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Abertalk



Summer 2019



Ian Thomson, Chief Executive of Abertay Housing Association, retired on 5 April 2019 after 14 years and he enjoyed a fun send-off by staff and Committee. Ian joined Abertay as the Finance Director before taking up the role of Chief Executive in 2008

There have been a number of new Developments during Ian's time as Chief Executive of which Abertay are extremely proud and indeed development continues adding new homes for families in and around Dundee. Ian said: "I feel very privileged to have been Chief Executive at Abertay for these past years. My main objective was always to ensure the Association delivered the best standards of service and value for money to its tenants and other customers that it could. I am proud of the fact that the standards of service Abertay now provides are extremely high. I would like to thank everyone whose work has helped bring this about. Given the strength of the present staff team and Management Committee I am very confident that Abertay will continue successfully, working to benefit those in its communities, for long into the future."



Lawrie West, has been employed as the Interim Chief Executive, and brings with him a wealth of experience and knowledge in the Housing field. As the interim Lawrie will smooth the transition for when the newly appointed Chief Executive commences work.

Barry Moore has been appointed as Abertay's new Chief Executive. This followed a rigorous recruitment process to find Ian's successor. Abertay Chairperson Kath Mands said: 'I am delighted to announce the appointment of Barry Moore as our Chief Executive. There was considerable interest in the post but Barry stood out and was the strongest candidate'. 'Barry has a proven track record and we look forward to the innovations which he will undoubtedly bring to Abertay. Barry hails from Tyne and Wear however is looking forward to relocating to sunny Dundee in July.



Barry said: *I feel honoured and consider it a privilege to be taking up the position of Chief Executive with Abertay Housing Association.*

Abertay is a well-respected and very good housing provider with loyal, committed and dedicated staff who are all capable and willing to embrace the challenges that we will meet on our journey to excellence. With positive enthusiasm, I look forward to working with the Chairperson, members of the management committee, staff and tenants; ensuring that all are involved and empowered in shaping the service the tenants will receive.

I also look forward to working with and enhancing Abertay's relationship with the Scottish Housing Regulator and to forging positive relationships with key stakeholders in order to deliver additional homes, to maintain existing homes to the highest of standards and to ensure tenants receive an exceptional level of service.

On a final note, I would like to wish Ian, the former Chief Executive, well in his retirement and also thank Lawrie, the current Interim Chief Executive, for his continued help and assistance throughout our handover period.



Planned Maintenance Projects

We are currently working in Fintryside on the External Fabric Works Upgrades and are due to be moving further into the estate throughout the remainder of the year. We are continuing to upgrade roof, windows and doors including new "Secured by Design" police approved front doors to our tenement flats. These doors offer a much safer and better door for our residents. Our contractor is Andrew Shepherd Construction. The new cyclical painting programme has started this month. The new contractor is Mitie and they are currently working in the North of Fintry. We will be starting internal works in the next few months and will be concentrating on **Electrical Upgrades** and **Internal Insulation works** to help improve the energy efficiency of our homes. Further details will be available on our website soon



New Developments

Finavon Street

We have taken possession of 41 new homes at Finavon Street. These homes provide a mix of 2 and 3 bed semi-detached houses and a flatted block containing a number of adapted properties. A further 15 homes are due for completion between now and autumn.

Charleston

We are in the process of completing the updated designs for this development and aim to have a contractor in place by late summer to start works in November 2019 with a completion date for the 43 new homes in March 2021.



Energy Advice Project

Spring has sprung and it's finally time to switch off that costly heating. If you are currently on a fixed deal you'll be saving money this summer as you no longer need your heating on.

If you haven't switched or taken a new deal recently you'll be paying on average 10% more than you were this time last year. Switching suppliers is now easier than ever with some suppliers even offering a switch guarantee service.

To arrange an appointment to find the best supplier and deal for you or help you to understand fuel bills and meters, or act on your behalf when dealing with suppliers and energy saving measures, contact Justin, our Energy Advisor, on 01382 903545.

Energy saving tips for summer!

- Avoid using the tumble dryer, let the sun and wind do the job
- Defrost your freezer regularly – it will run more efficiently if it's not clogged up with ice
- If you're out in the garden enjoying the sun, remember to switch off TVs, and game consoles inside
- Get ready for winter by building up some credit on your prepayment meter while your heating is off

Rent Consultation Feedback

Abertay's Management Committee decided in December 2018 to consult tenants on rent increase options for 2019/20. Tenants were able to do this by text, email or freepost reply card. Two options were proposed for tenants to consider:

- **Option 1** – 3.4% average increase. To provide services, deliver a £2.74m planned maintenance programme for 2019/20 and continue work to improve energy efficiency of homes.
- **Option 2** – 4% average increase. All of the above and in addition accelerate a programme of shower installations

Of the responses received, 89% were in favour of the lower increase of 3.4%. Only a very small minority (5%) thought that a 4.0% increase to accelerate shower installation for approximately 100 homes per year was a popular option. 6% of tenants did not choose an option and commented on why they felt any rise was not justified.

