thoroughly enjoyed by all, and we plan to do something similar in the future.



Auchmuty & Dovecot  
Tenants & Residents Association  
Scottish Charity Number:  
SC046539

## A Gift of Christmas

To the local children of Glenrothes

### Help bring Christmas to a child who might otherwise miss out

Donate a Gift or a Gift Card to a child (ages birth to 16) between the 13th of November and 15th of December at Fife House.

Fife House North St. Glenrothes. KY7 5LT  
Opening Hours 07:30-17:00

### HOW DO I DONATE? EASY!

Take a Gift Tag from the tree, find a gift or purchase a gift card and bring both the tag and gift back to the tree!

Thank you!  
Every Little Helps!



# Malcolm Street Fencing

**Malcolm Street in Ballingry has benefitted from an upgrade in fencing.**

Housing Management Officer Paula Finlayson was initially contacted regarding reports of a wall with no support structure, raising concerns over safety for residents and the public.

Further investigations carried out found that there were other walls in the street built the same way. This raised alarm bells with the housing team and on a recent walkabout it was discussed. Throughout the street a large number of fences and walls were in poor condition due to age and vandalism, and some chain-link fences were identified as dangerous for children.

It was decided that the new fencing should be something that would be safe for all and have a longer lifespan with as little maintenance as possible, making the decision to go with bow top metal

fencing an easy one.

Paula consulted with other departments and made a funding bid to cover the costs of the project. Thankfully the funds were granted, and the works carried out are making a huge difference in the street.

We think it looks great!



## Kirkcaldy

# Spooky celebrations at Turriff Place, Kirkcaldy

**Turriff Place Tenants Association celebrated Halloween in style with a spook-tacular party.**

The Tenant's Association enjoyed a get together with lots of themed activities including bingo, a Halloween quiz and pin the nose on the witch, along with food and refreshments. Retirement Housing Officer Ghislaine Lockie went all out decorating the lounge and making sure the atmosphere was spooky with themed music and Halloween snacks.

The tenants of Turriff place are looking forward to the next party soon.





# Fuel Poverty Update

Home energy price increases are a worry for many of us. If you are struggling, check on the help that is available from the Council, our partners at Cosy Kingdom and nationally by visiting our Cost-of-Living website (<https://our.fife.scot/gethelp>), or phoning the Council's Community Support Line 0800 952 0330 (Monday – Friday, 9am -5pm). There is a specific section on help for Fife Council tenants and links to available grants from energy suppliers, advice regarding the Scottish Warmer Homes Scheme and practical information about reducing your bills.

If that doesn't answer your query you can also get in touch directly with our partner Cosy Kingdom or Fife Council's Fuel Poverty team for help and advice. [Fuel.poverty@fife.gov.uk](mailto:Fuel.poverty@fife.gov.uk) Phone-01592-807930 Text-text "COSY" and your name to 88440. Email: [info@cosykingdom.org.uk](mailto:info@cosykingdom.org.uk)

The best way to pay less right now is to use less. There are plenty of practical actions you can take to help save energy around your home, reduce your energy bills and your carbon emissions too. The following will all help:

- **Reducing your thermostat by 1C. Using your thermostatic valves to shut off heat if the room is not being used, or to turn the heat down if the room is not used all the time.**
- **Keeping curtains and doors closed between rooms.**
- **Switching appliances and devices off at the plug rather than leaving them on standby.**
- **Using a slow cooker or pressure cooker rather than an oven.**
- **Using LED Lighting and switching lights off when that room isn't being used.**

For those of you who are eligible, the UK Government has issued some of the £900 cost of living award, which you will receive in 3 instalments. Information about the payments can be found at - [www.gov.uk/guidance/cost-of-living-payment](http://www.gov.uk/guidance/cost-of-living-payment)

