

at home with...



CORONAVIRUS – SERVICE UPDATE

The health and safety of our tenants, other customers, contractors and colleagues remains paramount and we are committed to following the Coronavirus guidance issued by the Scottish Government.

We are continuing to deliver our services under the current restrictions, whilst taking all possible precautions to safeguard against the risk of infection and, to this end, ask that you advise us in advance if we are due to visit your home and you are self-isolating or have been diagnosed with Coronavirus.

Restrictions imposed as a result of the pandemic necessitated a swift change to our standard working practices, highlighting a number of new opportunities and approaches which we believe may be beneficial to incorporate into our service delivery going forward.

With this in mind, from 13 September we will be re-opening our office and implementing a new 'hybrid' working model, offering colleagues the opportunity to continue working from home for part of the week and adopting more flexible hours, allowing us not only to extend our hours of operation to better meet your needs but also to reduce our carbon footprint as we look to adapt our practices in light of the climate emergency.

Your home remains our priority and improving our service delivery to you is central to the changes being proposed and, although our office will stay closed to the public until 13 September, our colleagues remain fully contactable on 08000 274 007 or via info@fifehg.org.uk.

Inside this issue...



Page 5
Giving Something Back



Page 8
Gorgeous Gardens



Page 11
Our new Glen Albyn development



Page 12
Spring Craft Competition winners

CONTENTS

1. Coronavirus - Service update
2. Please make sure you use the correct payment method
3. Could you be eligible for attendance allowance?
3. Reporting repairs and making rent payments
4. Prize draw winner
4. Fife Voices Housing Advocacy Project launched
5. Giving Something Back Grants
5. Giving Something Back - Charity of the Year
6. Considering complaints
7. Estate Inspection Programme
7. Post Office Card Accounts ending
8. Gorgeous gardens
10. Resident Voices Review
10. Kids Christmas Card Competition
11. 2021/22 Planned Maintenance Programme
11. Our new Glen Albyn development
12. Spring Craft Competition winners
14. Local news and views
19. Team news
20. Recipe - Veg Ragù
20. Wordsearch

REPORTING EMERGENCIES

Please note that you can continue to report emergencies outside of normal office hours by calling **08000 274 007**.

For gas central heating emergencies please call the contractor for your area directly:

East Fife (Hill of Beath to Ceres) – Kingdom Gas
– 0800 389 9463

West Fife (Dunfermline to High Valleyfield) – City
Technical – 0333 202 0708

READABILITY

Can you read our other articles ok? If not, you can ask for your newsletter to be provided in a large print format. Or, if you know of a tenant who does not have English as their first language and might struggle to read information from us, did you know that we can arrange to have it translated for them?

Just contact our newsletter editor, Karen Begg, on 01383 607549 or via karen.begg@fifehg.org.uk to request a large print copy or to enquire about alternative copy formats.

PLEASE MAKE SURE YOU USE THE CORRECT PAYMENT REFERENCE

Whether you are making a payment to us via a bank transfer, direct debit, Universal Credit or your allpay card, it is essential that you use the correct reference so that we can ensure the money is allocated to the right place and your account balance is accurate.

The reference you should use for rent payments is your tenancy code followed by /01 e.g. 1010100/01. If you are paying for a recharge or a legal fee you will have been informed what reference to use or supplied with an allpay card.

Next time you are making a payment, please double-check the reference you are using and update it if necessary. If you are unsure what the correct payment reference is, please do not hesitate to contact your Housing officer or a member of our Finance Team who will be able to confirm this for you.

COULD YOU BE ELIGIBLE FOR ATTENDANCE ALLOWANCE?

Every year hundreds of thousands of pounds worth of benefits go unclaimed so it's important to ensure that you're receiving everything you are entitled to.

Attendance Allowance is payable to people over 65 years of age who have a physical/ sensory disability or mental disability (or both) and who need help caring for themselves, or need someone to supervise them for their own safety.

If you think you, or someone you are caring for, may be eligible to apply for this benefit, please check online at gov.uk/attendance-allowance or phone the Attendance Allowance helpline 0345 605 6055 for further details.



REPORTING REPAIRS AND MAKING RENT PAYMENTS

Did you know you can report repairs online? Just visit our homepage (fifehg.org.uk) and select 'Report a repair'.

Likewise, you can make rent payments from the comfort of your home by downloading the allpay app from the Apple or Google Play stores, completely free of charge.

Alternatively, if you would prefer a payment card, please contact the office or your Housing Officer and this will be ordered and delivered to your door.

FIFE VOICES HOUSING ADVOCACY PROJECT LAUNCHED

Fife Voices is a new housing advocacy initiative, developed by Fife Housing Group, Glen Housing Association, Kingdom Housing Association and Ore Valley Housing Association, to help vulnerable tenants access key services and supports, promote tenancy sustainability and break the cycle of homelessness.

