

Nomination Form

Lifetime Achievement: Housing Staff



TIS National Excellence Awards 2024

The **TIS National Excellence awards** recognise and celebrate housing organisations, staff, volunteers, tenants, residents, and community groups **who are leading the way and making positive change in the Scottish social housing sector.**

Categories honour excellence in everything **from partnership working, tenant participation and scrutiny practice, to digital creativity and innovation.** Hotly anticipated, the awards offer a seal of approval for the most outstanding work.

Finalists are selected by an expert and independent judging panel, and **winners announced at an awards ceremony on Thursday 7th November 2024 at the Grand Central Hotel in Glasgow.**

The closing date for applications is 5:00pm on Thursday 11th July 2024. TIS accepts submissions in more than one award category.

Category Overview

The **Lifetime Achievement** award recognises an extraordinary, individual member of staff who has demonstrated **an exceptional commitment to effecting positive change** across the Scottish social housing sector, during their lifetime.

Submissions must evidence how the individual has made significant contributions, both in the organisation in which they have worked, and across the sector as a whole. **A real ambassador for building strong and resilient communities,** they have championed tenant participation, had a profound impact on the lives of many, empowered tenants, residents, and communities to influence housing policies, services, and standards, explored innovative new ways to get people involved, strengthened relationships and communication, **and inspired those that they have worked with.**

Who you can nominate

This award is open to an individual member of staff working within a housing organisation throughout the Scottish social rented sector.

About you

Please note information about the individual, organisation, or group submitting the application:

Name	Teresa Robertson
Position	Housing Services Director
Organisation	Fyne Homes Housing Association
Email address	trobertson@fynehomes.co.uk
Telephone number	03456077117

About the nominee

Please note information about the individual you are nominating:

Name	Sheena Macfie
Position	Housing Services Administrator
Organisation	Fyne Homes Housing Association
Email address	smacfie@fynehomes.co.uk
Telephone number	03456077117

Background

Maximum 250 words

Please outline background information about the individual that you are nominating.

For example, detail:

- The background of the individual.
- The specific role they undertake.

Sheena will have worked for Fyne Homes Ltd in various roles for 40 years come 14th January 2025. Sheena started her working life with Fyne Homes just six years after its formation as the Clerical Assistant and Receptionist, when the Association was operating as Isle of Bute Housing. Sheena has been with the Association throughout its transition from Isle of Bute Housing with just 103 properties on the Isle of Bute, to the present day where Fyne Homes operates across Argyll as well as Bute and has c1900 properties.

Sheena was recognised even then for her valuable contribution and commitment and had received a promotion within her first two years to Assistant Housing Officer, and has carried out several roles serving our Customers, Committee and Senior Team during her tenure.

After 25 years working mainly within our corporate team, Sheena moved to Housing in 2010, where she has remained since. Although Sheena had great success in other areas of the business, she has a natural connection with Tenants; and the housing front line is the ideal place for her to demonstrate her caring and empathetic nature, benefitting not only those she assists but also her colleagues.

Actions

Maximum 500 words

Please outline specific actions of the individual that demonstrate an exceptional commitment to effecting positive change across the Scottish social housing sector, during their lifetime.

For example, outline:

- How the individual has had a profound impact on the lives of many.
- How the individual has become an ambassador for building strong and resilient communities.
- How the individual has gone above and beyond to champion tenant participation practices, and empowered tenants, residents, and communities to influence housing policies, services, and standards.
- How the individual has inspired those that they have worked with.
- The work involved and their overall aim.

Sheena's 40 years of service in a local housing association on a small island means she is a 'well kent face' around the Isle of Bute, and often the first point of contact for tenants and applicants even when she is not at her work.

Fyne Homes Housing Association senior team and Committee are very encouraging and supportive of staff becoming involved in duties and events that benefit the wider Community. Sheena has also been involved with the Bute Highland Games Committee for over 30 years as Assistant Secretary and Trophy Convener. Her network has proven very useful over the years and Fyne Homes current Vice Chair was in fact recruited to the board by Sheena.

