



Garden
Competition

2



Retirement
Housing
News

5



Beat Bogus
Callers

9

Winter
2017

Abertalk



New Homes

Fintry residents will see progress almost daily at Finavon Street with the modern new houses seeming to grow out the ground. We can't wait to have the first homes available to let early next Spring.

Likewise, in Forfar everyone shopping in Asda can see our new amenity flats taking their place in the centre of the town. With completion due in May 2018, we are keen to welcome our first tenants in Angus to the Abertay community.

To follow these two projects (our first in almost 10 years) Abertay has ambitious plans to provide new homes in Dundee and Angus. Currently we are consulting the community in Charleston about our plans for 43 homes on the site of the former Charleston Primary School.

Rent Review Consultation

Our board has reviewed our Business Plan and has confirmed that we should consult you with regard to the rent increase which will take effect from 1 April 2018

You will receive a rent consultation letter from us in the next week or so asking for your views on this proposal. We try to keep our rents as affordable as we can while still improving our homes and community and deliver a good service to you. Our rent increase last

year was one of the lowest across Scotland set by a Social Landlord.

Please take the time to review the consultation information and let us know what you think.

The closing date for return of your comments will be Monday 8th January 2018.

We will write to all tenants in February 2018 to let you know the outcome of the consultation and tell you exactly what your rent will be from April 2018.



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 22nd
December at 1pm.

Re-open Thursday 28th
December at 10.00am.

Close Friday 29th
December at 2pm.

Re-open Thursday 4th
January 2018 at 10.00am.

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





Everyone a winner!

We were delighted to take part in the Fintry Gala Day at the end of August. The Gala Day, held in the grounds of Fintry Parish Church, has always been a popular event with local residents.

Everyone enjoyed the stalls and family friendly activities especially our Hook a Duck challenge where everyone was a winner!

The climbing wall and archery also proved popular free attractions which were sponsored by Abertay.



Garden Competition

Abertay held its first Garden Competition for a number of years and we were delighted with the responses and entries received. Winners were chosen in two categories of 'Best Garden' and 'Best Veranda'. Prizes were donated by QAPM and the two winners were presented with their prizes at our Annual General Meeting in September. The winners were Mr McIntosh, Finella Terrace and Mr Dunn, Gordon Street, and the photos highlight how lovely the garden and veranda are.

Annual General Meeting

We held our 21st Annual General Meeting (AGM) in September following which a number of the Office Bearer posts changed. Our new Chairperson is Kathleen Mands, Vice-Chair is Kenneth Brannan and Secretary is Dorothy Taylor. The AGM was well attended with members listening to the Annual Update by the Chair followed by a fascinating insight by Peter Nurick, Communities Producer, into what the new V&A Museum of Design will bring to Dundee. As members enjoyed the now famous buffet they were entertained with a musical accompaniment by Dundee born Tommy McPhee.



Congratulations!

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 winners of a £50 voucher were Mr & Mrs Morton from Pitalpin.



If you are interested in paying your rent by Direct Debit, please contact the Customer Service Team 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.

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

Full Service Rollout Reaches Dundee



Universal credit has been rolled out to include Dundee from 8th November 2017.

This means that it can be claimed by families with children, people with health conditions and people who are in work as well as job seekers.

Universal Credit (UC) replaces:-

- **Housing Benefit**
- **Income Support**
- **Jobseekers Allowance (Income based)**
- **Employment Support Allowance (Income related)**
- **Working Tax Credits**
- **Child Tax Credits**

If you are currently receiving one of the above benefits, there are certain changes in your household circumstances that can trigger a new claim for UC.

To apply for UC you must have a bank account and email address. When you claim remember to include details of your rent so that your housing costs are included in your claim as we will not get housing benefit paid direct to us.

You will be given an online account to manage

known as a Journal which you will be advised by DWP how and when to access.

There will be an approximate wait of 6 weeks before you receive any money so please contact Richard, our Welfare Officer on Tel No. 01382 903545 as there may be financial assistance available and he can refer you to the Food Bank if you wish. You can pick up our leaflet which has lots of useful information in it about where you can get assistance. Leaflets are available in the reception of our main office or you can view it on our website at www.abertayha.co.uk.