All comments made have been recorded and were reviewed by Senior Management with a view to re-assessing some areas of service provision.

A report on the outcome of our consultation can be viewed at: www.abertayha.co.uk. Under downloads then survey results 2019.

Alternatively if you would like a copy of the report sent to you, please contact the Customer Service Team on 01382 903545.

The winner of our rent consultation Prize Draw was Mrs Cassidy from Fintry. Many thanks to all tenants who responded.

STOP PRESS

Mixed Age Couples: – Changes to Housing Benefit and Pension Credit entitlement conditions from 15 May 2019.

From 15 May 2019, those who are Pension Credit qualifying age will no longer be able to apply for Pension Credit (PC) and/or pension age Housing Benefit (HB) if their partner is of working age (mixed age couple). They will need to apply for Universal Credit instead until their partner reaches Pension Credit qualifying age.

Mixed age couples who are entitled to HB, PC or both as at 14 May 2019, will continue to be entitled on or after 15 May 2019 as long as they remain entitled to one of these benefits. Also, if they are receiving either PC or pension-age HB, they will be able to apply for the other one in the future.

If they are only receiving one of these benefits and lose that entitlement, or lose entitlement to both PC and pension-age HB, they will not be able to reapply in the future. Instead they will only have access to claim Universal Credit.

Mixed age couples could lose their entitlement to PC and/or pension age HB:- examples of which are:

- Their income increases – for example because one of them takes on a temporary job.
- They are receiving only Housing Benefit and inherit a modest sum which takes their savings to just above £16,000. After drawing on their savings for a few months to pay the rent, their savings fall to below £16,000. However, as it will be a new claim any application will have to be for Universal Credit.
- They are temporarily abroad for a period of more than 28 days – for example to spend time with a relative who is seriously ill.

They no longer qualify for benefit because they lose an additional amount - for example if the carer addition stops because they, or the person they care for, has been in hospital for a number of weeks or the cared for person dies.

If you have any queries or concerns regarding this change in benefit entitlement then please contact our Welfare Team on 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 2018 – March 2019 compared to the previous year.

Performance update	Target	Previous year	To 31/03/19	
Emergency repairs completed on time	4 hours	2.0 hours	2.0 hours	😊
Average length of time taken to complete non-emergency repairs	6 working days	6 days	6 days	😊
Satisfaction with the repairs service.	98%	99.5%	99.0%	😊
Value for money				
Gross rent arrears as at end of March as a percentage of rent due for the year.	<4%	2.3%	2.9%	😊
Average length of time taken to re-let properties	<21 days	17.2 days	15.9 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 2019.

Number of evictions for arrears	7	😞
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Number of evictions for antisocial behaviour	5	😞
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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 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. If you get into difficulty paying your rent please contact us to discuss. We can offer advice and support, particularly if you are having issues with Universal Credit or other benefits or would like some digital support with your Universal Credit claim.

We operate a zero tolerance approach toward reports of antisocial behaviour. We are committed to ensuring you can enjoy a quiet and peaceful life in your home. We will not tolerate tenants being abused, harassed or subjected to noise, nuisance or other anti-social behaviour from those around them. Unfortunately a few tenants fail to modify their behaviour and their actions continue to cause distress and alarm to their neighbours. It is a very lengthy and costly process, gathering evidence etc. to seek a decree to evict a tenant for antisocial behaviour. However we feel it is a necessary action to take in extreme circumstances when tenants do not acknowledge the impact their actions have on the community and the effect it can have on people's health and wellbeing.

Complaints

The Association received 180 first stage complaints and 3 second 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	95%	93.3%	87.7%	😞
Stage 2 complaint	2-20 days	100%	100%	100%	😊

Retirement Housing News



Caldrum Street

The Festive Season was celebrated with our annual Xmas Party which was held in the Taxi Club. Tenants enjoyed a festive three course meal and entertainment was provided by Jay Henderson.

We also had the annual visit by the local nursery children with appearances by Santa and his elves causing great excitement. Everyone present enjoyed the performance of Xmas songs by the children which was followed by Santa presenting them with selection boxes and goodie bags with extras given for those nursery children unable to attend. A small buffet followed with the drawing of the Xmas raffle taking place.

A Scottish Night was held in January with a lovely three course meal provided by Jaques Caterers and entertainment by Johnny Mack. A good night was enjoyed by all.

St Patricks Night was celebrated in March with entertainment provided by Graham Leslie and a buffet and refreshments were served. Another enjoyable evening was had by all.

In April we held one of our extremely popular Fish Supper social events with everyone in attendance saying they thoroughly enjoyed the food provided by Frankie's Fish Shak and the entertainment, on this occasion, was provided by Mike Lees.

