



Abertalk



New Homes for Fintry



Abertay are delighted to see the construction of our new homes in Fintry start over recent weeks.

The 56 homes will be a much needed mix of 2 and 3 bedroom houses and a further mix of supported housing for people with particular needs.

With the majority of our stock in Fintry being over 50 years old we are excited by the prospect of being able to offer tenants modern homes. These will benefit from features such as enhanced levels of energy efficiency, solar panels, triple glazing, good sized gardens, off street parking, built in

storage and spacious rooms which are key to modern family living.

We hope to have the first house ready for a tenant later this year and to be complete by late summer of 2018.

Our Contractor, Robertsons, will be making regular visits to local schools and other community events to promote site safety as well as career opportunities in the construction sector.

Keep up to date with the progress on site by watching our video feed at www.abertayha.co.uk or by following Abertay on Facebook.

Fire Safety

Like everyone you will no doubt have been shocked by the recent fire at Grenfell Tower in London.

Whilst the exact cause of the initial fire has yet to be identified it would appear that the recently installed external cladding may have been instrumental in its rapid spread.

Abertay would like to assure all residents that we take fire safety extremely seriously and can confirm that none of our stock has the type of cladding likely to have been installed at Grenfell Tower.

As the more detailed investigations into the circumstances are made public Abertay will take any action relevant to styles of housing we own and manage.

In the meantime we would remind residents to ensure that landings and stairwells are kept clear, and that smoke detectors are in good order. **If you need any assistance with this please call the Customer Service Team on 01382 903545.**

ALLOCATING THE NEW HOMES

We propose to let these new homes through our Local Letting Initiative. The Initiative indicates those who will be given priority for the housing. If you would like to view the Initiative and give your views or make suggestions, you can do this by contacting the Customer Service Team on **01382 903545**. Alternatively you can go to our website at www.abertayha.co.uk



You should have received your revised copy of our timetable for walkabouts in 2017/2018. However, if you haven't please contact our Customer Service Team on 01382 903545 and we will be happy to send one out to you.

Alternatively, the timetable can be viewed on our website

www.abertayha.co.uk under 'Tenants' then 'Get Involved'.

We are pleased that some of you are able to join us around your area to highlight any issues you may have and help improve the appearance of your neighbourhood. If you cannot make it on the day you can raise any issues you have by contacting us beforehand. We will act on your concerns and get back to you with the outcome where appropriate.

Walkabout with us

GARDEN & VERANDA/ BALCONY COMPETITION FOR TENANTS

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

There will be a prize for;

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

If you wish to nominate your own or your neighbour's garden or veranda/balcony, please speak to your Housing Officer or contact the Customer Service Team on 01382 903545. The competition will close on Friday 11th August 2017 and will be judged shortly after.

Prizes: (Donated by QAPM)

**1st Prize
£50
Voucher**

**2nd Prize
£30
Voucher**

Winners will be announced in the reception of our main office, all Retirement Housing Complexes and on our website and facebook.



Welfare reform

Over the last four years, since the introduction of Personal Independence Payment (PIP), we have seen many tenants being re-assessed and with PIP being significantly different to Disability Living Allowance they are losing out on money if they have not received appropriate advice and assistance. Even if you feel confident in completing the form we would encourage anyone who receives it to contact us as there might be some assistance we can provide.

Benefit cap

We have had a few tenants who have been impacted by the benefit cap. The result is that their Housing Benefit is, in some cases, significantly reduced. There is a good chance that the impact of the benefit cap can be mitigated by a Discretionary Housing Payment. This can offset the reduction in Housing Benefit as we have found whilst looking at longer term exemptions from the cap. These can include entitlement to disability benefits or working tax credits.

Two child limit

From 6 April 2017 there have been two main changes to Child Tax Credit meaning you'll no longer get:

- The family element of Child Tax Credit if there are no children on your claim who were born before 6 April 2017.
- The child element of Child Tax Credit for a third or later child born on or after 6 April 2017, unless they're one of the

exceptions in this guide.

These changes only affect children born on or after 6 April 2017. If all of your children were born before this date, your Child Tax Credit won't change.