The service will work with previously homeless tenants, empowering them to make decisions on issues affecting their new home, access essential support services, claim grants or benefits and achieve personal goals in areas like health, employment and training.

Since launching in May this year, Fife Voices has supported over 20 families and accessed over £2,900 worth of financial support from a wide variety of sources such as community care grants, crisis grants, energy vouchers and digital inclusion initiatives.

As part of the project, two new full-time Housing Advocacy Worker posts have also been created, with recruitment ring-fenced for candidates registered as homeless on local housing waiting lists. In addition to employment, the successful candidates also received an offer of a secure tenancy through one of the partner landlords.

New Director of Housing, Beverley Graham, is delighted to be a partner in this Scottish Government funded project, especially given the impact of COVID-19, 'The last 18 months have shown us all just how important it is to have a safe place to call home and this project will help us to ensure the most vulnerable in our society are provided with the help and support required to achieve this.'

You can find out more about the advocacy services and advice available from Fife Voices by talking to your Housing Officer or by contacting them directly on 01592 632 517/597 or via fifevoices@kha.scot.



PRIZE DRAW WINNER

A big thank you to everyone who returned the census form and completed the hybrid working survey enclosed with our spring newsletter – confirmation of your current household details and your feedback regarding proposed new working practices are both important to the continuous improvement of our service delivery.

Congratulations to lucky prize draw winner, Isobel Black of Methil, who receives £100 of shopping vouchers as a reward for returning her forms before the deadline date.



GIVING SOMETHING BACK GRANTS

As part of our ongoing commitment to giving something back to our local communities, we launched our Giving Something Back Grants in June of this year.

The generosity of the contractors who have signed up to our charitable framework, donating 2% of their invoiced costs to benefit good causes, means that we have up to £20k available to distribute amongst local groups who are working to improve their communities.

We received applications from a number of very worthy local causes and are in the final stages of agreeing the sums to be awarded so, look out for an announcement regarding this on our social media channels shortly and a further update in the next edition of our newsletter.

Our thanks to the contractors who have made this possible MAC Roofing, Rogerson Plumbing, QAPM, Moffat Electrical Projects, Bell Decorating Group, Eurojet (Scotland), Pankhurst Decorators, Saltire Facilities Management, Kingdom Gas, City Technical, Shine Cleaning Services, Belac, Virtue Services Group, RB Grant, Forth Plasterers, Miite Property Services and Metro Rod.

GIVING SOMETHING BACK - CHARITY OF THE YEAR

Although fundraising for our previous Charity of the Year, the Cookie Jar Foundation, was affected by the pandemic, with a number of planned events cancelled as a result of restrictions, colleagues still managed to raise over £3,300 and we were able to top this up from our Giving Something Back fund to reach our £4,000 target and fund a vein finder for donation to a local hospital.

Having reached our goal, colleagues were asked to nominate a new cause and we are delighted to confirm that we have chosen Andy's Man Club (Dunfermline) as our Charity of the Year for 2021/22.

Described as 'a talking group, a place for men to come together in a safe environment to talk about issues and problems they have faced or are currently facing', the club aims to support good mental health and wellbeing and by doing so, help to reduce suicide rates which are considerably higher amongst men but also have a devastating impact on their friends and family.

This is another fantastic cause and we're working on a programme of events to help raise both awareness and funds to support the great work they do in our local community.

You can find out more about Andy's Man Club (Dunfermline) on their Facebook page -

facebook.com/Andys-Man-Club-Dunfermline



#ITSOKAYTOTALK

CONSIDERING COMPLAINTS

Quarterly Complaint Handling Performance Q1 - 2021/2022

Learning from complaints remains a key driver in improving services and there are many examples of how your feedback has resulted in changes to the ways in which we work, as we endeavour to ensure that tenant satisfaction is continuously moving in the right direction.

Complaints not only help improve our services but also play a key part in assessing and updating the services provided by our contractors and there is an open and honest communication channel between ourselves and our contractors which allows us to provide valuable feedback in instances where it has been identified that the service has fallen short of our expectations.

Our complaints handling performance continues to demonstrate a high level of service in regards to how we investigate your complaints when they are received into the business, with the increase in complaints received in Quarter 1 due to the Scottish Public Services Ombudsman's (SPSO) introduction of a new 'Resolved' category to record instances where a satisfactory solution can be reached without further investigation or explanation.

