



4

How Did We Do?



5

Winter Maintenance



8

World's Biggest Coffee Morning

Winter 2016

Abertalk



The committee and staff of Abertay Housing Association wish their tenants a Merry Christmas and Happy New Year

CHRISTMAS AND NEW YEAR OPENING TIMES:

Close Friday 16th December at 1pm.

Re-open Monday 19th December at 8.30am.

Close Friday 23rd December at 2pm.

Re-open Thursday 29th December at 10am.

Close Friday 30th December at 2pm.

Re-open Thursday 5th January 2017 at 10am.

If you have an emergency repair when the office is closed please phone Abertay on 01382 903545 and listen to the recorded message.

You can then choose the option for transferring your call to our Contractors.

New Homes For Fintry

Abertay is delighted to have been granted planning permission to build 56 new homes in Fintry.

The site at Finavon Street will feature a mix of 40 two and three bed family homes, 3 wheelchair accessible family homes and 13 homes for people with support needs.

The homes will be modern, spacious and feature energy efficient heating giving affordable comfort.

It is hoped that works will start on site in March 2017 and take approximately eighteen months for completion.

Rent Review Consultation

Our Committee has agreed that we should consult with you on a proposed rent increase for 2017/18. You will shortly be receiving a rent consultation letter from us asking for your views on this proposal. Please take the time to review the consultation information and let us know what you think.

At Abertay Housing Association we want to get you as involved as possible in making your estate a nice place to live in. Our estate walkabouts give you the opportunity to have your say and help improve the appearance of your neighbourhood.

To get involved all you have to do is tell the Customer Services Team that you would like to take part in the walkabout and turn up on the day! If you are living in sheltered housing then a Scheme Manager will also accompany you.

Estate Walkabout dates for your diary

Date	Time	Venue	Starting Point
25th January	2.30pm	Gordon Street	Sheltered Complex
1st February	2.30pm	Patons Lane	Sheltered Complex
8th February	10am	Fintry South 2	100 Fintryside
15th February	10am	Fintry Mains	Sheltered Complex
22nd February	10am	Rosebank	Sheltered Complex
1st March	10am	Fintry South West	Abertay Office
8th March	10am	Dura St	Sheltered Complex
15th March	10am	William St	1 Lambs Lane
22nd March	10am	Fintry North East	1 Finlow Terrace
29th March	10am	Caldrum St	Sheltered Complex

Area Detail

Fintry South 2 includes:

79-112 Fintryside, Fintry Crescent, 43-46 Finlaggan Crescent, Finedon Terrace.

Fintry South West includes:

Finavon Street, Finavon Place, Finavon Terrace, Findcastle Terrace, 2-150 Fintry Drive (including odd No's) Findcastle Place, Fintry Gardens, 1 - 76 Fintry Road.

Fintry North East includes:

Finlow Terrace, Finlow Place, Finella Terrace (No.59 onwards), Finella Gardens (No. 54 onwards), Finella Place (No. 70 onwards), Findchapel Place, Findowrie Place (No.21 onwards) Fintry Road No. 110 onwards Findowrie Street No. 65 onwards) Finmore Street, Finmore Place.



Christmas Fayre

Dryburgh Gardens hosted a Christmas Fayre which proved a massive hit with all who attended. All gifts were donated and the Fayre managed to raise a very impressive £925.28 for their Comfort Funds.

As you can see from the photos there were lots of stands including a very impressive cake stall.

SHELTERED SERVICE CHANGES Abertay has been consulting with sheltered tenants on the future of sheltered services and how these can be provided. A move from Sheltered Housing to Retirement Housing was proposed, this will give

tenants choice and a more tailored service to meet the needs of the individual. We would like to thank all tenants who attended our roadshows and completed the survey. Results of the survey will be fed back to tenants in January.



The rollout of the full service of Universal Credit is estimated to take place in Dundee towards the end of 2017.

This will result in all claims for tax credits, Jobseekers & Employment Support Allowance and Income Support to be taken through the Universal Credit system. We want to make sure everyone is ready for this as it is a vastly different way of claiming benefits than before. We have a small number of households claiming Universal Credit under the live service at present.

If you want to discuss or feel that the rollout might include you then please get in touch with our Welfare Officer, Richard Pinner on Tel No. 01382 903545.

Community Flat

The drop in sessions at the Community Flat (87 G/R Fintryside) are ongoing and are an opportunity to receive free and impartial advice on benefits and preparing for Universal Credit. One Parent Families Scotland also use the flat and run sessions from the flat.

Over the next few months you'll see a lot more activity going on in there and hopefully you will be able to come in and meet us!