If you don't have a computer or laptop at home, free access and wifi is available for you to use in our office at 147 Fintry Drive.

We are also running free computer classes in our Community Flat in Fintryside and hope to run extra classes in our Retirement Community Lounges in the near future.

Please contact the Customer Service Team for more information (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 2017

Performance update	Target	Previous year to September 2016	This year to September 2017	
Percentage of tenants satisfied with the standard of their home when moving in	95%	97.1%	100%	😊
Average length of time taken to complete emergency repairs	4 hours	1.6 hours	3.5 hours	😊
Average length of time taken to complete non-emergency repairs	6 working days	5.5 days	6.5 days	😞
Percentage of reactive repairs carried out in the last year completed right 1st time	85%	94.4%	90.1	😊
Percentage of repairs appointments kept	>95%	93.3%	91.7%	😞
Value for money				
Percentage of total rent due collected in the year	100%	97.7%	95.9%	😞
Average length of time taken to re-let properties	<21 days	14.9 days	19.1%	😊

Complaints

Between 1 April 2016 and 31 March 2017 the Association received 156 – 1st stage complaints and 10 – 2nd stage complaints. These related to a variety of issues. From 1 April 2017 to 30 September 2017 we have received 91 – 1st stage and 1 – 2nd stage complaint. Abertay records any expressions of dissatisfaction and we use these to improve our processes or procedures in the future.



Complaints	Dealt with within	Target	To September 2017	
Stage 1 complaint	1-5 days	>95%	88.9%	😞
Stage 2 complaint	2-20 days	100%	100%	😊

Retirement Housing News

Caldrum Street

The Summer months have been relatively quiet for the tenants however they have enjoyed a number of events.

These included a Pie & Beans evening with music provided by Lynne McTaggart, a prize bingo evening which raised an amazing £313 for the Comfort Fund and a Charity fundraising Spiritualist Evening which raised a fantastic £353 for Cancer Relief.

The Autumn has seen the tenants enjoy a Fish Supper Night with fish suppers supplied from the local chip shop and entertainment from Pearl who was a new act for the Complex. A great night was had by all.



ONGOING ACTIVITIES

Caldrum Street has ongoing activities of Bingo, Line Dancing, Zumba, Arts & Crafts, Beauty Therapy, Tea Dance and Games.

UPCOMING EVENTS

Bottle Prize Bingo Evening in November.

11th Dec sees the annual visit by the local nursery children. Santa and elves will make an appearance and after an enjoyable performance of Xmas songs by the children Santa will present them with selection boxes and goodie bags to give to the other nursery children unable to attend.

XMAS PARTY

15th Dec a three course meal by Jacques caterer and entertainment by Lynn McTaggart is booked. Santa and his elves will make an appearance with gifts for all.

New Years Eve party is planned for Hogmanay.

JOINT EVENTS

A joint bus trip to Ikea took place with tenants from Caldrum Street, Dryburgh Gardens, Patons Lane and Fintry Mains.

The bus trip to Ikea was so popular it was sold out. It was a great day with fun had by all who attended and a high tea followed at the Inchturre Hotel on the way back home.

Tenants from Dura Street and Fintry Mains enjoyed a trip to St Andrews followed by a High Tea at the St Michaels Inn.



Dryburgh Gardens

Tenants have been enjoying monthly themed lunches, with tenants attending a tattoo lunch where they enjoyed a Scottish dancing display and indulged in some Scottish fayre.

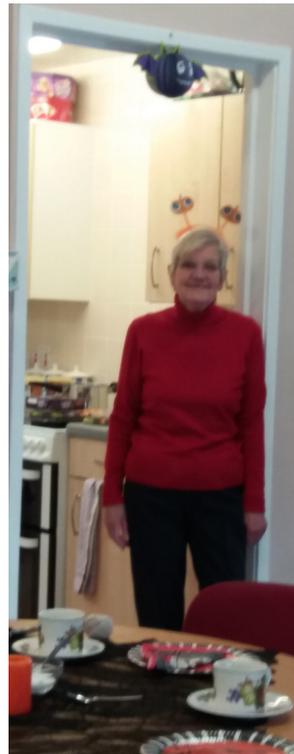


Dura Street

The summer started quietly for the tenants however, they still enjoyed their bingo, aromatherapy and bacon rolls/toast & tea on an occasional Friday.

