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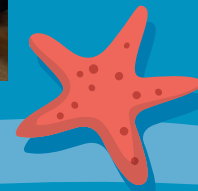
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Abertalk

Summer 2018



Rent Consultation Feedback

- Abertay's Management Committee decided in November 2017 to consult tenants on rent increase options for the Financial Year 2018/19. Tenants were able to do this in a number of ways which included, by text, email or freepost reply card. Two options were proposed for tenants to consider:
- **Option 1** – 4.0% average increase. To carry out 3.1 million of improvement work to over 650 homes.
- **Option 2** – 4.5% average increase. As above but also to provide a handyman service to carry out small jobs such as moving furniture or changing lightbulbs etc.

Over half of the responders (54%) felt that the lowest increase was the better option.

This was agreed by Management Committee. A report detailing information on the outcome of the consultation can be viewed on our website at:

www.abertayha.co.uk, under downloads then survey results 2018.

Alternatively if you would like a copy of the report sent to you, please contact the Customer Service Team on Tel No. 01382 903545.

Thanks to all those who completed our questionnaire. The winner of this year's prize draw of a £50 voucher was Mr McGill.



Switch to Direct Debit

Don't delay, set up your Direct Debit today and you could be entered into our free prize draws which are held twice a year for Direct Debit payers!

For further details please contact the Customer Service Team on Tel No. 01382 903545.

Congratulations go to Mr Gibson from Fintry, the latest lucky winner of a £50 voucher.





Planned Maintenance Projects

Our External Fabric Upgrade programme for 2018/19 is due to start in Finlow Terrace in June. The contract for the next 3 years has been awarded to Andrew Shepherd Construction who are based in Forfar.

We will be upgrading the roofs, balconies and windows.

We are also engaging with Owners in this area to seek their agreement to communal works and to offer the same upgrades our own tenants will be receiving.



Balcony Repair Programme

Some of our flatted properties are showing their age. We are starting a small programme of balcony repairs. This will address issues where concrete has cracked and broken off and the reinforcement bars have been exposed and corroded.



This will involve taking the concrete back to a solid stable state and new reinforcement bars being inserted and a new front to the balcony being formed. We have successfully carried this out at Cheviot Crescent and Longhaugh Road in the last year (see image in article above).

Painter Programme

The Cyclical Painting Programme has commenced in Fintry North. We are carrying out repairs to timber windows, fascias and fencing as the work progresses. We will shortly be moving to South Road.

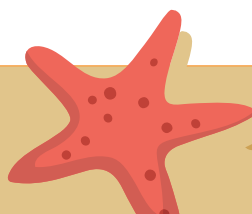
Electrical Testing

The Electrical Testing Programme is ongoing with 180 tests programmed in for 2018/2019.

Our Contractor, McGill Electrical has been contacting residents to book convenient times to visit and test the electrical circuits in their homes.

Flood Prevention Measures

We have found that we require to remove existing flood prevention system in some bathrooms. We will be commencing this work shortly, with the removal of previously installed flood prevention systems in some bathrooms, which we have found have not worked as we had expected. Work will begin on properties in Finlow Terrace.



New Developments



Finavon Street

Our 56 home development at Finavon Street has now expanded to all areas of the site.

We are due to have the first phase of homes handed over to Abertay mid-June. The development comprises of 3 blocks of flats and semi-detached and terraced homes.

The homes all have solar panel electricity systems, also known as photovoltaics (PV), which capture the sun's energy using photovoltaic cells. These cells don't need direct sunlight to work – they can still generate some electricity on a cloudy day. The cells convert the sunlight into electricity, which can be used to run household appliances and lighting.



New Road, Forfar

Our 16 flat development in Forfar is progressing very well with the flats due to be released to Abertay from late June to early July.

The homes located near to the town centre in Forfar are 1-bedroom flats, with 2 offering wheelchair accessibility, and have been built for Abertay by Champion Homes.

The Development will be officially opened in July with a number of local and national dignitaries coming along to celebrate the opening of our first new build development in 10 years. This will also provide our first homes in Angus.