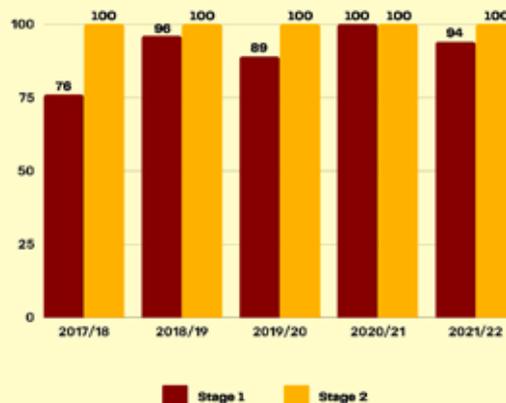
Total number of complaints closed



Total number of complaints upheld



% of complaints resolved within timescales



ESTATE INSPECTION PROGRAMME

Conducting inspections is an effective way for us to identify any management or maintenance issues in our estates.

Over the last year or so, we have seen higher levels of fly-tipping in public areas, which in some cases can also be a fire hazard, especially if the items are left in stairwells or communal areas. Estate inspections enable us to take action to address these types of issues and, as such, we are continuing to deliver this programme.

The table below highlights the estate inspections which are scheduled to take place over the next three months:

Date	Location
September 2021	
Tuesday 7 September @ 2pm	Methil - Main Street and Ivy Grove
Friday 24 September @ 10am	Dunfermline - Linburn Road
October 2021	
Monday 4 October @ 10am	Cowdenbeath - Johnston Park
Thursday 28 October @ 10am	Rosyth - Fairykirk Road, Selvage Street and Selvage Place
November 2021	
Tuesday 2 November @ 2pm	Buckhaven - Bird scheme
Friday 12 November @ 10am	Dunfermline - Allan Crescent
Tuesday 23 November @ 2pm	Methil - Maple Gardens, Lilac Bank, Kirkland Walk, Cedar Avenue, Birch Grove, Laburnum Road, Methilhaven Road and Rowan Crescent

POST OFFICE CARD ACCOUNTS ENDING

The government's contract with the Post Office to provide Post Office Card Accounts ends in November 2021. So, the DWP has been asking those who have their benefits (including State Pension) paid into a Post Office Card Account to provide details of an alternative bank, building society or credit union account.

Claimants need to ring the DWP Customer Service centre on 0800 085 7133 to provide new account details.

Those who have not provided new account details will start to receive their payments via the Payment Exception service instead. This new arrangement will start from the end of August 2021.



GORGEOUS GARDENS

Our annual gardening competition aims to reward tenants who take pride in the presentation of their outdoor spaces and to recognise the positive impact these attractive garden areas have on the wider community, whether you have a full lawn and flower beds or a collection of hanging baskets and pots on your veranda.

The number and quality of entries was really encouraging again this year and all of our participants deserve recognition for their hard work and commitment to developing their gardens areas, as a little splash of colour can make the world of difference in improving the overall appearance of an area.

Judging took place in July and we were thrilled to be able to visit entrants and see the results of their hard work in real life again. It was clear that we have some very talented tenants, displaying excellent gardening skills, innovative ideas and a real flair for creating an attractive, welcoming garden space.

In fact, the standard of entries was so high that our judges couldn't pick just three winners and had to create a special category to recognise the amazing transformation one of the gardens had undergone.

So, without further ado, we are delighted to announce the following lucky winners, who each received a certificate of recognition and a selection of gardening vouchers:

first place



Paula Notman

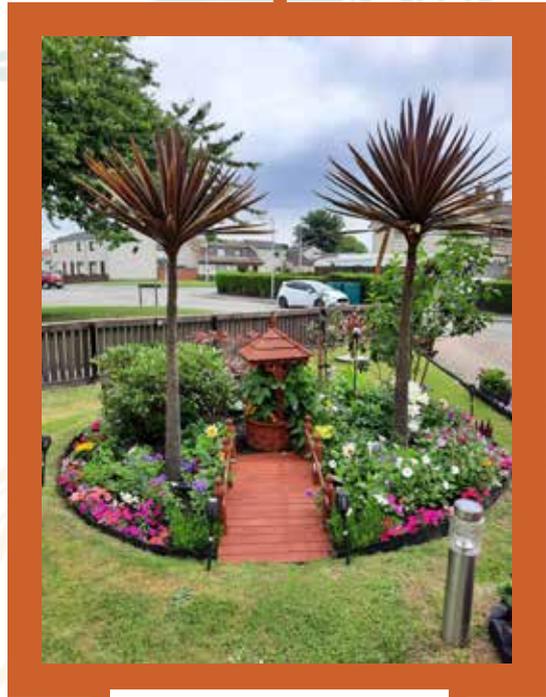
Woodmill Crescent,
Dunfermline

second place



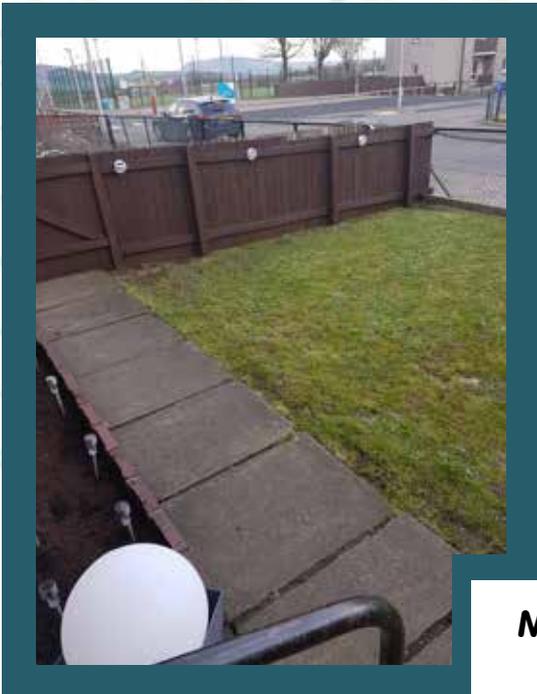
Robert Cowan
Oakvale Road,
Methil

third place

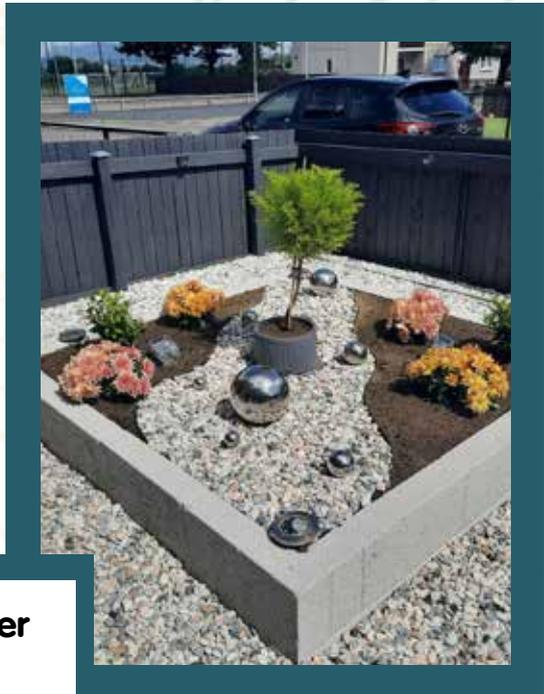


Eric Westwater
Falcon Road,
Buckhaven

biggest transformation



Michelle Fraser
Gagarin Way,
Lumphinnans



before

after

Congratulations to all of the winners in, what was once again, a very hard-fought competition showcasing some incredibly impressive gardens.

RESIDENT VOICES REVIEW

Our Resident VOICES group continue to conduct their meetings virtually, reviewing customer-facing policies, including our Procurement and Repairs and Maintenance Policies, to ensure that they are both user-friendly and fit for purpose. Additionally, they have been providing valuable feedback on the initial proposals for our new website and tenant portal.

It's certainly not all work and no play though, with afternoon tea provided and the odd quiz or game of bingo thrown in. The last meeting also saw them bid a fond farewell to our Engagement Manager, Drew Nisbet, who had worked closely with the group for a number of years.

Whilst these virtual meetings have enabled Resident VOICES to maintain communication between members, we understand that not everyone is

comfortable using such platforms and are hopeful that we may be able to resume in-person meetings and events shortly. In the meantime, we are available to assist anyone who would like to participate with any technical support necessary.

Our Resident VOICES members are a friendly, approachable and committed group of tenants and local residents who are keen to play a part in shaping the services that we offer. If you feel this is something you would like to get involved with, please get in touch with our Engagement Officer, Helen Miller, on 01383 608127 or via helen.miller@fifehg.org.uk for further details.



KIDS CHRISTMAS CARD COMPETITION



We know it's still a little bit early to be bringing up the 'C' word, but, this year we're looking for a budding artist to design an official Fife Housing Group Christmas card and with just under four months to go, we really do need to get this competition underway!

So, why not get a head start on the festivities and start getting into the spirit of things with your wee ones by having them create a festive masterpiece which could win them both a fantastic prize and artistic fame throughout Fife!

Just send us either the card itself or a good quality photo of the design, along with the artist's name, age and contact details for a parent or guardian by Friday 1 October and your little Picasso could be in with a chance of winning.

POSTAL ENTRIES

Helen Miller
Fife Housing Group
7 Pitreavie Court
Pitreavie Business Park
Dunfermline
Fife
KY11 8UU

EMAIL ENTRIES

helen.miller@fifehg.org.uk

2021-22 Planned Maintenance Programme

Following the easing of lockdown restrictions, we have been able to restart our planned maintenance programme with the main focus initially on completing upgrades that were delayed as a result of the pandemic.

We are pleased to confirm that these are now finished and our teams have begun work on the planned replacements scheduled for the 2021/22 financial year. It has been a challenging few months for our in-house teams but they have adapted extremely well and are determined to continue delivering excellent new facilities for our tenants.