In September, tenants in Dykehead Place had their roofs upgraded, exterior walls harled as well as work being carried out on the balconies. The tenants are looking forward to the grounds around the properties being landscaped so they can enjoy the refurbishments.

Tenants also enjoyed a Halloween lunch in the Complex.



UPCOMING EVENTS

November 2017

A Bus Trip has been arranged to Dobbies for this month followed by High Tea at The Balumbie Golf Club

Tenants have also put out a box for donations for the food banks for the surrounding area and are happy to help out with the great cause

December 2017

Tenants will be celebrating Christmas along with other Complexes at the Camperdown Lodge with a 3 course lunch and entertainment , we will also be having an afternoon Christmas Party in the Complex along with a Christmas Raffle.





Gordon Street

The residents at Gordon Street held a 60's night on Friday 25 August with entertainment provided by Jay.

This was well attended by residents and guests. The complex lounge was decorated in the 60's theme and residents, guests and Jay dressed as in the 60's. Everyone thoroughly enjoyed themselves. Prizes were given for the best outfits and some residents and guests also took a turn to sing some songs.

Residents also held a Bingo & Mince Roll evening in the complex on Friday 4th November. A prize raffle was also held. This was also a very enjoyable evening.



Fintry Mains

This has been a relatively busy summer for the tenants who have enjoyed Bingo twice weekly, Beauty Therapy, Crafts and Lunch Club.

All who attended enjoyed a trip to Verdant Works followed by a meal at the Fort Bar. There was a thoroughly enjoyable Pie and Beans night in the Complex followed by entertainment by Rab Clark. Autumn has been busy too with a bus trip to Livingston, a Halloween Party with amazing fancy dress on show, a St Andrews Party with buffet and entertainment by Jessie, along with the usual weekly activities.



UPCOMING EVENTS

Fintry Mains will be holding their Christmas Party at the Queens Hotel which will include a three-course meal followed by a Tea-Dance.



Little Christmas Mince Pie Cakes

Ingredients:

175g Self Raising Flour
100g Light Muscovado Sugar
1 Tsp Mixed Spice

175g Softened Butter
Three Eggs
140g Mincemeat

1. Heat oven to 190C/fan 170C/gas 5. Line 12 bun tins with paper cases. Put the flour, sugar, spice, butter, eggs and milk into a mixing bowl and beat with an electric hand whisk or wooden spoon for 2-3 mins, until the mix is light and fluffy.
2. Put a spoonful of cake mix in each case, then a rounded tsp of mincemeat. Cover the mincemeat with a spoonful of cake mix and smooth.
3. Bake for 15-18 mins until golden brown and firm. Dust with icing sugar and serve warm or cold.



Patons Lane

The tenants have enjoyed a number of events during the Summer including a Fish and Chips Night, followed by Bingo and entertainment, a Pie and Beans Night followed by entertainment as well as breakfasts and lunches throughout each month.

The Autumn has been busy too with a bus trip to Macarthur Glenn followed by Tea at the Birkhill Inn, a Fish and Chips night followed by Bingo and entertainment, a Halloween Party, Stovies Night as well as a Pamper Party Night.

UPCOMING EVENTS

There will be a Joint Christmas party with the other complexes at the Camperdown Lodge.

Collections for the children ward at Ninewells Hospital.

Hampers and raffles have started.

Every week there is a games night, reflexology, beauty therapy and bingo on.

Rosebank Place



The tenants have enjoyed the summer sunshine as is evident in the photograph of Alex and Jim.

There have also been some farewells and celebrations as the tenants said cheerio to Lois Brady who has been a long-term tenant but who has moved into a nursing home and congratulations to Cathie who celebrated her 90th Birthday. There was also charity fundraising Bacon Roll morning in aid of Cancer Relay for Life and a Fish Supper Night with Wayne O'Hare providing the entertainment. Autumn has been just as busy with a Coffee Morning and Bric a Brac Sale as well as a Halloween Party with entertainment by Gary.



UPCOMING EVENTS

November 2017

St Andrews Party Celebration in the lounge Scottish theme.

December 2017

Christmas party with three other complexes at Camperdown Lodge

Christmas carols in the lounge with the Free Voice singers

Christmas Raffle with tea and mince pies.