Sheena took part in a BBC1 documentary, 'The Country Council' in 2017, where they followed the story of a tenant she was helping. The crew followed 'Dick' a long-standing tenant who through ill health had found himself in difficult circumstances. Sheena was already involved helping Dick and arranging a move for him when the television crew started filming and it was not only an ideal scenario for the documentary to follow, but also a great example of a typical day in the life of Sheena. The documentary was aired 7 years ago now and Sheena is still supporting Dick on a regular basis and going above and beyond providing him with advice and assistance, helping to arrange cleaning and care services and even making sure Dick has a proper Christmas Dinner! Sheena has proven to be a fantastic role model for her colleagues, inspiring a young colleague to move from her role as Receptionist to pursuing a career in housing management. Sheena formed a strong bond with this person and has supported her through her career progression and personal up's and down's and has been a constant source of support and encouragement. Sheena is also the 'go to' for her Housing Director when communicating with elected members who are advocating for tenants and applicants. This is due to her excellent written communication and experience with Committee's over many years.

Outcomes

Maximum 700 words

Please outline positive outcomes the individual has achieved as a result of their commitment to effecting positive change across the Scottish social housing sector, during their lifetime.

For example, detail the impact on:

- The delivery of housing services.
- The improvement of satisfaction levels.
- The strategic approach of the organisation.
- The culture of the organisation and its core values.
- Communication, strengthening relationships, and partnership working.
- The inclusion and lasting benefits of tenants, residents, and communities.
- How others can learn from the individual's good practice now and in the future.

Sheena is responsible for tenant engagement within our amenity stock on Bute, because of her understanding and considerate demeanour. The Tenants feel able to approach Sheena and know they will receive a sympathetic ear and have confidence she will also take appropriate action where it is needed.

Sheena leads on the consultations with tenants across all areas on close cleaning. She has high standards, which the Housing Officers appreciate, as do the Tenants. She has been instrumental in the improvement of the Estate Management as a result of her leading on the close cleaning implementation, significantly improving their condition. This also leads into tenant satisfaction with contractors, which she regularly surveys and addresses for improvement in this area.

Sheena was for many years the housing lead for a small development on Bute which was managed by Fyne Homes for the Scottish Veterans' Garden City Association. Sheena supported the volunteer Committee which managed the allocation of the properties and was the liaison between Fyne Homes and the Scot's Vets head office in Edinburgh. Sheena also administered the allocations on their behalf and was the main housing contact for the tenants and veterans housed in the 7 properties. Her partnership working and communication was key to the effective housing management and service delivered to these veterans and was regularly noted and recognised by the Chair and other Committee members.

Sheena also supported the Trust for the William Woodhouse Strain, which managed a further 8 amenity properties who's intended use was for retired 'indigenous' community members coming from farms and country dwellings on the Isle of Bute. Again, Sheena carried out her duties diligently and with great respect for both her tenants and the Trustees.

What makes this nominee stand out from the rest?

Maximum 100 words

Please provide a short testimonial on why this individual deserves to win.

Throughout Sheena's 39 plus years of service, she had never had a sick absence until last year when she suffered a heart episode, which resulted in hospitalisation. At this point she accepted she would need some time off for her hospital admission and was off her work for a total of one and a half days before returning to her duties. During her hospital stay Sheena despatched her husband Blair to check in on Dick to make sure he would be looked after in her absence. There is no one more committed than Sheena and this example demonstrates this perfectly.

Declaration

As the proposer I have completed this nomination form to the best of my knowledge, and the information provided is a true representation of the nominee's achievements.

Name	Teresa Robertson
Signature	<i>T.M. Robertson</i>
Date	11th July 2024

Thank you for taking the time to complete this nomination form.

Please submit your nomination by **5:00pm on Thursday 11th July 2024** to TIS by email at: **info@tis.org.uk** or by post to: **TIS – Clockwise Offices, 77 Renfrew Street, Glasgow, G2 3BZ.**

Next steps

- **All applications will be acknowledged on receipt by TIS.** If you do not receive acknowledgement within 3 working days, please contact us to ensure your application has been received.
- An **independent judging panel** will rate your application against the award criteria. The panel will consist of representatives from organisations across the Scottish social rented sector.
- Your award submission will provide the basis for both the shortlist and final decision of the winning entry.
- **TIS welcomes applications in more than one award category.**
- Please ensure you answer all questions as fully as possible and keep the content of your nomination focused – avoid exceeding the suggested word count.
- **TIS will inform all proposers of the outcome of their application Thursday 29th August 2024.**
- Finalists will be invited to the **TIS National Excellence Awards Ceremony**, as part of the TIS National Housing Conference and Exhibition, on **Thursday 7th November 2024** at the Grand Central Hotel in Glasgow.