Our roofing replacement programme has been progressing in Rosyth and this is on schedule for completion by the end of the year. There have been some delays due to nationwide material shortages that have been outwith the control of our contractor, but we have managed to continue the programme, although perhaps at a slightly slower pace than we would have liked.

We continue to deliver our electrical safety checks and the installation of new smoke and heat detectors, in line with the new legislation regarding these.

Our gas servicing programme is another important contract at this time of year as we work to ensure that heating systems are in a good, safe condition when residents restart their heating after the summer months. With this in mind, we have also been upgrading some heating systems which have reached a certain age or have been identified as running inefficiently. In addition, since the early part of this year, we have also been participating in an External Wall Insulation project upgrading the energy efficiency of many of our non-traditional properties in the Rosyth area.



Our new Glen Albyn development

We are delighted to confirm that all of the planning requirements and contractual agreements for our new 49 unit development at Glen Albyn in Kirkcaldy have now been concluded.

Both we and our contractor, the JR Group, are looking forward to work starting on site imminently as we take the first steps to build a selection of fantastic new energy-efficient homes in this beautiful location.

The project is part-funded by the Scottish Government and will make a significant contribution to achieving their ambitious new build social housing targets. As part of the community benefits and planning requirements, we will also be upgrading the existing play park and enhancing the natural environment around the new development.

In addition, we hope that this project will have a positive impact on local employment and, to this end, the JR Group recently held a 'Meet the Buyer' event in a local hotel with many small, local contractors attending to find out more about the development and how they could become involved through their internal tendering exercise.



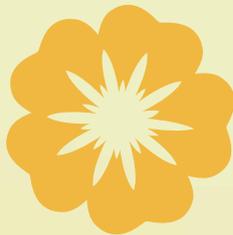
SPRING CRAFT COMPETITION WINNERS

A big 'thank you' to everyone who took part in our Spring Craft Competition.

We had some lovely, unique entries and a particularly strong selection in our Adults category, making it really difficult for the judges from our own Arts and Craft Club to pick a winner. They did eventually manage to reach a consensus though and you can see some of the fantastic entries and worthy winners below.



First place - Murray Bruce

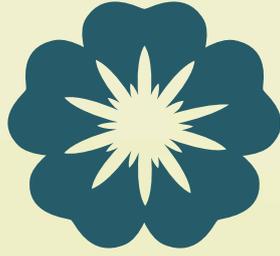


First place - Sheila Roxburgh





Second place - Kelly Purves



Third place - Jaqueline Young



Fourth place - Shirley Cuthbertson





We hope you are all well and keeping safe. Just a reminder that although many of our colleagues are still working from home, we continue to provide all the services you would expect. Please keep an eye on our website, Facebook and Twitter pages for any changes or updates.

Dysart

We have once again arranged hanging baskets for the commemorative 'Tron' structure in Fitzroy Street and would like to extend our thanks to the tenant who has volunteered to look after them. These floral displays are donated annually so if anyone would like to put their name forward to take care of them next year, please advise your Housing Officer, Karen Gilruth, who can be contacted on 07825 855224 or via karen.gilruth@fifehg.org.uk.



Kirkcaldy

We would like to remind tenants again that storing items or dumping rubbish in communal stairwells, on balconies and at the front and rear entrances is prohibited as it is a breach of your tenancy agreement, posing both a serious fire hazard and health and safety risk, particularly in warm weather when the waste is even more likely to attract insects and vermin.

We are seeing a particular issue with this at some of the blocks in Dunearn Drive and want to reiterate that it is also unacceptable to dump rubbish/household items at the flat door, rear bin store areas or in communal drying areas. Please be aware that, where possible, individual tenants will be recharged if it becomes necessary for us to organise removal of these items.

If you require an additional landfill bin, due to the size of your household, you can request one by telephoning Fife Council on 03451 550022. You can also use this number to arrange a special uplift at a cost of £15. Recycling bins are available at Templehall Community Centre or at any Fife Council recycling points - fife.gov.uk/kb/docs/articles/bins-and-recycling/recycling-points-and-centres

If you know of anyone who is dumping items within your block, please contact your Housing Officer in confidence to allow them to take appropriate action and avoid any communal recharges in the future.

Additionally, we would like to encourage tenants to report anti-social incidents, as we can only deal with issues if we are made aware of them. In some circumstances, it may also be advisable to contact the police when the incident is taking place.





Lumphinnans

The Lumphinnans Tenants' and Residents' Association would appreciate any assistance from local residents to maintain the community garden located at the end of Furnace Place.

The area is a great place to have a chat with other residents in a safe, controlled environment, however, lockdown has had an impact on progress with the garden and the group have a busy time ahead to get it back into shape.

