



When do Estate Walkabouts happen?

A timetable has been included with this leaflet. It is also on display in our main office at 147 Fintry Drive. You can also view the timetable on our website at www.abertayha.co.uk. Alternatively please contact customer services on Tel No. 01382 903545. They will be able to confirm a date and time for you to attend the walkabout in your estate.

Some residents may wish to become an inspector for their estate or scheme. Being a resident inspector involves helping to complete a monitor sheet and working closely with Housing and Maintenance Officers to ensure standards are kept at a high level.

If you would like to take part in your next estate walkabout or become a resident inspector, and would like to know dates and starting points, please contact the Customer Services Team on Tel No. 903545 or check our website.

What if I cannot attend the walkabouts?

We still want to give you the opportunity to have your say and help improve the appearance of your estate. You can raise any issues by contacting us by telephone or email at queries@abertayha.co.uk. We will act on your concerns and include them as action items to be raised on the visit. If you contact us after a visit has taken place then we will add it to the action plan and include the outcome.

All action items raised including outcomes will be included on our website for you to view. Alternatively these can be viewed in the reception of our main office.

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“Enhancing the quality of life in our communities”



At Abertay Housing, 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 chance to have your say and help improve the appearance of your neighbourhood.

What do I have to do?

All you have to do is tell your Housing Officer 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.

Each walkabout will involve:

- A short briefing session to set a route, agree how long the walkabout should take and set priorities.
- A walkabout of the estate – residents and officers will walk the estate together looking for anything which may make the estate unsightly such as untidy gardens, cars parked on grass, litter, fly tipping or unreported repairs.
- Record all the issues identified by residents.
- The development of an Action Plan – Officers and residents will agree how to solve any problems, or how to tackle any issues and agree an action plan. It will agree what action will be taken, who has responsibility for ensuring that action is taken and the timescales for action to take place.

What is the aim of the estate walkabout?

Estate walkabouts offer residents (tenants and owners) the chance to work together with Housing and Maintenance Officers to highlight any issues and to make your estate a better place to live.

Why should I get involved?

You can help shape the changes in your area by pointing out any issues on the estate and have a say in how they should be resolved.

Estate walkabouts are an important aspect of our commitment to involving residents.

