

## Retirement Housing Coordinators

Each retirement complex has one Retirement Housing Coordinator on duty Mon – Fri 8.30am- 1.30pm, there is also a floating Retirement Coordinator to assist with cover during holiday periods.

### Retirement Housing Coordinators will:

- Report any repairs you may require to your home.
- Assist you in completing housing and welfare benefit forms.
- Report any anti-social behaviour to the Housing Officer, and assist where possible in the resolution of the problem.
- Assist the Social Committee when the use of the lounge is required for social activities.
- Ensure the complexes are properly managed.
- Ensure the common areas are kept clean and tidy and in a safe condition and that approaches to the communal facilities are made safe during periods of snow/ice.
- Ask for confidential details next of kin, doctors and medical conditions. This information is kept on personal record and is only available to the Retirement Housing Coordinator.

## Service Charge

Abertay's policy is to incorporate a service charge for the provision of the Retirement Housing Management Service.

## USEFUL NUMBERS

	Telephone No.	Email & Website
Abertay Housing Association	01382 903545	queries@abertayha.co.uk www.abertayha.co.uk
Out of hours emergency repairs	01382 903545	
<b>Emergency Numbers</b>		
Emergency Services	999	
Police Scotland non-emergency	101	
Social Care Response Team Community Alarm	01382 434019	
Transco (Gas leaks)	0800 111999	www.transco.co.uk
SSE power distribution (Loss of power)	0800 300999	www.ssepd.co.uk
<b>Other Numbers</b>		
Age Concern	01382 825624	www.dundeeageconcern.com
Dundee City Council	01382 434000	www.dundee.gov.uk
Ninewells Hospital	01382 660111	www.nhstayside.scot.nhs.uk
Street Lighting, Roads & Pavements	0800 232323 or 01382 433063	www.dundee.gov.uk/engineerdiv
Citizens Advice Bureau	01382 307494	bureau@dundeecab.casonline.org.uk www.dundeecab.org.uk
Cleansing Special Uplifts	01382 432750	www.dundee.gov.uk/environment



147 Fintry Drive Dundee DD4 9HE  
Tel: 01382 903545 Fax: 01382 903578  
queries@abertayha.co.uk [www.abertayha.co.uk](http://www.abertayha.co.uk)

# WELCOME TO ABERTAY RETIREMENT HOUSING

## TENANT HANDBOOK



“Enhancing the quality of  
life in our communities”



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## RETIREMENT COMPLEXES



**Dura Street Complex**  
57 Dykehead Place  
Dundee DD4 6TJ  
Tel: 01382 450993  
Retirement Coordinators  
will be on site  
8.30am – 1.30pm



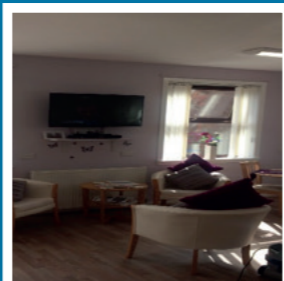
**Dryburgh Gardens Complex**  
Dryburgh Gardens  
Dundee DD2 3JL  
Tel: 01382 400675  
Retirement Coordinators  
will be on site  
8.30am – 1.30pm



**Gordon Street Complex**  
Gordon St/Cobden St  
Dundee DD3 6BZ  
Tel: 01382 665131  
Retirement Coordinators  
will be on site  
8.30am – 1.30pm



**Caldrum Street Complex**  
Main Street  
Dundee DD3 7EY  
Tel: 01382 202418  
Retirement Coordinators  
will be on site  
8.30am – 1.30pm



**Patons Lane Complex**  
41 Baltic Gardens  
Dundee DD2 1EA  
Tel: 01382 643458  
Retirement Coordinators  
will be on site  
8.30am – 1.30pm



**Fintry Mains Complex**  
6/8 Fintry Mains  
Dundee DD4 9HF  
Tel: 01382 508417  
Retirement Coordinators  
will be on site  
8.30am – 1.30pm



**Rosebank Complex**  
57 Rosebank Place  
Dundee DD3 6LR  
Tel: 01382 227897  
Retirement Coordinators  
will be on site  
8.30am – 1.30pm

## INTRODUCTION

On behalf of Abertay Housing Association, we would like to take this opportunity to welcome you to your new home.

The Association has 7 Retirement Housing complexes in Dundee. They are situated in Caldrum Street, Dryburgh Gardens, Dura Street, Fintry Mains, Gordon Street, Patons Lane and Rosebank.

**Our aim is to let you live as full and as independent a life in a safe and secure environment.**

## Laundry

Laundry rooms are provided for the use of retirement housing tenants and are available during lounge opening times 8.30am 4.30pm. The laundry rooms are situated in six of the complexes, Dryburgh Gardens laundries are situated in blocks 1&4 and are for use of all residents in the blocks. A rota system is in operation to ensure everyone has the opportunity to do his/her washing. Home Helps are usually given priority.

## Fire Alarms

All retirement housing properties are fitted with fire alarms which are connected to the fire service, they will respond immediately if the alarm is activated. Please take care not to set it off in error, burning toast and excessive steam are common causes of the alarm going off in error. Please make sure kitchen and bathroom doors are kept closed.

## Additional Locks and Keys

We will not usually allow for additional locks to be fitted in case an emergency occurs and emergency staff are unable to gain access should help be required, locks in each retirement property are suited and the Retirement Housing Coordinator hold a master key. They will only use the master key in emergency or with your permission. We respect your privacy.

## Activities and keyholders

The lounge is available for tenants to use at most times thanks to tenants who have volunteered to be keyholders, they open and close the lounges when the Retirement Housing Coordinator is not on site. Tenants social groups are active in most lounges, with Committee arranging various activities on behalf of the tenants e.g. bus drives, parties, bingo, cabaret evenings, fish supper nights and money raising activities throughout the year.