Open Space Maintenance

Now that the new grass cutting season and Open Space Maintenance works are fully underway again for 2018-19, Abertay is always open to suggestions from residents, for works to be added to the next Winter Maintenance Works programme.

Abertay realises the importance of customer relations and we compile a spreadsheet based upon complaints and/or suggestions reported by our customers in relation to trees, bushes, hedges and shrubs between the months of January and October every year. Abertay also takes note of Landscaping issues during Estate Walkabouts, as well as the Landscaping Clerk of Works and Maintenance Manager carrying out

more thorough inspection visits around about November every year and agree a finalised Winter Works programme for execution during the winter months, usually between January and March.

A detailed list of the works is published on our website www.abertayha.co.uk and residents are encouraged to check the works being carried out in your area by going to our website and following the links in the Tenants section under Winter Grounds Maintenance. At present the list details works which were completed between January and March 2018 and the future works are not usually published until December of each year.



Tenants go digital



Get me connected is a digital inclusion project funded by Aspiring Communities. The project offers free training and support to help the tenants of Abertay use a range of digital devices and get online. Abertay started their own digital sessions earlier this year. The tenants can use one of the six tablets provided by Abertay or many prefer to bring along their own tablets, mobiles and laptops to see how they can use these more effectively and discover the potential of the various apps available.

The sessions cover:

How to use the devices more effectively (and for some, for the very first time) as well as getting used to how it can assist in daily life, although for some, it comes as second nature. However, if you are one of the large number of people who have not yet had the opportunity to see exactly how it can change your life – it can be daunting and a little overwhelming.



See our website's Calendar of Events for the dates, times and venues of the various digital sessions available near you.

The sessions are proving an excellent opportunity for everyone to become a little more confident using their digital devices and a chance to understand the benefits that they can bring. If you would like to join in or find out more contact Clare, Digital Participation Officer on 07752 141110 or email customerservice@abertayha.co.uk



European Union



gov.scot

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

Needing help with Universal Credit?

Due to the recent roll out of Universal Credit in Tayside, we are also offering our tenants support in applying for Universal Credit together with accessing and updating their journal - an essential part of the criteria for Universal Credit. We can offer one-to-one support as well as providing access to our free computer facility based in the reception area of our Fintry Drive office.

Energy Advice Project

The aim of Abertay's Energy Advice project is to provide free, impartial advice on all aspects of energy use which can help you save money.

The service ranges from general advice such as getting the best deals and tariffs, help you to understand fuel bills and meters, act on your behalf when dealing with suppliers, recommend energy saving measures and checking entitlement to fuel discounts and benefits.

Since February 2018, the project has helped identify £1,452 in savings by switching suppliers, carried out 55 home visits, provided



energy advice with assumed saving of £5,280 and supported 39 customers with problems with energy suppliers and/or benefit entitlement.

If you would like to see how much you can save by switching suppliers or need help with any of the above topics, please get in touch with Justin on 07752 141126 or email queries@abertayha.co.uk



Do you have any problems with your estate? Estate Walkabouts allow residents the chance to work alongside Housing and Maintenance Officers to highlight issues in the local area.

Residents and Officers walk the estate together, looking out for anything that might make the estate look untidy or unsafe, and make a note of it. You can have a say in how your local issues are dealt with. If you have not received our revised walkabout timetable you can download it from our website, or drop by our main office at 147 Fintry Drive.

If you have any questions, feel free to give us a call on 01382 903 545.

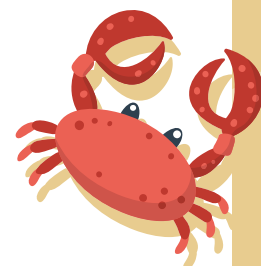
How did we do?

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 2017 – March 2018 compared to the previous year.

Performance update	Target	Previous year	To 31/03/18	
Emergency repairs completed on time	4 hours	2.2 hours	1.9 hours	😊
Average length of time taken to complete non-emergency repairs	6 working days	4.9 days	5.9 days	😊
Satisfaction with the repairs service.	98%	99.5%	99.5%	😊
Value for money				
Gross rent arrears as at end of March as a percentage of rent due for the year.	<3%	2.3%	2.3%	😊
Average length of time taken to re-let properties	<21 days	17.1 days	17.2 days	😊

You will be able to review our performance in comparison to other social landlords in Scotland in our Annual Report which will be available in November 2018.