Our Welfare Officer, Richard Pinner will be happy to assist and for further information or advice please call us on Tel No. 01382 903545

Benefit Cap

From the 7th November 2016 a lower Benefit Cap was imposed on some tenants.

The cap means that some people may have noticed their housing benefit entitlement was reduced. Abertay has a small number of households who it is likely were affected adversely and our Welfare Officer is working closely with many of them to ensure they receive the support they need to deal with the cap. The cap is set at £20,000, which includes Housing Benefit, but there are exemptions to the cap such as being entitled to Working tax credits or claiming a disability benefit such as PIP or child DLA.

Our Welfare Officer, Richard Pinner can assist with any benefits advice. For further information or advice please call us on Tel No. 01382 903545.

Paying your rent over the festive period!

At this time of year everybody feels the excitement of the festive season creeping up on us and the priorities that lie ahead.

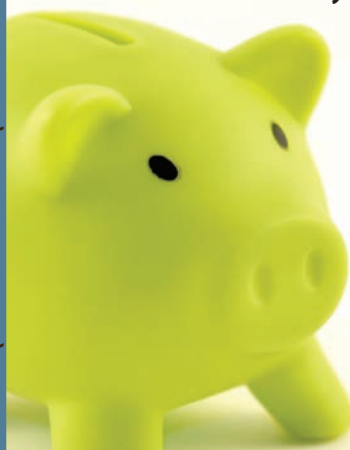
However it's important to safeguard the things that are really important, for instance by making sure you pay your rent on time.

Payments can be taken by contacting our office on 01382 903545 or alternatively on-line at www.abertayha.co.uk.

Prize Draw for Direct Debit Payers

All tenants who pay their rent by direct debit are entered into a free prize draw which is held every six months. The latest lucky winner of a £50 voucher was Mrs Calder from Craigiebank.

If you are interested in paying your rent by Direct Debit, please contact the Customer Service Team Tel No. 01382 903545



If you are having difficulty paying your rent you should contact us as soon as possible. Our Welfare Officer, Richard Pinner can assist with any benefits advice or applications.

For further information or advice please call us on Tel No. 01382 903545

How did we do?

We are working hard to improve our services to you and provide value for money. We thought you would like to have a look at how we performed from April – September 2016

PERFORMANCE UPDATE	Target	Previous Year	To 30/06/2016	To 30/09/2016	
Percentage of tenants satisfied with the standard of their home when moving in	95%	96.5%	100%	97.1%	😊
Average length of time taken to complete emergency repairs	4 hours	1.9 hours	1.6 hours	1.6 hours	😊
Average length of time taken to complete non-emergency repairs	6 working days	4.9 days	5.4 days	5.5 days	😊
Percentage of reactive repairs carried out in the last year completed right first time	85%	92.3%	98.9%	94.4%	😊
Percentage of repairs appointments kept	>95%	94.2%	93.7%	93.3%	😞
VALUE FOR MONEY					
Percentage of total rent due collected in the year	100%	101%	97.2%	97.7%	😞
Average length of time taken to re-let properties	<21 days	13 days	14.9 days	14.9 days	😊

Complaints

Between 1 April 2015 and 31 March 2016 the Association received 202 – 1st stage complaints and 6 – 2nd stage complaints. These related to a variety of issues. From 1 April 2016 to 30 September 2016 we have received 92 – 1st stage and 8 – 2nd stage complaints. Abertay records any expressions of dissatisfaction and we use these to improve our processes or procedures in the future.

COMPLAINTS	Dealt with within	Within timescale	To 30/06/2015	To 30/09/2015	
Stage 1 complaint	1 – 5 days	>95%	94.2%	91.2%	😞
Stage 2 complaint	2 - 20 days	100%	100%	100%	😊



Refurbished cottages in Dura Street

Proposed Winter Maintenance Works 2016-17

It's that time of year again when we are planning works for this year's Winter Maintenance Works programme and hopefully our customers are seeing the significant improvements we continue to make with regards to the Open Space Maintenance Service.

Now that the grass cutting season has finished for another year, our Landscaping contractors will now be focusing on leaf and litter picking, pruning of trees and in some cases removal of diseased or overgrown trees. As part of the 2016-17 winter works programme they will also be replanting or re-designing some shrub beds.

We realise the importance of customer relations and having acted upon suggestions, of tenants and owners alike, we have published a detailed list of the works scheduled to be carried out between January and March 2017. You can check out the works being done in your area on our website www.abertayha.co.uk and following the links in the Owners section.