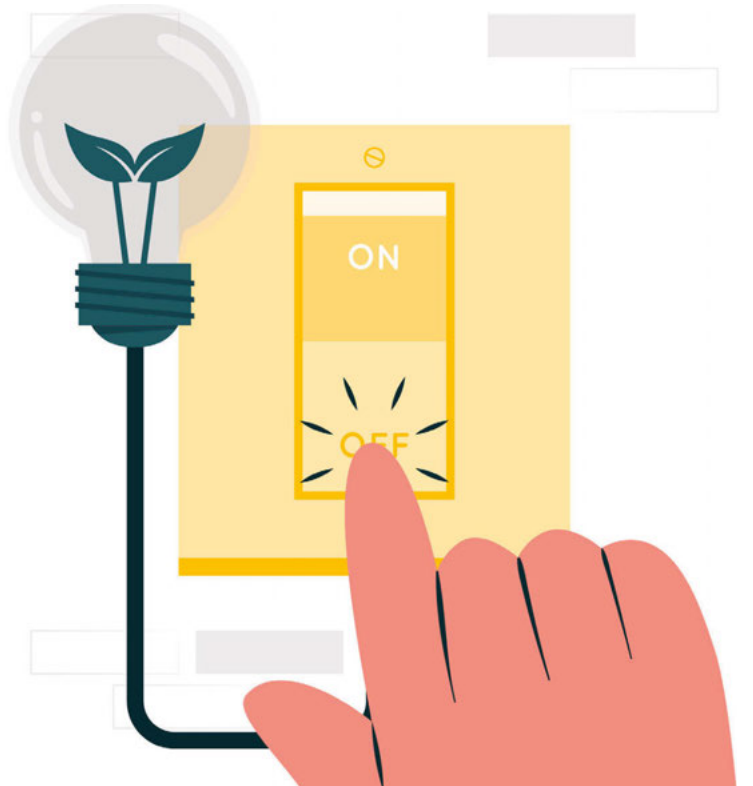
As we enter the winter months, please be mindful

that if you are on a pre-payment meter and you are still trying to use less energy, you will still be charged a standing charge per day. Failing to top up your meter regularly to cover this will result in a debt continually building up. Daily Standing Charges for Gas range from 28p-32p and 50p-60p for Electric.

The Scottish Government's Home Heating Support Fund is now available, anyone who is struggling to meet their fuel costs can apply to the fund. You will also need to have had money or energy advice from an accredited agency, this helps to make sure any money awarded will be as effective as possible for your situation. The team at [moneyadvice.scot](http://moneyadvice.scot) can offer that money advice to you and support your issues with debt. Individual circumstances are taken into consideration when making a decision about funding, including:

- **Extent of fuel poverty**
- **Remote/Rural Location**
- **The impacts of this on energy bills / Off grid energy supplies**
- **Age and situation**

The fund can only be applied once in the current financial year. Applications can be made at <https://homeheatingadvice.scot>





# Thanks, Ravenscraig

The Waste Collection team at Fife Council would like to say a huge THANK YOU to all of you who have been using the food waste service since it was installed. This was a pilot project to assess how well this service could work in a high-rise block.

Many thanks to all the survey respondents, your responses were really insightful with 67% of the respondents using the food waste bin.

The 12-week pilot has now ended, and we can confirm that the service will continue at Ravenscraig.

Plus the Waste Collection team have plans to roll it out across the rest of Fife.

**Sandy Anderson, Service Manager- Waste Operations**

*"I would like to personally thank all of the Ravenscraig residents for taking part in this trial. A trial of this nature with food waste has never been tried before in a high-rise block and the results have exceeded what was expected. I now aim to roll food waste units out across Fife to every high-rise block and hope that all the residents embrace recycling food waste as well as the residents of Ravenscraig have."*

## Benefits you have noticed

We have heard from local residents and caretakers about the benefits:

- *"My general waste bin is cleaner and I need to go to the chute less"*
- *"With less food waste going down the chute, the chute and corridors will smell less"*

- *"My waste bin at 173 -258 is packed full and the difference in smell in the bin store it has made a big improvement."* Paul Erskine, Caretaker
- **AMAZING EFFORT!**

## Every little bit has power!

We are pleased to announce that well over 1 tonne was deposited in 12 weeks. Which as a resident said "that is the same as 20 bags of coal".