Similarly, with Housing Benefit, no additional payment will be made if you already have 2 children and have a third born after 6 April 2017.

There are, as always, exceptions to the rule so contact us if you have any queries and we can advise based on your situation.

Benefit rate freeze

For 2017 the rate of benefits remains frozen, this will be the 4th year with no increase.

Universal Credit

Dundee Job Centre Plus postcodes are due to go to the full service in November 2017. This is a huge change and will see many more Abertay tenants claiming Universal Credit (UC). UC was designed to streamline and simplify the Social Security Benefit System. However, experience to date indicates that this has not been the case.

What's changing?

Universal Credit replaces 6 legacy benefits (IS, IBJSA, IRESA, Child and Working Tax Credits and Housing Benefit) This means that new claims for these benefits after November 2017 will instead be made to UC.

Eventually there will be a migration of all remaining benefit claims to UC from 2019-2022. There will be transitional protection during this migration; however, this will not be the case for those who transfer before. Some people could lose out financially as UC doesn't include

extra premiums such as the Severe Disability Premium. Therefore, those who currently receive ESA and DLA/PIP and who no one receives carers allowance for currently get an extra £62.45 per week. This would not be the case under UC.

Claims to UC must be made and maintained online. There is an expectation that the claimant will be entirely responsible for the claim and as a result we have seen an increase in the number of sanctions due to the complexity of the system.

If you claim, or are considering claiming UC please contact us on **01382 903545** to discuss as we may be able to help the process go more smoothly for you.

In preparation for the Full Universal Credit service being rolled out in November 2017 we are encouraging (and assisting) tenants to become more confident computer users through 'Get Digital' which operates twice weekly from the community flat at 87 G/R Fintryside. Advice is available on a wide range of technology and all abilities can learn from coming along. We would encourage you to ensure that if you are aged between 16-65 you have:

- At least a basic bank account
- Email address
- Phone number
- A couple of week's savings or more
- Register with gov.uk/verify

Keep an eye out for more Universal Credit updates from us over the next few months!

Rent Consultation Feedback

Abertay's Management Committee decided in December 2016 to consult tenants on rent increase options for the Financial Year 2017/18. Two options were proposed for tenants to consider and the following responses were received:

Option 1

1.0% increase 79% opted for this (54 tenants)

Option 1

2.0% increase 19% opted for this (13 tenants)

2% chose no option at all (1 tenant)

Based on the outcome of the survey Committee approved an increase of 1% and this took effect from 1st April 2017.

A more detailed report on the outcome of the consultation can be viewed on our website at: www.abertayha.co.uk under 'Downloads' then 'Survey Results 2017'.

The winners of our rent consultation Prize Draw were Mr and Mrs MacLeish. Our thanks go to all tenants who responded.



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 19th August at 11am

As well as having a number of displays from local dance groups and 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. 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 archery and climbing wall again this year, which proved to be a popular and free attraction for children last year.

CALENDAR



OF EVENTS

If you are interested in coming along to any of our Tenant or Resident Focus Group meetings or would like to know when the next estate walkabout is in your area, you can find all this information in our Calendar of Events which can be viewed on our website

www.abertayha.co.uk under "Your Community".

You can also add your name and contact details to our Register of Interested Residents and we will contact you for comments or feedback on any proposed changes to the services we provide you.

If you are interested in any of the activities or would like included in our Register, please contact the Customer Service Team on **01382 903545** or alternatively email us at **customerservice@abertayha.co.uk**

Retirement Housing News

Caldrum Street

The Christmas period was a busy time for the tenants as they enjoyed their party with a meal provided by Jacques caterers and entertainment by David Singers and Moira Ness. They were delighted when Santa and his elves made an appearance to provide gifts for all.

There was also the annual visit by the local nursery children who performed a number of Christmas songs and to their delight Santa made an appearance presenting each of them with selection boxes and goodie bags.

The tenants saw in the New Year in traditional style with Scottish music playing and delicious stovies to keep them going.

A Table Top Sale took place in February with guests donating items to sell and the event was a roaring success raising the fantastic sum of £550 to boost the Comfort Fund.

St Patrick's Day was celebrated with an Irish Night where a buffet and refreshments were served and entertainment was provided by Just Alex.