Performance update	Target	
Number of evictions for arrears from 01/04/2017 – 31/03/2018	4	😞



Abertay offers a firm but fair Rent Arrears Policy, which offers advice and assistance to those who fall into arrears. Eviction is always our last resort; however there are occasions when we have had to evict tenants who have failed to engage with us and keep to suitable payment agreements. Tenants who do not pay their rent mean that we have less to spend on improvements and services.

Complaints

Between 1st April 2017 and 31st March 2018 the Association received 158 - Stage 1 complaints and 2 - Stage 2 complaints. These related to a variety of issues. Abertay records any expressions of dissatisfaction and we use these to improve our processes or procedures in the future.

Complaints	Dealt with within	Target	Within timescale	Previous year	
Stage 1 complaint	5 days	95%	87.7%	90.4%	😞
Stage 2 complaint	20 days	100%	100%	100%	😊



Retirement Housing News



Caldrum Street

Our Christmas events all went well. The children from the local nursery entertained us once again with Christmas Carols. The Christmas Party was held at the complex with a three course meal followed by a visit from Santa bearing gifts for all tenants and entertainment by Lynne McTaggart was a great success. A New Years Eve party was held with Karaoke.



We held a Scottish Night in the complex in January and again a three course meal was served followed with entertainment by Jay Henderson. This was thoroughly enjoyed by all who attended.



In February we had a Fish Supper Night with entertainment from Johnny Mack. This is always a popular event which is well attended.

An Irish Night was held in March and Mike Lees entertained. This was Mike's first visit to Caldrum Street and he was a big hit with all.



Our first bus trip of the year is booked for the 23rd of May to Abernhyte for afternoon tea.

Finally we say a sad farewell to Hamish. Hamish was the beloved Westie dog of tenant Margaret Hendrie and was a daily visitor to the complex. He was much loved and everyone looked forward to his visits. He will be sadly missed by all.

ONGOING ACTIVITIES

Daytime activities in the complex include weekly Bingo Sessions, Tea and Toast morning, Games, Arts and Crafts Class and Beauty Therapy Sessions.

UPCOMING EVENTS

Our upcoming events include a Quiz Night in June and a Bluebell Tea Party in July hosted by Police Scotland.



Cranachan

Ingredients:

2tbsp Medium Oatmeal

300g Fresh Raspberries

A little caster sugar

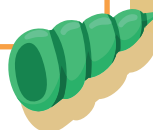
350ml Double cream

2tbsp Honey

2-3 tbsp. Whisky to taste

Method

1. To toast the oatmeal, spread it out on a baking sheet and grill until it smells rich and nutty. It will not darken quickly, so use your sense of smell to tell you when it is nutty enough. Cool the oatmeal.
2. Make a raspberry purée by crushing half the fruit and sieving. Sweeten this to taste with a little caster sugar. Whisk the double cream until just set, and stir in the honey and whisky, trying not to over- whip the cream. Taste the mix and add more of either if you feel the need.
3. Stir in the oatmeal and whisk lightly until the mixture is just firm. Alternate layers of the cream with the remaining whole raspberries and purée in 4 serving dishes. Allow to chill slightly before eating.





Dryburgh Gardens

Dryburgh Gardens was closed for a number of weeks at the start of the year to enable a complete overhaul of the complex; everyone is delighted with the end result.

We held an open day to celebrate the refurbishment; Bertha is the longest staying tenant and was asked to cut the ribbon.

The photos show the amazing transformation.

There was an annual VE Day lunch held in the complex enjoyed by 14 of the tenants - a great day was had by all as you can see from the photographs.

ONGOING ACTIVITIES

A Sunday Social Night was held on the last Sunday of April. This was a trial run to see if the idea of a monthly event would gain interest. The event was very well attended with 25 tenants attending to enjoy an evening of entertainment provided by Jay, and also provided were sandwiches, sausage rolls and nibbles. It is hoped that the Social Night will take place every 6/7 weeks through the summer due to other social event commitments but will revert back to last Sunday of each month during the colder months.