- One banana skin can charge a mobile phone twice- 32 bananas will power a family home for One hour!
- 100 tonnes of food waste a day can generate enough energy to power 800-1400 homes each year.

## Reasons for collecting food waste

- The food waste goes to a processing plant that generates energy and fertilizer.
- The energy goes to heat care and retirement homes, Carnegie leisure centre, a supermarket, local art gallery and 388 houses on the local heating network in Dunfermline.
- The fertilizer is sold to local farmers.



# Fife Council, Careers Job Fair

Fife Council's recent jobs fair in Dunfermline, the first of its kind to promote the job vacancies and career opportunities available within the council, got an enthusiastic reception.

Around 550 people came along on the day to talk to staff about the jobs we have on offer and what it's like to work with Fife Council. Over 100 job interviews were carried out on the day and so far, it has resulted in over 25 job offers being made to event attendees.

**Head of Human Resources Sharon McKenzie said:**

*"The turnout was really encouraging and we're keen to take it to other parts of Fife in future. It was a great opportunity to bring our vacancies to life with the chance to share first hand experiences from staff in a range of roles from Catering and Grounds Maintenance to adult social care and cleaning.*

*"Attendees found it useful to chat with our job*

*club and employability teams too. They had the chance to chat informally about their interests and experience. We were able to point out transferable skills and encourage people to apply for positions they assumed they would be overlooked for."*

If you are looking for some extra help with applying and interviews, please refer to the Community Jobs Clubs section of [fife.gov.uk](http://fife.gov.uk). Community Jobs Clubs provide a space where you can access a PC to do job searches and apply for our jobs. Staff will be able to offer advice on most aspects of searching and applying for work.

All council vacancies can also be found at [www.fife.gov.uk/jobs](http://www.fife.gov.uk/jobs). To see our latest vacancies and to find out about future events, follow Fife Council Jobs on Facebook and @FCJobsOfficial on X (formerly Twitter).





# Rolland Street walls getting some much needed TLC!

**It was highlighted to the Levenmouth Housing Team that the walls were in Rolland Street were of poor condition and in need of some TLC. Not only did they need repair work, but they were also becoming an eye sore.**

Mark Moir, Housing Management Officer, contacted a structural engineer whom he met onsite along with Housing Manager Peter Nicol and Lead officer Lesley-Jane Robertson. The team came up with a plan, along with some input from our technical officers and

presented the work to contractors to put their bids in.

The work will involve fixing all the walls, making sure they are structurally sound and bringing them to a quality standard which will look nice with render and paint finishes. New metal fencing will replace the old rusty fencing too. This is a significant investment into the area with the work costing £93,000.

We hope to continue this good work and give this area the care and attention it deserves!





# FFOTRA Cost of Living Event

**Fife Federation of Tenants & Residents Association (FFOTRA) organised a 'Cost of living' event on Thursday 7th September offering advice and support to Fifers and visitors.**

FFOTRA are aware that for some people the rising cost-of-living has severely impacted their lives especially with the increasing cost on energy and food prices. For some choosing to eat can stop them from heating their homes.

The event offered a chance for people to speak face to face with experts and support agencies who were on hand to listen and offer advice to those seeking support.

The event was very well attended, and we received extremely positive feedback from attendees and agencies alike.

This event would not have been possible without the support of our partners and volunteers coming together to offer support, guidance or just a listening ear. We would also like to thank the Kingsgate Shopping Centre who offered FFOTRA an empty shop to host the event.

To find out more about FFOTRA and future events visit [www.fifefederation.org.uk](http://www.fifefederation.org.uk)



**Fife**  
COUNCIL

## Help with... the cost of living

**Everyone is feeling the impact of the cost of living crisis but a huge range of support is available**

**For useful information, advice, help with benefits, energy bills and food go to: [our.fife.scot/gethelp](http://our.fife.scot/gethelp)**

Use the free and confidential benefits calculator to receive an estimate of the entitlements you could be getting. Don't miss out - claim what's yours.