Beat Bogus Callers

What to do when someone calls

Before you go to the door

Close and lock the back door and any accessible windows before you go to the front door.

Bogus callers often work in pairs. One of them will try to keep you talking at the front door while the other tries to get in through the back door or a window.

Look through your spy hole or window

Try to check who a caller is before opening the door. Do not let any caller pressure you into making a quick decision - if you are unsure, do not open the door.

Check the caller is who they say they are

A genuine caller will not object to you leaving them on the doorstep and closing the door while you confirm their identity, even if it is raining.

Does the caller have an identification card?

If the caller does not have an identification, card, ask the caller to go away and close the door. If the caller persists, dial 999 and ask for the police.

Keep safe

Always keep front and back doors locked

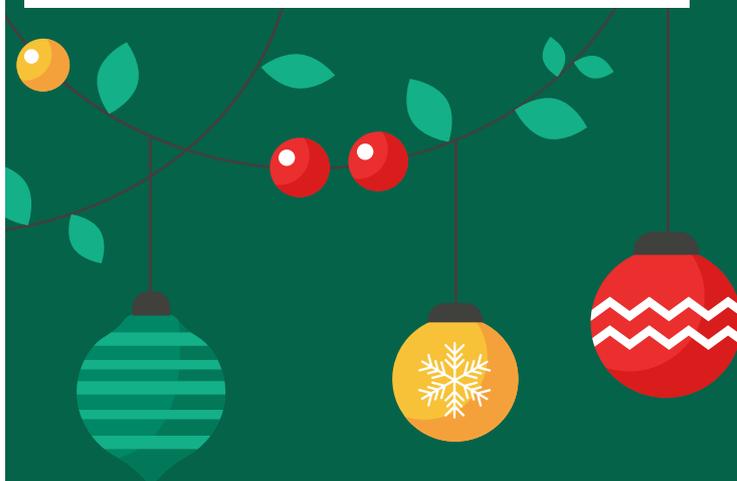
Proposed Winter Maintenance Works 2017-18

Abertay has again considered our customers' requests, and taken advice from the Clerk Of Works, in relation to Open Space Landscaping and completed plans for this year's Winter Maintenance Works programme.

The grass-cutting season finished again in November and ID Verde Ltd (formerly Land Engineering) will now be focusing, over the coming months, on leaf and litter picking, pruning of trees and in some cases removal of diseased or overgrown trees. We are also planning to redesign and replant some shrub beds, particularly in Estates such as Dura Street, which have been subject to major External Fabric upgrade works.

These improvements to the soft landscaping will add finishing touches to a refurbishment works project, which has totally transformed the appearance of this Estate.

We have published a detailed list of the Winter Maintenance Works on our website and you can check out the works being done in your area by going to our website **www.abertayha.co.uk** and following the links in the Owners section. The final list has been compiled for this year's works and amendments to the programme can no longer be considered. However, we always welcome suggestions from tenants and homeowners alike, for next year.



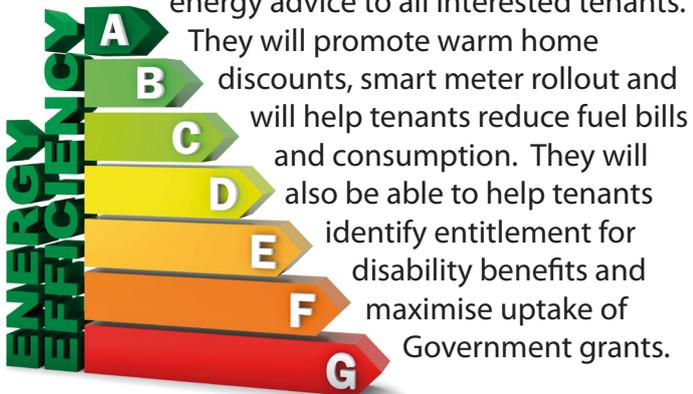
GOOD NEWS

“Enhancing the quality of life in our communities”

Abertay have been awarded a Grant from the Aspiring Communities Fund, Scottish Government and the European Social Fund.

The grant offer will enable us to fund two new posts over the period from January 2018 to 30th June 2019.