Dura Street

On Thursday 14th December, the tenants enjoyed a joint Christmas party with Patons Lane, Rosebank & Gordon Street Complexes with entertainment from Lynne McTaggart. A great night was had by all.

The following week on Wednesday 21st December, tenants were joined by the primary 1 class from Clepington Primary School for Carol singing. They were delighted that Santa & his little Elf also came along to join in the fun. Santa presented each child with a selection box. Everyone present had a great time. The Christmas celebrations continued on Thursday 22nd December with a get-together in the Complex with a buffet, refreshments and a Christmas raffle.

In March an Easter Lunch was held in the Complex with a lovely day enjoyed by those who attended.

A Bus Trip to St Andrews, with tenants from Rosebank Complex, took place in April. Tenants enjoyed lunch at The Tailend Fish Restaurant with everyone saying how much they enjoyed the day.

UPCOMING EVENTS

A Coffee Morning will be getting held in the Complex on Wednesday the 20th June. All Welcome.





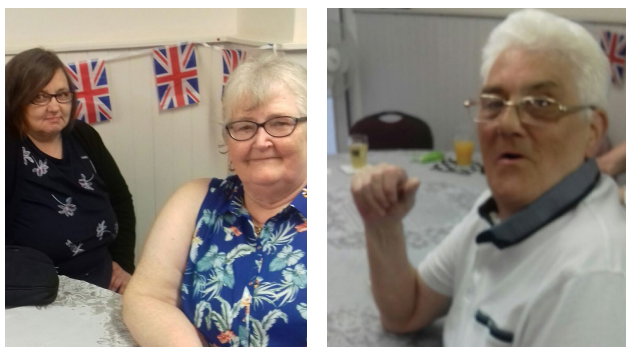
Fintry Mains



In December, Fintry Mains held a Christmas Party at the Queens Hotel which included a three course meal followed by a Tea Dance. In the evening the celebrations continued with a Party in the complex with entertainment by Jessie and a visit from Santa. Both events were thoroughly enjoyed by everyone who attended. A Burns Supper was held in the complex with Scottish Dancing and entertainment by Lynn McTaggart.

Tenants enjoyed a sixties themed Valentines Night at Club 83 and also enjoyed a Bingo Night in the Complex during the month of February. March was a relatively quiet month; however, tenants were entertained by Tom Clark at the St Patricks Night as well as enjoying a buffet and refreshments.

Tenants enjoyed a Fish Supper Night followed by entertainment by Rab Clark in April. May has been busy with a Bus Trip to Perth followed by High Tea at The Birkhill Inn and The Royal Wedding was celebrated in the Complex with a meal and entertainment by Jessie.



Gordon Street

It has been a busy year so far for the residents at Gordon Street:-

In January residents held a New Year Party in the complex lounge with a buffet

provided and entertainment by Jay. This was a free event for residents and guests. It was a great evening, a good laugh and even Santa appeared!

A Valentines Night was held in February with food provided by Scott Brothers and entertainment by Rab Clarke. There was also a further surprise when one of our resident's son arrived dressed as "An Officer and a Gentleman" and presented all the ladies with a rose. This was a thoroughly entertaining and fun evening.

In March a St Patrick's evening was held in the complex lounge with Stovies and Oatcakes the entertainment was provided by a new entertainer to the complex - Gary - another enjoyable evening.

Residents thoroughly enjoyed an evening at the Whitehall Theatre in April to see All of Our Yesterdays.

An event took place to mark the Royal Wedding of Prince Harry and Meghan Markle in the complex lounge where the residents watched the event unfold whilst enjoying a cream tea and cakes.

UPCOMING EVENTS:

In June tenants will go on an Angus bus trip with a stop off at Glamis Castle and a meal at The Fort Hotel, Broughty Ferry on the return journey. Other events include an evening out to see the Ladyboys at The Pavilion, Baxter Park and also a Social Bingo evening in the complex lounge.

A 5 day "Shamrock Spectacular" Coach Trip to County Mayo, Ireland has been arranged for October.