**Unable to access information online?**

Call our **Community Support Line**  
**0800 952 0330 (Mon-Fri, 9am-5pm)**

SCAN ME

# Dollar Court & David Millar Place, Dunfermline

The Tenants at the Dollar Court and David Millar Place Tenants Association in Dunfermline, decided to raise funds for MacMillan Cancer at their weekly coffee morning. They welcomed family and friends to help them in raising a wonderful £410.00 for a charity that is close to some of their hearts.



## North East Fife

# Winthank Court, Cupar

**One of our tenants at Winthank Court, Cupar - Mr Lennie Scotland organised this coffee morning to raise some money for MacMillan.**

Suzanne Steele the Retirement Housing Officer made up notices to put around the complex which includes Short Lane and Provost Scott Court. Suzanne reminded Tenants on the morning that this event was taking place and helped by putting the banner up and setting up the room.

Lennie brought enough food to feed an army and other tenants brought home baking.

Pictures of the event were taken and are on display in the lounge area which is used by tenants for gatherings on a Tuesday and Thursday each week. Lennie wondered if it would make it into Down Your Street' magazine?

There were 13 tenants on the day and Suzanne also popped in for tea and blether.

Gordon Ritchie tenant "MacMillan had been there for me in the past and I'm very happy to put a donation in".

Gordon also brought some goodies.

Everyone had a good blether and plenty to eat, and they went home with a goodie bag.

Total amount raised was £190. A good day had by all.





# NEFTRF

## Remembering Raymon Gray

Raymon Gray former Chairman of North East Fife Federation sadly passed away on the 10th of September 2023. He was a dedicated volunteer who was happy to share his vast knowledge and experience in community and housing affairs. He had a vision of a drop in centre where tenants and residents could air their views and problems and to be assured they would be passed to the appropriate department. After fighting hard for a good location Raymon became

the founder of Community Voice, a shop that opened in 2022 in Cupar to provide space for community groups and a hub for information services and advice. Raymon was a born volunteer and loved to help people. He formed part of the Charter Project Group for many years and his input was invaluable. He will be deeply missed and remembered for his kindness and service to his community.



## Mears Court, Leuchars.

### Bloomin lovely at Mears Court-Leuchars.

This is Les Tulleth, a tenant from Mears Court, he has lovingly taken over the gardens at Mears Court and is making such a difference to the look of Mears Court, the summer flowers were beautiful, and Les has now just planted spring bulbs.

We're all looking forward to another colourful year at Mears!

Well done Les.



## Kinloss Park, Cupar

As one of the largest streets in Cupar, Kinloss Park residents highlighted the need for a local Area Walkabout to raise issues and areas that need to be focused on in their local community.

On the day the large turnout of locals was supported by the local Housing officers, Tenant participation & Community Police. We were led by the group around Kinloss Park and locals insured we noted the key important issues. These included Anti-social issues, illegal dumping, lack of modern Play spaces, street lighting and localised flooding- amongst others.

Following on from the Walkabout the residents also held a Public Meeting to discuss the issues from the Walkabout and voted in favour of starting their own Tenants & Residents group.

Local children also gave a petition for modern and safe play spaces to local Cllr Margaret Kennedy.



# Winter safety



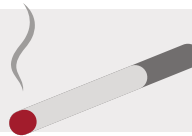






As we move into winter and all the BBQ's have been tucked away again until next year it is important to remember the fire hazards that colder weather can bring. Last year in Fife, SFRS tackled 59 fires in people's homes between November and January.

Taking care with portable heaters as well as Christmas trees, lights, candles and decorations, is important. Taking a few minutes to make sure things are safe before going to bed or leaving the house could make all the difference. It may be colder but smoking outside is still the safer option.

If you can, look out for neighbours who live alone, don't get many visitors and may be more vulnerable.

SFRS can carry out a free Home Fire Safety Visit for anyone all year round. Details of how to request a visit are shown below along with some Winter safety tips.