A bus trip to Dobbies Garden Centre took place in May which included a delicious Afternoon Tea.

ONGOING ACTIVITIES

Bingo, Line Dancing, Zumba, Arts & Crafts, Beauty Therapy, Film Afternoon, Tea Dance and Games.

UPCOMING EVENTS

June – Pie and Beans Evening with music provided by Lynne McTaggart

July – Prize Bingo Evening





Dryburgh Gardens

The New Year Party in the Park House Hotel certainly started off 2017 with a bang for the 60 residents and family who attended. Dundee City Council's Community Hogmanay Celebration Grants Scheme provided £900 towards the event with the remainder being paid for by those in attendance. The Gala Dinner followed by a great night of entertainment by The Two Amigos was a huge success.

The Burns Lunch which took place on 23rd January was enjoyed by all in attendance especially the home made dumpling with custard. Valentines was celebrated

with a lovely lunch enjoyed by everyone who attended it. The celebrations seemed to continue as a couple of days later a 2 Course Tea was served in the Complex by Tayside Cuisine which was followed by entertainment from The 'Happy Ukes' who always complete a wonderful night with their songs and banter.

St Patrick's Day was celebrated on 6th March with a lunch while a thoroughly enjoyable Easter lunch took place on the 10th April.

A trip down memory lane took place on 1st May with a sing song and celebratory lunch to commemorate VE Day with all in attendance saying how much they enjoyed it.



UPCOMING EVENTS

1 June – Berry Lunch

17 June – Tea at the Park Hotel followed by the Annual SSAFA Concert at the Caird Hall.

29 June – Bus trip to Macarthur Glen followed by Afternoon Tea at the Dome.

12 July – Afternoon Tea with entertainment from Wayne O'Hare

29 July – A bus trip around the East Neuk of Fife followed by Afternoon Tea at St Michaels Inn.



FAREWELL TO ISABELLE

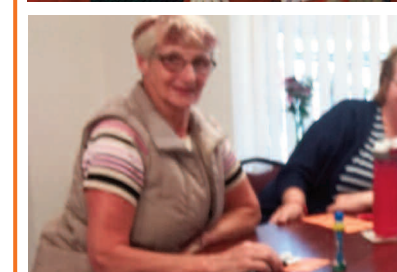
Abertay staff said a sad farewell to Isabelle who retired after 20 years' service with Abertay as Scheme manager at Dryburgh gardens where she will be sorely missed by residents.

Dura Street

The tenants enjoyed a Christmas get-together in the Complex with a raffle, buffet and refreshments.

January was a quiet month however the tenants enjoyed a Valentines Lunch in the Complex on 23rd February.

Due to the redecoration of the Lounge the Complex was not used in March. Following the finishing touches to the Lounge, surrounding garden area which now has new seating, decorations and plants the tenants are delighted with how good the Complex now looks. They look forward to using the Complex over the coming months.



RETIREMENT HO

Dura Street, Patons Lane & the Logie Club with entert

Tenants from Caldram Stre see the newly decorated lo for all in attendance.

Fintry Mains

Christmas was celebrated in style with tenants enjoying an evening of Carol Singing from a local nursery school as well as the party which was held in the Complex.

The tenants thoroughly enjoyed a Burns Supper in January with entertainment by Jay. Whilst in February the tenants enjoyed a Quiz and Bingo evening.

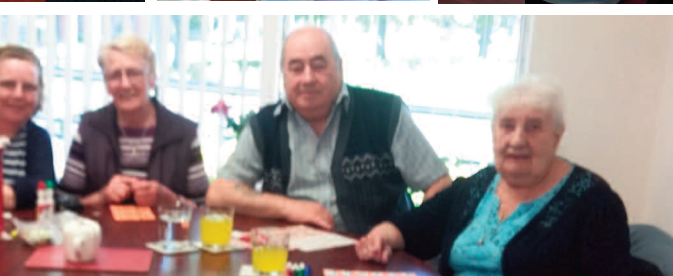
March was celebrated with a High Tea at the Birkhill Inn followed by entertainment in the Complex.

In April the tenants had a wonderful evening out at the Whitehall Theatre to see Memory Lane with everyone saying how much they had enjoyed the Show.