We are seeking to employ an Energy Efficiency Advisor who will be responsible for providing energy advice to all interested tenants.



Our other post will be for a Digital Participation Officer. Their role will be to actively support and develop digital participation by various methods and for the delivery of our Digital Champions Project including the delivery of training and support. We aim to set up Digital Clubs and hold regular sessions in each of our retirement complexes. The post holder will also provide individually tailored specialist advice and support to tenants claiming Universal Credit.

If you would like more information on the Project or would like to get involved in becoming more digitally aware we would love to hear from you.

**Please contact
Richard or Fiona
on Tel No.
01382 903545.**



EUROPE & SCOTLAND
European Regional Development Fund
Investing in a Smart, Sustainable and Inclusive Future

Why you should never flush wet wipes down the toilet

Using wet wipes instead of regular toilet roll is becoming an increasing trend in our bathroom culture, due to the convenience and comfort they offer. However, despite claims from manufacturers that some wipes are ‘flushable’ the wipes don’t break down in water (non-biodegradable) and there is a high risk that eventually such action will result in sewage backing up into people homes and gardens.

Please don’t fall for this marketing as it is going to cost you dearly in the long run. Even if labelled “flushable” wet wipes still won’t break up in the drainage system and therefore, should be thrown away with regular waste.

Abertay are being forced to spend an increasingly amount of money on this problem with some of these costs being passed on to residents as rechargeable repairs. Our contractor Drain Dogs are having to remove the wipes from sewers and take them to be buried at landfill sites.

It may look as if these wipes are flushing down the toilet and disappearing without any problem. However, its further down the wipes’ path that could be an issue. And the problem doesn’t stop there. If the wet wipe makes it past your sewage plumbing, it may still cause problem at your local sewage treatment plant.



**SAVE YOUR PIPES:
DON'T FLUSH
BABY WIPES!**

So overall, while you can manage to flush a wet wipe down a toilet, it certainly isn’t a good idea as it could cause damage to you

and your community’s plumbing and drainage fixtures.

The three things that should go down your toilet drain:

“Poo, Pee, and Toilet Paper”

OurPower Who are Our Power?

making energy fairer

Our Power is Scotland's first not-for-profit energy supplier, set up by progressive Scottish social housing providers to make energy fairer and reduce levels of fuel poverty. They offer more affordable energy and aim to engage in the energy sector to find ways to further reduce the cost or improve the experience of their customers. Our Power currently has 54 members that are from all over Scotland, including Abertay.

Do you have a restricted meter (Total Heat Total Control)?



Customers on restricted meters are often unable to switch providers without replacing their electricity meter, and are therefore unable to access the range of tariffs available to single rate meter customers.

How do I know if I'm on a restricted meter tariff?

You're likely to be on a restricted meter tariff and can switch to Our Power if you:

- Have electric storage heaters
- Heat your water by electric immersion
- Live in North Scotland and your current tariff is Total Heat, Total Control

How do I take control of my energy?

By switching to Our Take Control tariff. The new tariff will be the first time many of you will have had the opportunity to switch. As part of the mission to make energy fairer, they have priced Our Take Control tariff to offer great rates that they believe will make a real difference to your energy bills.

If you would like more information or to see how much you could save visit:

our-power.co.uk

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.

STAFF - Charity

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**

STAFF CHANGES

Over the past few months, we have said farewell to a number of staff including our Operations Director, Bob Sander, Accountant and Business Analyst, Hailey Revill and Customer Services Adviser, Ross McCallum.

We have been delighted to welcome back Angela Robertson on a permanent basis as Accountant and Business Analyst as she had worked with us previously during Hailey's maternity cover. We have also welcomed two new staff members to the Technical Team, Andrew Garland as Project Officer and Ian Soutar as Technical Admin Assistant.

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.

WORLD'S BIGGEST COFFEE MORNING

WE ARE
MACMILLAN.
CANCER SUPPORT

Abertay Staff got involved with MacMillan Worlds Biggest Coffee Morning

Staff again took part in the MacMillan World's Biggest Coffee Morning raising an impressive £117.50!

The array of tempting treats and home baking just seems to get more impressive year on year. Thanks to all who took part in what was another successful charity fundraiser for this worthy cause.



Getting In Touch

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HAPPY TO TRANSLATE