## Have a Safer Winter – Here's what you can do to stay safe from fire this Winter!

<p><b>If you've been drinking, don't cook. NEVER</b> leave cooking unattended.</p> 	<p><b>Always put candles out</b> when you leave the room, go to bed or leave the house.</p>  <p><b>Keep candles away from anything which could catch fire.</b></p>
<p><b>It's safer to smoke outside</b>, or standing at an exterior door or window, <b>especially if you are tired or have been drinking.</b></p> 	<p><b>Do not</b> smoke, use naked flames or get near to anything which may cause a fire whilst wearing clothing or a bandage that has <b>been in contact with emollient skin cream.</b></p> 
<p><b>Keep portable heaters away</b> from furniture, bedding or curtains. Don't sit too close and <b>turn off portable heaters before going to bed.</b></p> 	<p>Make sure your <b>smoke and heat alarms are working. Test them every week.</b></p> 
<p><b>Unplug</b> fairy lights or other electrical Christmas decorations <b>when you leave the house or go to bed.</b></p> 	<p><b>Keep in touch</b> with friends, relatives and neighbours who live alone or <b>who may be at risk.</b></p> <p>A <b>phone call</b>, or a socially distanced door-step chat <b>can make a massive difference at this time of year.</b></p> 
<p>If you've got a live Christmas tree it's important to <b>keep the tree stand filled with water at all times.</b></p> 	

[firescotland.gov.uk](http://firescotland.gov.uk)   [@SFRSYourSafety](https://twitter.com/SFRSYourSafety)

Call us to arrange a free Home Fire Safety Visit for you or someone you know who may be isolated or at greater risk from fire. Together, we can all stay fire safe.

CALL **0800 0731 999** TEXT **'FIRE'** TO **80800** or visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk)



**SCOTTISH**  
**FIRE AND RESCUE SERVICE**

Working together for a safer Scotland



# Autumn Walkabout

## Blalowan Park & Maitland Drive - TRA

**Blalowan Park & Maitland Drive retirement Tenants Association in Cupar had their Walkabout late this year but still had good support from local residents, elected members and Housing Staff.**

The residents were fabulous and made sure we were shown all the current issues in the community, we even unearthed some problems that were a surprise

to everyone. The Action plan of issues created from the walkabout included potholes, roofing, traffic management, invasive trees and rising damp. This action plan will be shared with tenants to be tracked and updated in the coming months.

Halloween at Blalowan Park had some residents celebrating with a nice lunch and a little bit of spooky dressing up!





**ALWAYS PROFESSIONAL**

**EXCELLENT CUSTOMER SERVICE**



**EXCELLENT INFORMATION**





Fife Council's  
**CUSTOMER CHARTER**  
sets out our commitment to you

Our ways and places of work may change, but our commitment to going the extra mile for the people and communities of Fife does not.

**We value your feedback**  
– tell us what's working,  
as well as what isn't.

**SCAN ME!**



**What we expect in return?**  
Please treat us with courtesy and respect.

[www.fife.gov.uk](http://www.fife.gov.uk)



# Demolition Programme – Canmore Road, Glenrothes

**As part of the ongoing Lock Up review, the Housing Estate Management Team has taken proactive steps in organising the demolition of lock ups where demand is low, or they are beyond repair. This has transformed many of these sites into new parking areas, helping address the parking challenges faced by residents.**

Working with colleagues from Roads & Transportation Services (Roads, Design and Build), Area Housing Teams, Building Services, and Ground Maintenance Services has been instrumental in driving the progress of this extensive project. Despite encountering challenges, our collective efforts have ensured works are completed.

This site had low demand for lockups and an unused drying green behind it. Following consultation with residents, a decision was made to not only remove the lockups but also expand the parking area into the drying green. This transformation resulted in the creation of 13 new parking bays, greatly enhancing the parking situation for residents.

Roads & Transportation Services opted for sustainable permeable paving instead of traditional tarmac for the parking area, contributing to more eco-friendly parking solutions.

Grounds Maintenance team then established a well-designed shrubbery area, restoring a pleasing green space to the site.



The transformation significantly improves the area's appearance while addressing the pressing parking needs. This accomplishment is a promising sign of what is to come as we aim to replicate this success across other sites in Fife.