Rosebank

Tenants enjoyed a joint Christmas Party in the Camperdown Lodge with Dura Street, Patons Lane and Gordon Street tenants with a lovely Christmas dinner and entertainment by Lynne McTaggart.

In January tenants enjoyed a Burns Night in the complex with traditional Haggis, Neeps and Tatties as well as entertainment by the marvellous Wayne (TV star) O'Hare.

There was a St Patricks Celebration Party in March in the complex with entertainment by Paul Sullivan (Roadrunner), a delicious Irish Stew and lots of gateaux for dessert. All who attended had a fantastic night.

Some tenants joined with Dura Street on a day trip to St Andrews in April and had a lovely afternoon out with fish and chips at the 'Tailend'.

The loss of a popular tenant made May a particularly sad month. Tenants and friends gathered in the lounge for a buffet and tea to share memories of an individual who will be sorely missed by all who knew him.

ONGOING ACTIVITIES

Rosebank tenants and friends have also had weekly Bingo, weekly gentle Exercise Class and fortnightly Beauty Therapy sessions.



UPCOMING EVENTS

Tenants have just been awarded a grant to make a patio garden, work will begin on this once all our plans are completed.



Patons Lane

On Tuesday 14th Decemer the tenants enjoyed a joint Christmas Party at The Masons Hall which included a 3-course dinner and entertainment provided by Lynne McTaggart. A great evening was had by all.

In March a St. Patricks Day party was held at the complex with a buffet, bingo and entertainment by Gary, which went down a treat. It was great to see tenants getting dressed up and joining in the Irish spirit.

April was a busier month with a great turnout for a lunch in the Complex with delicious homemade soup and trifle being enjoyed by all who attended. Tea, coffee and a good chat with friends and neighbours also proved very successful. There was also an Easter hamper which was raffled and the lucky winner was Jessie Dodds. Residents also gave generously. A large number of Easter eggs which were handed over to Charlie Kean for Kids in Dundee which is an extremely worthwhile local cause.

May has been another busy month with a stovie tea being held in the complex along with a quiz and Bingo. The quiz nights always prove to be successful and this was no exception. A sponsored walk by the residents took place on 9th May with tenants taking a stroll around Balgay park, while having a chat, to help raise funds for the Summer outing. A Spiritualist evening also took place with a great turnout and refreshments enjoyed by all who attended. The Royal Wedding was celebrated with a Wedding Breakfast and a toast to the happy couple.





"Enhancing the Quality of Life in our Communities"

Garden & Veranda/Balcony Competition 2018 for Tenants

Abertay are to hold a garden competition again this year for tenants.

There will be a prize for;

- **Best garden**
- **Best veranda/balcony**

If you wish to nominate your own or your neighbours garden or veranda/balcony, please speak to your Housing Officer or alternatively contact the Customer Service Team on 01382 903545. The competition will close on Friday 17th August 2018 and will be judged shortly after.

Prizes:

1st Prize = £50 Voucher (Donated by QAPM)

2nd Prize = £30 Voucher (Donated by QAPM)

Winners will be announced in the reception of our main office, all Retirement Housing complexes and on our website www.abertayha.co.uk and Facebook.



Longhaugh Community Police Scotland

Appeal To Knitters!

These simple guidelines explain the design requirements for hand-made trauma teddies. This appeal is a partnership project between Children 1st, Scotland and Police Scotland where knitted teddies are given by Police Officers attending incidents involving young victims or witnesses.

Trauma teddies will be given as a simple distraction to help take their focus away from potentially upsetting circumstances and help Police Officers build a relationship and turn the experience from a negative to something positive. Consideration may be given to providing a trauma teddy on occasions where a young person has witnessed a road traffic accident, criminal offence, being lost and any other incident as deemed appropriate to provide a teddy to offer comfort.