In May the tenants enjoyed a Bingo evening as well as a 'spooky evening' which was enjoyed by all who attended with all proceeds going to the Relay for Life Cancer Research.

ONGOING ACTIVITIES

Bingo twice weekly, Beauty Therapy, Crafts, Lunch Club and Breakfast Club.



USING JOINT EVENTS

Fintry Mains and Rosebank tenants enjoyed a Christmas Party in the Complex with entertainment provided by Lynne McTaggart.

Fintry Mains and Rosebank were invited to Dura Street to see the band and gardens. A lovely buffet was provided.



Gordon Street

The tenants at Gordon Street celebrated New Year in style hosting a party including their family and friends with entertainment by Jay and a delicious buffet delivered by Nicholls.

A Burns Supper Night was thoroughly enjoyed by tenants with the Haggis, supplied by Scott Brothers, getting piped in. The Highland Dancers Angus Kilties then performed after the meal much to the delight of all in attendance. The remainder of the evening's entertainment was provided by Rab Clark.

In March tenants celebrated St Patrick's Night with an evening of entertainment by Jay and a buffet delivered by Nicholls.

Tenants enjoyed two outings in April including a trip down 'Memory Lane' at the Whitehall Theatre as well as a coach trip to the Kingdom Shopping Centre, Glenrothes before returning to Dundee for a meal at Nicholls.

In May tenants had a lovely relaxing Fife Coastal trip, stopping off in St Andrews for a stroll and ice cream before heading to Anstruther for fish and chips at the award winning Anstruther Fish Bar.

UPCOMING EVENTS

July - BBQ





Patons Lane

The Christmas period was a busy one which included a joint party, Stovies Night in the Complex as well as tenants donating to a collection for the Children's Ward at Ninewells so that Christmas Presents could be purchased.

January was slightly quieter although there was still a Burns Supper Night enjoyed by all in attendance as well as a Hamper and Raffle.

In February the tenants enjoyed an afternoon of reminiscing as well as a delicious buffet. There was also a Name that Teddy competition to raise funds for the Complex.

St Patrick's Day was celebrated in style with a party. March entertainment also included a Fish and Chip Night with a karaoke.

April was no quieter with tenants enjoying a Cupcake Afternoon and a Beetle Drive as well as carrying out an Easter Egg collection for the benefit of Home Start Dundee.

In May tenants enjoyed a Pamper Party with games and some pampering all washed down with some prosecco – a thoroughly good time was had by all. There was also a Coffee Morning held by Future Care Planning.

ONGOING ACTIVITIES

Games Night, Shopper's bus, Reflexology, Beauty Therapy, Bingo, Arts and Crafts, Breakfast Club and Reiki.

RESTRUCTURE

After consultation with tenants Abertay moved from Sheltered Housing to Retirement Housing on 1st April. This has given tenants choice and a flexible service to meet their individual needs.

We would like to thank all retirement housing tenants for their support and feedback through the consultation and change to retirement housing. Consultation results can be viewed on our website www.abertayha.co.uk click

'Download' then 'Retirement Housing Survey Results'.

Your Retirement Housing Coordinators are still on hand to deal with any housing queries and to assist with social activities within the complex during working hours, Mon – Fri, 08.30am – 13.30pm. The Complexes are still available for all tenants after these times with assistance from key holders.

Abertay would like to take this opportunity to offer many thanks to the volunteer key holders who have been opening and closing

complexes during the hours when Retirement Housing Coordinators are not on site. This allows for social activities to continue after 13.30pm for the benefit of all tenants. Anyone interested in becoming a key holder should speak to your Retirement Housing Coordinator.

If you are interesting in applying for retirement housing and are over 60 please contact Abertay office on **01382 903545**.

Rosebank

Christmas was celebrated in style with two Christmas Carol events including an evening in the Lounge with Margaret Mathers Free Voice singers and also a visit from the children of Rosebank School. A raffle was also held to raise funds for the Comfort Fund.

January was quiet; however, in February the tenants held a Burns Night celebration with entertainment by Lynne after a delicious meal of haggis, neeps and tatties freshly cooked and served by Jacques Catering.