**Roads Manager Alistair Donald-** *"This new car park at Canmore Road is a good example of teams from different areas of the council co-operating to identify and improve local areas and deliver meaningful improvements to the benefit of local communities."*

**Project Lead - Liam Melville -** *The introduction of permeable paving has not only improved the area's visual appeal but has also introduced an innovative approach to surface water management for the site.*

*This achievement highlights our commitment to a more sustainable future in our environment. The transformation at 22-25 Canmore Road in Glenrothes stands out as an accomplishment within Roads, Design & Build, highlighting sustainable design methods.*

*I would like to recognise the teamwork and commitment of each team involved in the delivery of this project."*



## Colouring in

Why not colour in our Christmas picture?

Win £20 of high street vouchers!



## CHRISTMAS WORD SEARCH

Win £30 of high street vouchers!

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

HOT COCOA  
MITTENS  
SCARF  
RUDOLPH  
CHRISTMAS

ORNAMENT  
STAR  
SANTA  
SNOW  
WINTER

## Word search

Find the words in our Christmas word search

Return postal entries to  
**Tenant Participation Team,**  
**Kirkcaldy Customer Service Centre,**  
**Town House, 2 Wemyssfield,**  
**Kirkcaldy, KY1 1XW** or scan or take a photo and email it to **tenantparticipation@fife.gov.uk**

Remember to include your name, address and contact phone number, competitions close at **5pm on Friday 26th January 2024.**

Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Tel. \_\_\_\_\_



# Tenant Participation News Bulletin

## Our New Team member

Many thanks to everyone who put forward names for our new mascot.

Our other Autumn Edition winners are



**Were now very proud to introduce Sandy as our new member of the Tenant Participation Team.**

Wordsearch- H Porter, Dunfermline

Colouring in- H Bell, Kirkcaldy.

Our winning tenant entry is-

Mrs I Smith, St Andrews

Congratulations to all - your vouchers will be with you all shortly.

## Tenants Editorial Panel - We need you!

We are still looking for a few more panel members to assist with the editing of Down Your Street, Tenants Magazine to help ensure our content is useful and interesting to all our readers.

If this is something you would be interested in, then please drop us an email at [Tenantparticipation@fife.gov.uk](mailto:Tenantparticipation@fife.gov.uk)

Please be sure to let us know your name, address, contact number and email.

What kind of people are we looking for:

- . Representatives from across Fife
- . People who enjoy writing and reading articles.
- . People who have an eye for detail.
- . People who are creative

If you think you would be interested in this role, we would be delighted to hear from you.





# Gary's gang

I'm Gary  
look at all  
my new  
furriends!

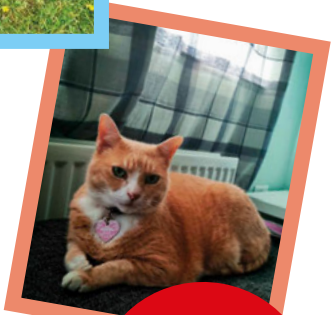
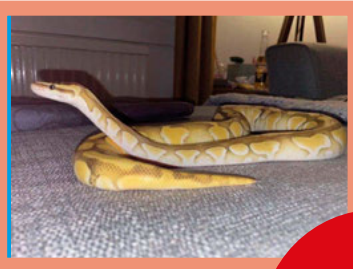
Bear  
the cat

'If you would like your pet to feature  
on 'Gary's Gang',  
please email  
[tenantparticipation@ffe.gov.uk](mailto:tenantparticipation@ffe.gov.uk)

One year  
old Louis



Boots from  
Rosyth



Bridie  
from  
Glenrothes

Coco from  
Inverkeithing

Ivy from  
Kelty

King Silva  
from Crail

Mabel and  
Doris,  
Cupar

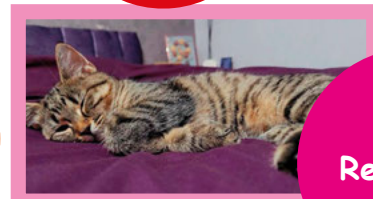
Rolo enjoying  
his holidays

Mitzy from  
Inverkeithing

Ruby from  
Kelty



Steve  
French from  
Comrie



Rest time!