Please do not hesitate to contact the group if you have any thoughts or ideas for the area over the coming year, they would love to hear from you. Likewise, if you have any items you would like to donate for the community garden, such as plant cuttings, or unused items that can be upcycled, they would be most grateful. If you have access to Facebook, you can also 'like' their page for updates.

Some residents have been experiencing parking issues with the spaces allocated for the higher numbered blocks in Ochilview. To help combat this, we have arranged for new signage to be installed highlighting that the parking is for residents in the block, not the surrounding streets.



Hill of Beath and Cowdenbeath

The rear bin stores in most blocks in the area have now been demolished and we are consulting with owners in other blocks regarding the possible demolition of those that remain. Moving forward, it is hoped that removing the bin stores will reduce the illegal dumping that has become common practice at some blocks.

Sadly, some residents fail to take responsibility for their own household waste. Please remember that the stairwell is not an extension of your home and must be kept clear at all times. Storing or dumping items here is a serious breach of fire safety regulations, it also prevents the cleaning contractors from carrying out a proper clean of the stairs, a service which all residents pay for.

Please refer to internal communication boards for details about your bin collection days and how to report any issues with your central heating or general repairs. If there is any other information you would like to see displayed on the communication board, please contact the office or discuss this with your Housing Officer, Audrey Cameron, directly.

Leven and Buckhaven

Please remember to advise us of any change to your household or circumstances as soon as possible as it is important to ensure that the information we hold is up-to-date. We can also offer advice and support if there have been any changes to your income.

Tenants with gardens are also reminded that it is your responsibility to keep these tidy and that checks are being undertaken to make sure that the appropriate maintenance is being undertaken. Failure to do so can result in recharges if we need to arrange for these to be maintained on your behalf.



Lochgelly

Residents in block number 41-63 Grainger Street, Lochgelly, are now experiencing the benefits of the garden contract taking effect at the rear of the blocks, making the area a more useable, family-friendly space.

Please remember that the stairwell is not an extension of your home and must be kept clear at all times. Storing or dumping items here is a serious breach of fire safety regulations, it also prevents the cleaning contractors from carrying out a proper clean of the stairs, a service which all residents pay for.

The recycling centres are still operating a booking service online and it only takes a few minutes to book a slot if you require access to dispose of any household items.

If anyone would like to report any other resident for illegal dumping, please contact your Housing Officer, Audrey Cameron, confidentially on 07747 895965 or via audrey.cameron@fifehg.org.uk.



High Valleyfield

Having recently carried out enforcement action in the area, we have now begun work to install fencing on the land to the rear of Pentland Terrace. This is not something we wish to be doing to a large open green space, however, fly-tipping on the site, which has cost a huge amount of money, time and resources to address over the years, has forced us into taking this action. We are also looking at how this piece of land might be used to its full potential in the future.

Dunfermline

We would like to take this opportunity to remind tenants with private gardens that they have full responsibility for the upkeep and maintenance of any trees situated within the boundaries of their property and, as such, are expected to ensure that they are cut regularly in order to limit their growth.

Around this time of year, we are regularly asked if we provide a garden maintenance service. Unfortunately, we do not. When accepting a tenancy with a private garden it is important to ensure you will be able to maintain it as failing to do so is a breach of your tenancy agreement.



Kennoway

We are aware of an issue with dog fouling in the communal garden areas and would ask that tenants contact us as soon as possible if they see any of their neighbours failing to pick up after their pets. We would also advise contacting Safer Communities, who have the authority to issue fixed penalty notices for this offence, directly on 0345 155 0022.

Please take care to recycle properly in the bin store areas as contamination here continues to be an issue. The recycling centres are open and operating an appointment booking service online, it takes a few minutes to book a slot if you require access to dispose of any household items.

Oakley

As the summer months come to an end, this is an ideal opportunity to make sure that your garden is tidy, that grass is cut and hedges are maintained. If you are unable to do so yourself, why not ask a neighbour if they can help you, otherwise there are a number of contractors out there who will be able to provide assistance.

Methil

Over the last few months, there has been an increase in the amount of rubbish and large items being left in people’s gardens. With things slowly getting back to normal, we encourage you to dispose of your waste appropriately on normal bin days or by using local recycling centres. If you need a hand to remove items perhaps you could ask a neighbour for assistance? Unfortunately, this is not a service we are able to provide but if you’re really struggling, please contact your Housing Officer, Greg Turner, who will see if there is anything we can do to help.

Also, a reminder that if your financial circumstances change or if you’re just looking for some general guidance and support, please do not hesitate to contact Greg directly. We know that is a difficult time for many people, so please do reach out to us or seek independent money advice at the earliest opportunity, if you have any concerns about paying your rent. Dealing with an issue early makes it much easier to resolve and remember, we are here to help.