St Patrick's Day was marked with a party in the Lounge featuring plenty of green clothing, flags and accessories as well as entertainment by Rab Clark. There was a Bingo fundraiser held in the Lounge in April.

There was a very emotional farewell to Jackie who retired after almost 20 years as the Scheme Manager at Rosebank. She had a fantastic send off from the tenants, friends, previous colleagues and members of the current Abertay team.

UPCOMING EVENTS

June - A trip to the Whitehall Theatre

Movie afternoon in the Lounge



FAREWELL TO JACKIE

It was with a heavy heart that the Residents of Rosebank said farewell to their 'Scheme Manager' Jackie Inglis after some 20 years of loyal service. She will be sorely missed by everyone at Rosebank although she has assured them that she will now be attending their events as a guest!



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 2016 – March 2017 compared to the previous year.

PERFORMANCE UPDATE	Target	Previous Year	To 31/03/17	
Emergency repairs completed on time	4 hours	1.9 hours	2.2 hours	😊
Average length of time taken to complete non-emergency repairs	6 working days	4.9 days	4.8 days	😊
Satisfaction with the repairs service	95%	99.6%	99.5%	😊
VALUE FOR MONEY				
Gross rent arrears as at end of March as a percentage of rent due for the year	<3.3%	2.8%	2.3%	😊
Average length of time taken to re-let properties	<21 days	13.0 days	16.4 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 October 2017.

Number of evictions for arrears from 01/04/2016 – 31/03/2017	2	😞
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Abertay offers a firm but fair Rent Arrears Policy, which offers advice and assistance to those who fall into arrears. Eviction is always a 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.

Number of evictions for anti-social behaviour from 01/04/2015 – 31/03/2016	1	😞
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We are committed to ensuring tenants can enjoy a quiet and peaceful life in their home. We do not tolerate tenants being abused or subjected to noise, nuisance and other anti-social behaviour. This has led to Abertay having to take legal action against a small number of tenants, with one being evicted for their anti-social behaviour in the last year.

Complaints

Between 1st April 2016 and 31st March 2017 the Association received 156 - 1st stage complaints and 10 - 2nd stage 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	1-5 days	90%	90.4%	97.0%	😊
Stage 2 complaint	2-20 days	100%	100%	100%	😊



Open Space Maintenance

Now that the new grass cutting season and Open Space Maintenance works is fully underway again for 2017-18 we are always open to and welcome suggestions from residents for any additional works 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. The Landscaping Clerk of Works and

Maintenance Team Leader carry our Estate Visits around the months of October, November and December each year and agree a finalised Winter Works Programme for execution 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 logging on to our website and following the links in the 'Owners' section under 'Grounds Maintenance'. At present the list details works which were completed between January and March 2017 with future works being published around December of each year.



UPDATED INFORMATION REGARDING OUR GROUNDS MAINTENANCE CONTRACTOR

On 30th May 2017, Land Engineering (Scotland) Ltd, the company that delivers grounds maintenance services on behalf of the Housing Association, for the benefit of tenants and residents, was placed in administration.

A nation-wide company, idverde UK Ltd, has acquired elements of Land Engineering's business, these being: grounds maintenance, responsive works and Winter Services. As part of this acquisition, the Land Engineering staff who had been delivering our services have been retained by the new company. This will mean that grounds maintenance work will continue to be delivered by the **same delivery teams** and the **same local management** that we have worked with for many years, although moving forward the company will be known as **idverde Scotland**.

In the coming months you should not notice any difference, with the same workforce arriving with the same vans and uniforms. In due course the company branding will change to **idverde Scotland**, but this will take some time.

WHY YOU SHOULD NEVER FLUSH WET WIPES DOWN THE TOILET

The trend for using wet wipes instead of regular toilet roll is becoming increasingly common 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 homes and gardens.

We would ask that you don't fall for this marketing as it is going to cost



SAVE YOUR PIPES: DON'T FLUSH WIPES!

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.

We understand that 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 problems at your local sewage treatment plant.

Abertay are being forced to spend an increasing samount of time and money on this problem with some of these costs eventually 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 which will add additional charges.