GUIDELINES FOR DONATIONS OF TRAUMA TEDDIES

Your interest in supporting this project is greatly appreciated. In order to comply with recommendations provided by Police Scotland Legal Department and to ensure good Health and Safety practice, it is requested that all donations adhere to the following guidance:

1. Donations must be hand-knitted and meet the pattern specifications provided.
2. Teddies must not include buttons, zips or anything else which could be accidentally or forcibly removed.
3. Seams must be securely fastened. Should access be gained to any fibrous filling material within the teddy through a seam, this may present a choking risk if swallowed. Seams should be tension-tested to ensure they are as secure as possible.
4. Prior to their distribution, pre-prepared labels will be attached to each donated teddy, advising of the need to take care of the item, given that this has been hand-made. Labels will be provided to Police Scotland by Children 1st, Scotland and attached with string to the teddy.

Donations can be handed into any police station for the attention of Longhaugh Community Police Team where they will be dressed and distributed to police vehicles across Dundee.



Charity Events

Abertay staff got involved with a number of charity events raising money or donating for great causes



Abertay Housing Association staff collected Easter Eggs. They were given to Police Scotland, who in conjunction with Volunteer Dundee held an Easter Fun Day for the children of Fintry and Whitfield.

Trauma Teddy Knitting Pattern

Double knitting wool 1 pair size 11 knitting needles, head and paws (preferably fawn), scarf (should be bright)
Stuffing – please only stuff teddy with polyester or other healthy padding. Foam rubber is NOT recommended.

Cast on 10 stitches main colour.

Knit 10 rows.

Continue in garter stitch for 30 rows in trouser colour. Make another leg in the same way.

Knit across all 20 stitches and work 16 rows. Change to jumper colour and knit 24 rows.

Change to main colour for head and also change to stocking 5 ½ inches.

Change to jumper colour and knit 24 rows.

Continue remainder of Teddy in reverse order.

Stitch down the sides of the head. With jumper colour, pick up 8 stitches either side of the neck join (16 in all) and knit 20 rows.

Change to main colour and knit 10 rows for paws.

Sew up Teddy leaving opening in crotch.

Turn right side out and sew diagonal top corners for ears before stuffing.

After stuffing, run a thread through the knitting around the neck to draw it in.

Sew a happy face and for mouth use either stem stitch or back stitch.

Scarf : Cast on 75 stitches.

Knit 4 rows and cast off. Tie scarf on Teddy the back of the neck, close to the jumper edge. Don't sew down at the front.

This pattern is simple for those who knit and can make good use of small pieces of wool left over from major projects carried out during the year.

Well done you have just brought a smile to a child's face.

STAFF CHANGES

Over the past few months, we have said a fond farewell to Customer Service Assistant, Emma Brand who has relocated to Derby. The Asset Manager, Derek Black, has also moved on to pastures new. We wish them both well in the future.

We have been delighted to welcome new staff members Clare Talbot as Digital Participation Officer, Justin Bridgett as Energy Adviser, Tracy-Anne McHoul as Customer Service Assistant and Vivienne Hutchison and Frank Dolan as Relief Retirement Housing Coordinators.

Fintry Gala Day

Come along and enjoy the fun at the Fintry Gala Day.

The event is to be held at Fintry Mains Parish Church on Saturday 18th August at 11am

As well as having a number of displays from local dance groups, bands and amusement rides for children, there will be a number of stalls which will include face painting amongst the activities. Our own stall will feature a Hook a Duck competition which will have free entry for all children. The community cafe at Fintry Parish Church will be on hand to provide tea, coffee and a number of snacks.

Abertay will be sponsoring the climbing wall and archery again this year, which should prove to be popular and free attractions for children.



Calendar of Events

To view regular sessions or scheduled events please go to our website www.abertayha.co.uk and click the tab 'Your Community' to find the full calendar of events.

Data Protection

With effect from 25th May 2018, the General Data Protection Regulation, known as GDPR, came into effect which helps give people more control over how their personal data is used and how they're contacted.

Your privacy is really important to us which is why we have included this article to let you know that we have updated our Fair Processing Notice.

A copy has been included with your copy of the Newsletter; however, you can also download it from our website:

www.abertayha.co.uk – about us – access to information – personal data.



Abertay Housing Association is turning 21!

We have consulted with tenants for ideas and will take these into consideration when planning our event to celebrate the occasion

Please keep an eye on our website www.abertayha.co.uk and Facebook page where all updates will be posted

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

Telephone:

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