Note: Residents in the North Fintry area are reminded that most of the roads and footpaths have been adopted by Dundee City Council and therefore Abertay are no longer responsible for supplying or replenishment of grit bins. Therefore, any issues relating to winter weather requirements such as snow clearing or filling up of grit bins should be reported to Dundee City Council.

Planned Maintenance

Abertay continues to have ambitious plans to improve the condition of your homes.

This will see Abertay spend around £18m over the next 5 years, principally replacing ageing roofs, windows, doors and other external items on around 700 homes. The details of which properties are due in which year will be on our website very soon.

Meanwhile in Craigiebank, and following on from a number of successful pilots, Abertay has undertaken the refurbishment of our steel framed properties in Craigiebank. Already about 25 of our tenants are benefitting from upgraded insulation, triple glazing as well as new kitchens, heating and bathrooms. One tenant who returned to her home in Craigie Avenue said she could not believe how much like a new home her house now looked. The project team of Finlay and Sharon are working hard to ensure the remaining houses are all completed by January 2018.

Did you know?

Abertay contributes £7,000 a year towards the cost of a dedicated Energy Advisor employed by Dundee Energy Efficiency Advice Project (DEEAP).

Through this partnership, Abertay tenants received advice, help or payments totalling over £45,000 last year.

Some of the help available includes:-

Energy advice about which tariff is best for you

Help in switching energy supplier

Low energy light bulbs

Heating system demonstration

so you don't waste energy

Help with billing or fuel supplier problems

Benefit checks & help with unclaimed benefits

Eligibility check for Warm Home Discount of £140

Emergency fuel payment assistance (if applicable)

Help with white goods (if applicable)

If you need help – please do get in touch.

This service is **free** to Abertay tenants - just ring **DEEAP on 01382 434840** or e-mail **deemap@dundeecity.gov.uk**



Helping Residents Switch Energy Supplier

Our Power is a new energy supply company backed by the Scottish Government and established by Scottish social housing providers who want to make the energy industry work better for the residents and communities they serve. They are growing at a rapid speed and now have a total of 50 members including Abertay!

Our Power aims to reduce heat and fuel costs by passing benefits from the energy sector to our communities. They do this by not paying dividends to shareholders, by finding the most efficient ways to operate, by generating their own power and by reinvesting any profits to benefit their customers and our communities.

They install smart meters which allow their customers the choice between monthly billing or prepayment and this can be easily switched to the other to suit the tenants needs. They have lots of information on the website <https://our-power.co.uk> about our smart meters, how they work, how to make payments, and how to make the most of the information available through the meter.

Abertay are currently testing out our void properties energy supply switchover with Our Power and so far everything has been going well. We hope Abertay tenants can in future take full advantage of this company and the savings our tenants may make over a period of time!

ARE YOUR HOME CONTENTS PROTECTED THIS WINTER?



Available to **Scotland's** tenants, is a **Home Contents Insurance** scheme that gives you the chance to insure the contents of your home in an easy and affordable way. There are many benefits and it's so easy to apply.

Ask your local housing officer for a free information pack or call Thistle Tenant Risks Insurance on 0345 450 7286.

Terms and conditions, limits and exclusions apply. A copy of the policy wording is available on request.



Thistle Tenant Risks is a trading style of Thistle Insurance Services Ltd. Lloyds Broker. Authorised and Regulated by the Financial Conduct Authority. A JLT Group Company. Registered Office: The St Botolph Building, 138 Houndsditch, London, EC3A 7AW. Registered in England No 00338645. VAT No. 244 2321 96.

Concerned about harm or abuse
of an older person?
Help is just a phone call away.



If you're experiencing harm or abuse, or you know an older person who is, call our free and confidential helpline.

Elder Abuse Helpline (Scotland)

 **080 8808 8141** 

Elder Abuse Helpline (Scotland)

Monday - Friday, 9am - 5pm

Are you or someone you care about experiencing harm, abuse or neglect?

Are you worried that you (or an older person) might be at risk, but you're unsure what to do?

Call us today for free and impartial advice and support on:

- financial harm or exploitation
- physical abuse
- emotional or psychological abuse
- sexual harm or abuse
- neglect

Our helpline is entirely confidential, free to call from a landline or mobile, and won't appear on your phone bill.


Our experienced helpline operators (based in Scotland) can help you make the best choices to keep yourself safe, and put you in touch with appropriate local agencies.



If you don't know what to do or can't talk to anyone, don't suffer in silence.
Help is just a phone call away.

 **080 8808 8141**

Action on Elder Abuse Scotland
PO Box 29244
Dunfermline, KY12 2EG

 Action on Elder Abuse Scotland
 scotland@elderabuse.org.uk
 www.elderabuse.org.uk/scotland.