Housing officer	Contact Details
Ross Glancy	t: 07970 804740 e: ross.glancy@fifehg.org.uk
Audrey Cameron	t: 07747 895965 e: audrey.cameron@fifehg.org.uk
Gavin Waddell	t: 07771 776679 e: gavin.waddell@fifehg.org.uk
Greg Turner	t: 07811 393822 e: greg.turner@fifehg.org.uk
Karen Gilruth	t: 07825 855224 e: karen.gilruth@fifehg.org.uk
Lynn Mather	t: 07973 827628 e: lynn.mather@fifehg.org.uk
William Earnshaw	t: 07525 260447 e: william.earnshaw@fifehg.org.uk
Stephanie McCulloch	t: 07811 439905 e: stephanie.mcculloch@fifehg.org.uk



Although reported incidents have fallen this year compared to 2020, anti-social behaviour continues to be an issue in some areas of Dunfermline.

Anti-social behaviour includes any action which causes unacceptable levels of annoyance for your neighbours and breaches your tenancy agreement.

Examples are:

- Loud and persistent noise
- Nuisance caused by animals, including dog fouling
- Nuisance caused by you using your home for commercial or business purposes
- Nuisance caused by children
- Swearing and general disorder.

Examples of more serious behaviour are:

- Harassment or racial harassment
- Violence including domestic violence
- Drug dealing or use of the property for other criminal behaviour
- Drug or alcohol abuse
- Neglect of children

We would stress to all tenants that the concerns they may have over anti-social behaviour are likely to be shared by many other residents in their area. It is important that any such incidents are reported both to Police Scotland and ourselves. This can be done in confidence and there is no requirement for either the Police or ourselves to visit your property if you do not wish us to. Ultimately, if no one reports problems, nothing gets done. Let's all work together and make Dunfermline a safe place to live.

Contact Police Scotland:

Telephone: 101 (or call 999 in an emergency)

Email: DunfermlineSouthCPT@Scotland.pnn.police.uk

Contact Crime Stoppers:

Telephone: 0800 555111

Report crime anonymously using [crimestoppers-uk.org/give-information/forms/pre-form](https://www.crimestoppers-uk.org/give-information/forms/pre-form)

Contact Fife Council's Safer Communities Team:

Telephone: 01592 583642

Email: saferrcommunities.team@fife.gov.uk

Finally, you can contact your Housing Officer, William Earnshaw:

07525 260447

william.earnshaw@fifehg.org.uk





Farewell

We have recently said farewell to two long-serving members of our Housing Team. Director of Housing, Su Bramley, and Engagement Manager, Drew Nisbet, both of whom have taken early retirement, with Su setting off to travel the world once restrictions allow and Drew planning to do a lot of work on his golf handicap.

Congratulations

Following Su's departure and an external recruitment process, we are delighted to confirm that our former Housing Manager, Beverley Graham, has been promoted to Director of Housing – congratulations Beverley!

Welcome

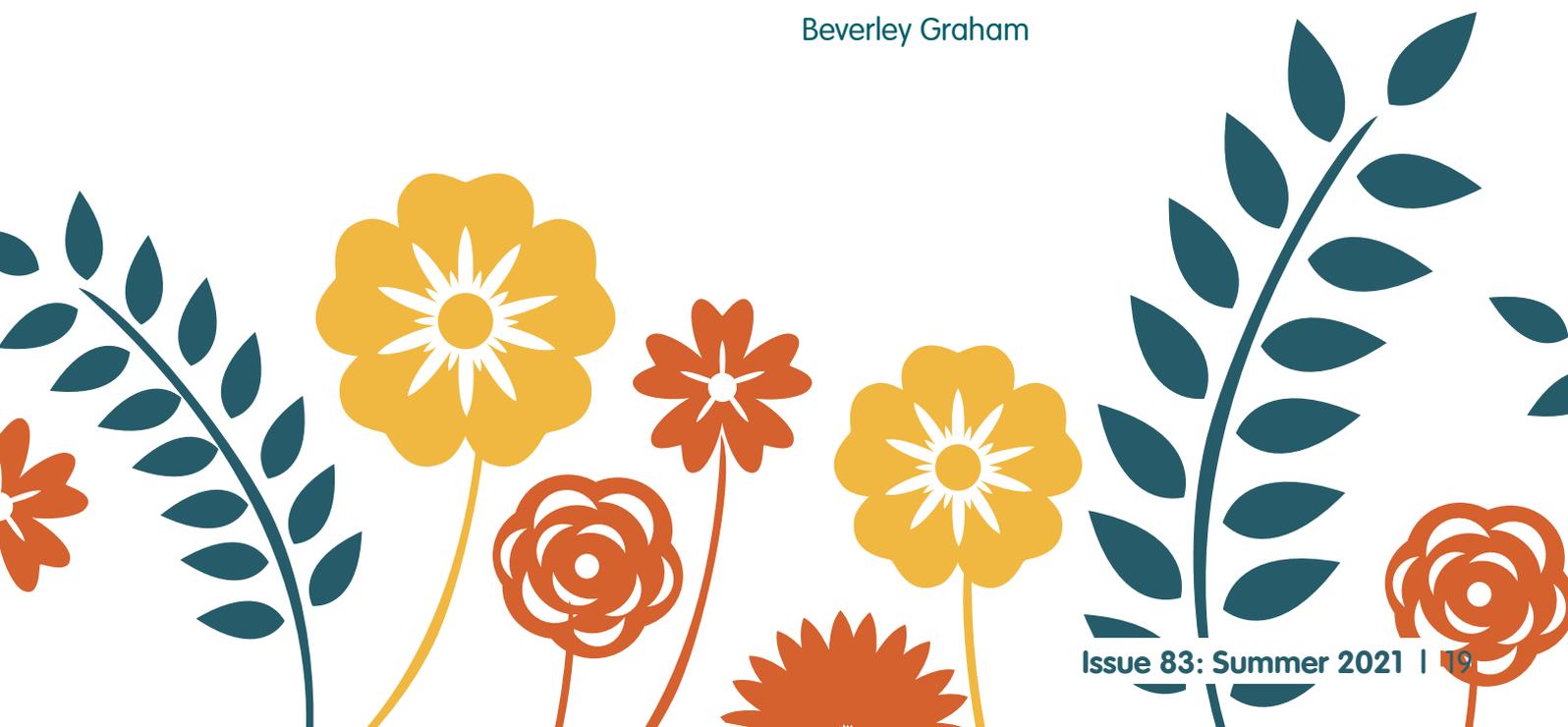
To our new Housing Manager, Kathleen Menzies, who joined us from the Link Group as Housing Manager at the end of August.