So, 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 your and your community's plumbing and drainage fixtures. In summary, the three things that should go down your toilet drain: "Poo, Pee, and Toilet Paper".

Planned Maintenance

Abertay's exciting programme of improvements at Craigiebank is now in its second year and many of our tenants are feeling the advantage of the insulation, triple glazing and new kitchens, bathrooms and heating systems. With all the properties due to be finished by Christmas, Abertay hope that these homes will offer high quality, energy efficient living for many years to come.

Elsewhere the external upgrades of the first of our tenements has recently been completed. This not only sees new roofs, triple glazed windows, and upgraded doors, but also insulation to the balcony area coupled with attractive modern glass fronts which help to rejuvenate the blocks. These works will be rolled out over all our Fintry tenements over the next 5 years which we hope will bring a fresh appearance to many of our streets.

Furthermore Abertay continue to install Kitchens and Bathrooms across our stock with a further 57 homes benefitting this year.



OurPower

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 53 members including Abertay!

Our Power are working hard to deliver fair energy for all throughout Scotland and aim to provide excellent customer service to all their customers. Abertay's main gas contractor, WRB Gas, have recently completed



the training for both Gas and Electric Smart Meters installation and have dual fuel engineers ready to go. There may be some Abertay tenants out there who are with Our Power and are awaiting their smart meter, these jobs are being scheduled over the coming weeks and months. Tenants can call Our Power on 0808 168 4534 and they can send the request out for installation. Plus, customers

get £10 credit when their meter is installed.

Our Power have recently launched their new and improved website, which retains all of its key features such as enabling existing customers to make payment online, their current tariff information and Smart Meter video tutorials. Our Power's new site has functionality to facilitate direct switching online. Their switching engine enables a prospective customer to obtain a price comparison against their current supplier with an estimate of their savings before making the decision to switch to Our Power. They are also now live on switching sites such as Citizens Advice and Energylinx so tenants can visit those websites to see if they can save money on their energy. Direct switching is accessible to all customers living across Scotland. Our Power's new site can be viewed at www.our-power.co.uk



SUMMER FRUIT PUDDING

METHOD:

1. MIX THE FIRST THREE INGREDIENTS AND LEAVE FOR 10-15 MINS. IF YOU'RE USING DEFROSTED FRUIT, TIP IN SOME OF THE JUICE, TOO. MEANWHILE, LINE 1.2 LITRE PUDDING BASIN WITH CLING FILM, LEAVING AN OVERHANG. CUT A CIRCLE OF BREAD TO FIT THE BASE, THEN QUARTER THE REST.
2. DRAIN THE JUICES FROM THE SOAKED FRUIT INTO A BOWL, DIP THE BREAD UNTIL SOAKED. LAYER UP THE FRUIT AND BREAD, POUR OVER THE REMAINING JUICES AND COVER WITH THE OVERHANGING CLING FILM – WEIGH DOWN WITH A SMALL PLATE AND A COUPLE OF CANS. CHILL IN FRIDGE FOR 10 MINS OR UNTIL READY TO EAT. SERVE WITH SINGLE CREAM AND ENJOY.

INGREDIENTS:

450g SUMMER BERRIES, DEFROSTED IF FROZEN

4 TBSP BLACKCURRANT CORDIAL/RIBENA

225g POT OF RED FRUITS COMPOTE

6 MEDIUM SLICES WHITE BREAD, CRUSTS CUT OFF

STAFF CHANGES

There have been quite a few staff changes within Abertay over the past few months not least the changes from Sheltered to Retirement Housing.

We have said farewell to Angela Robertson from the Finance Team, Joanne Clark from the Customer Services Team, Robin Bell and Finlay Macbeath from the Technical Team and Loren McMillan from the Retirement Housing Team. We also said farewell to two longstanding members of Abertay staff with the retirements of both Isabelle Barr and Jackie Inglis. All will be sadly missed but we wish them well for the future.

We welcomed Scott Curtis and Ross McCallum to the Technical Team, John Payne to the Customer Services Team and Carol Saunders, Madge Kelly and Muriel Marshall to the Retirement Housing Team. Isabelle also returned to the Retirement Housing Team as a Relief Coordinator.

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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