AEA is a registered charity in England and Wales (1140543), and also in Scotland (SC046278).
Registered company no: 07290092. Designed by JCH Creative Solutions

Competition

As part of the exciting redevelopment of the site at Finavon Street, Abertay invited local children to show us their dream home by either colouring in the picture provided or by coming up with a completely new design.

Our Architects Barton Wilmore were impressed by all the entrants, but entries from Isla Barclay and Lewis Atkinson particularly stood out. They are both pupils at Fintry Primary School.

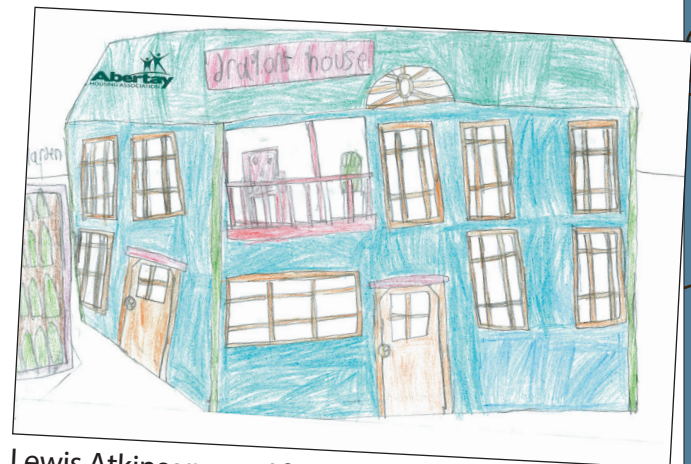
Isla and Lewis are both looking forward to spending their £25 gift voucher in Toys 'R' Us.

As a thank you to all the entrants Abertay will have all the designs enlarged and displayed on the site boundary fence.

A huge well done to everyone who took part.



Isla Barclay age 6

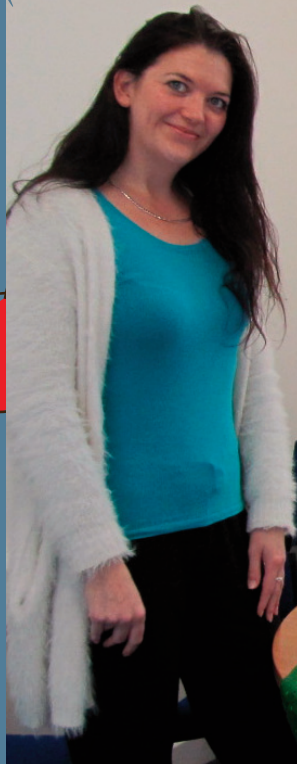


Lewis Atkinson age 10

A huge well done to everyone who took part.

Abertay staff got involved with Macmillan World's Biggest Coffee Morning

Staff took part in the MacMillan World's Biggest Coffee Morning however stretching it over two days it could be named the World's Longest Coffee Morning! There was an array of tempting treats and impressive home baking on show and staff raised £85 for this worthy cause. The photographs show the impressive spread and staff enjoying the treats.



hello goodbye

We said farewell to Liam Radford, Customer Services Team Leader who has moved back to Manchester, his home town, and Andy Kennedy, Senior Project Officer, who headed across to Fife to join Kingdom Housing Association. They will both be sadly missed but we wish them all the best in their new posts.

Carly Ward was promoted and is now the Customer Services Team Leader. Sharon Clinton has been seconded until March 2017 to the post of Property Services Liaison Officer. Emma Brand, who may contact you regarding Gas Servicing, has been seconded to the Customer Services Team on a part-time basis so she may now deal with any of your enquiries!

We also welcomed Natalie McIntosh who has joined the Customer Services Team and Lynne Cattanach, Senior Project Officer who has joined the Technical Team. They have both settled in quickly to their roles.



Andy Kennedy



Lynne Cattanach



Natalie McIntosh

Register Of Interested Residents

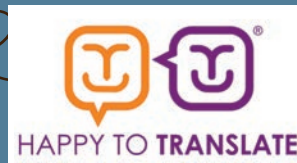
If you want to be more actively involved with Abertay Housing Association, why not join our Register of Interested Residents?

If you join the register then you will be contacted as part of consultation on policies and invited to give feedback on various aspects of our services that you have received. You may be invited to various events including one-off focus groups.

Participation is voluntary and confidential.

If you feel you are interested in getting involved please contact the Customer Services Team on **01382 903545**

Newsletters: We are always on the lookout for contributions to our Newsletters. If you have any interesting articles or want to tell us something that is happening in your local area, please let us know and we will include it in a future newsletter.



Getting In Touch

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