We are also pleased to introduce the newest members of our Operations Team, Joiners Paul Wilson and David Morrison.

Additionally, we have a new Apprentice Joiner, Dean Armstrong, who comes to us during the fourth year of his apprenticeship.



Beverley Graham





Ready In
45 mins



Serves
4

VEG RAGU

(recipe from EATS Rosyth - eatsrosyth.org.uk/easy-eats)

Hearty and healthy, this is a simple dish with lots of fresh goodness.

Ingredients

- 2 onions, chopped
- 1 pepper, chopped
- 1 celery stalk, chopped
- 2 carrots, chopped
- 2 garlic cloves, crushed/chopped
- 400g tin chopped tomatoes
- 2 tablespoons tomato puree
- 1.5 cups dry lentils, rinsed, or 2 tins of lentils in water (if you use tinned lentils, you won't need to add as much water in Step 4)
- 3-4 cups water
- Dried herbs
- 380g dry spaghetti or pasta
- Oil or butter
- Salt and pepper

Method

Step 1: Rinse the lentils. You can use a strainer, or a bowl/pan.

Step 2: Chop the veg (the onion, pepper, celery and carrot should be similar size pieces).

Step 3: In a medium or large pot, fry the veg in oil or butter for about 10 mins until tender.

Step 4: Add the lentils, stir together, then add chopped tomatoes, tomato puree, water and dried herbs.

Step 5: Bring to the boil, then reduce to a simmer for 20-30 mins, adding more water if necessary.

Step 6: While the Ragù simmers, boil pasta in separate pot.

Step 7: Season the Ragù well, then serve it on the pasta.

SUMMER WORDSEARCH

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

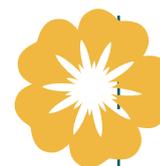
Enter our WINTER competition and you could WIN a **£25 gift voucher**.

To enter: Complete the wordsearch, cut along the dotted line and send your entry to the address below by 30 September 2021

BARBECUE
 BEACH
 BEACHBALL
 FLOWERS
 GARDEN
 HAT

HOLIDAY
 ICECREAM
 LEMONADE
 PICNIC
 SAND
 STRAWBERRIES

SUNGLASSES
 SUNSHINE
 YELLOW



NAME: _____

ADDRESS: _____

TEL: _____

Wordsearch winner

Thanks to everyone who entered our spring competition and well done to anyone who spotted that, as an extra challenge, 'CHICK' wasn't even there to be found!

Congratulations to our lucky winner, Magdalena Cichocka-Calder of Dunfermline, who received a £25 Asda gift voucher and will be able to treat herself to something nice online or in-store.

Contact us

Freephone: 08000 274 007

East Fife - Kingdom Gas: 0800 389 9463

West Fife - City Technical: 0333 202 0708

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

Our opening hours are:

Monday to Thursday 8:30am - 5:00pm

Friday 8:30am - 4:30pm

Fife Housing Group

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

at home with...

fife
housing
group

fifehg.org.uk