## Mrs Doyle's KITCHEN

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



### Christmas star biscuits

Prep time 20 minutes  
Cook time 10 minutes.

You will need:

A large baking tray.  
Star cutters (or any other shape you like)

250g self-raising flour  
125g butter  
Half teaspoon of cinnamon (optional)  
Half teaspoon ginger (optional)  
125g caster sugar  
1 egg



Let's make:

Place the flour and butter in a large mixing bowl and rub between your fingers until the mixture resembles breadcrumbs.

Add the sugar and spices (if you wish) and stir.

Beat the egg and add to the mixture, stir thoroughly until the mixture resembles a dough.

Use the star cutters to cut out the biscuit shapes and gently lay them on the baking tray.

Place the biscuits in a pre-heated oven 200C / 180C fan / Gas mark 6 (400F) for 10-15 minutes until the stars are a light golden colour.  
Allow to cool and enjoy hot or cold.



### Chilli con carne

You will need:

- 300g minced beef.
- 1 large onion finely chopped.
- 2 garlic cloves, chopped
- 2 tins of chopped tomatoes
- 2 tablespoons tomato purée
- 2 teaspoons chilli powder
- 1 red pepper, chopped.
- 1 tin of kidney beans
- 150ml vegetable or chicken stock
- 300g white or brown rice
- Grated cheese (optional)

Let's make:

1. Heat saucepan on a medium heat adding the minced beef, then cooking until browned. Add the onion and garlic then cook on medium heat for 2 to 3 minutes.

2. Add in the tinned chopped tomatoes, tomato purée, chilli powder, red pepper, kidney beans and stock.

Stir the ingredients well, bringing to the boil before lowering the heat and simmering for 15 minutes.

3. Cook rice according to pack instructions.

4. Season the chilli topping with grated cheese if required. Enjoy with rice or tortilla chips.



**READY**  
FOR WINTER



**Fife**  
COUNCIL

# CHRISTMAS & NEW YEAR CLOSURES

**Most of Fife Council will be closed**

**25, 26 & 27 Dec 2023 and 1, 2 & 3 Jan 2024**

**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](http://www.fife.gov.uk/welfarefund)

**Recycling Centres** are closed on the 25 & 26 Dec 2023 and 1 & 2 Jan 2024 and there are **no bin collections** on Monday 25 and Tuesday 26 Dec 2023 and Monday 1 Jan and Tuesday 2 Jan 2024.

Bins due to be emptied on these dates will be emptied on **Saturday 23 and Sunday 24 Dec 2023 and Saturday 30 and Sunday 31 Dec 2023** - please ensure your bin is out for 6am for collection.

You can check your bin collection information at: [www.fife.gov.uk/bincollections](http://www.fife.gov.uk/bincollections)

**Commercial waste bins** due to be emptied on 25 and 26 Dec 2023, will be emptied over the following 2 days, **Wednesday 27 and Thursday 28 Dec 2023**. Similarly, commercial bins due to be emptied on 1 and 2 January 2024, will be emptied on **Wednesday 3 and Thursday 4 Jan 2024**.

**There are no special uplifts from Friday 22 Dec 2023** until they restart on Monday 8 Jan 2024. You can recycle your real Christmas tree for free, by cutting it up and putting it in your brown bin or placing beside your brown bin in lengths no longer than 6 feet.

Information on **all council services** is also available on our website at: [www.fife.gov.uk](http://www.fife.gov.uk)

Stay in touch this winter visit:  
[www.fife.gov.uk/winter](http://www.fife.gov.uk/winter)



[facebook.com/fifecouncil](https://facebook.com/fifecouncil)



[twitter.com/fifecouncil](https://twitter.com/fifecouncil)



**Kingdom FM** - 95.2 & 96.1  
**Forth One** - 97.3  
**Tay FM** - 96.4 & 102.8