Caldrum Street has ongoing activities of Bingo, Arts & Crafts, Beauty Therapy, Tea Dance and Tea and Toast.

The AGM will be held soon and the new committee will meet soon after to plan future events.



Summer Pudding Trifles

Ingredients:

- 50g golden caster sugar
- 600g raspberries
- 1 madeira loaf (about 300g/10oz)
- 227ml tub clotted cream
- icing sugar, to serve

Method

1. Set half the raspberries aside. In a bowl, roughly mash the remaining raspberries with the sugar. Cut the Madeira loaf into 12 slices, then use a round cutter to cut out rounds of the cake to fit 4 serving glasses. Beat the clotted cream until slightly thickened.
2. Layer up the trifles in glasses starting with a slice of cake, then some cream and some mashed raspberries. After the final slice of cake, spread over some cream and top with whole raspberries. The trifles can be kept in the fridge for a couple of hours. Dust with a little icing sugar before serving.

Prize Draw All retirement tenants who completed the retirement housing survey were entered into a prize draw. The lucky winner of a £25 voucher was Mrs Smith, Fintry Mains pictured with Housing Officer Gaynor



In January tenants held a Burns Lunch in the complex. It was extremely well attended and enjoyed by all.

St Patricks Day was celebrated with a lunch in the complex.

Tenants enjoyed an Easter Lunch in April which was held in the complex.

In May there was a visit by the local Fire Service who were presented with the Trauma Teddies which a number of tenants had knitted. The photos show what a fantastic number had been knitted.

There was also a Social night held in the complex with pie, beans, sandwiches and nibbles. Entertainment was provided by Ben who was very well received.



Dura Street

Tenants from Dura Street held their Christmas Party at The Dee Club with a 3-course meal provided. This was followed by a few drinks and lots of dancing with entertainment from a live band; with everyone present saying they had a great night.

The festive season continued with tenants inviting children from Clepington Primary School to entertain them & staff with their singing of Christmas Carols; we also had a surprise visit from Mrs Claus and Santa Claus and their elf. The children were all presented with selection boxes for putting on a great show as well as refreshments while the adults enjoyed mince pies, tea and coffee. A great morning enjoyed by all who attended.

We also held a Christmas raffle in the complex with money raised going towards the comfort funds, and again no excuse was needed to enjoy more mince pies tea and coffee. All present said they had a really nice afternoon.

February saw the tenants enjoy a Valentine's Day lunch with pie and beans on the menu; a nice afternoon had by all who attended.

Coffee with A Cop was held in May in the Complex. This was a chance for tenants in the area to come along for an informal chat with the local police officers about any concerns they might have in the area and for the police to update tenants with any up and coming events.

The Garden at Dura Street is in the process of being brought back into bloom. New plants/flowers are being bought in and we hope to get tenants involved to make the patio a nice place to enjoy in the summer.





Fintry Mains

Fintry Mains celebrated the Festive Season with a Christmas Party in the complex with a meal

provided by Jacques Catering and entertainment by Jay. No Christmas event is complete until you've had a visit from Santa and he did not disappoint.

January saw tenants enjoy a Burns Night in the complex with a meal and entertainment by Mike Lees. All who attended had a great time.

Tenants enjoyed Valentines night in the complex where a buffet was served and included entertainment by Tom Clark.

St Patricks night was celebrated in March with a buffet and entertainment by John McLaughlan.

In April the tenants enjoyed a Bingo Night in the complex and also held an Easter raffle.

Fintry Mains are having a Fish Supper Night in the complex on Friday 24th May with entertainment by Mike Lees.



Retirement tenants satisfaction survey

In April 2019 Abertay asked our retirement tenants how satisfied they were with the service we provide, we thought you would like to have a look at some of the results. The full results can viewed on our website www.abertayha.co.uk downloads survey results.

Satisfaction with the way Abertay manages the service

General enquiries	96%
Day to day repairs.....	94%
Complaints.....	88%
Planned Maintenance.....	87%
Anti-Social Behaviour	73%
Quality of the retirement service.....	85%

Unfortunately satisfaction with the way we deal with anti-social behaviour is quite low. However, we strive to improve the way we gather evidence to enable us to deal effectively.

When asked what the three most important parts of the service to residents the following was the most important. Safety and security, repair and maintenance and keeping tenants informed.

How did we do?

Compliments & Thank You's

Ms M from Fintry emailed General Queries to say "Just to thank Richard for arranging a home assessment for my son"

Ms D from Craigiebank text Clare in the welfare Team with the message "I'm so grateful to you for all the help you have given. Thank you so much."

Mrs K from Fintry emailed our Welfare Officer "I would love to say thank you so much for the information you gave me today. I am very lucky to have someone on my side and willing to help me."

Mr S from Fintry text Justin our Energy Efficiency Advisor "I felt the other day that you are a great professional. So I trust you 100% to tell me which one is the best and cheaper supplier at the same time. Thanks"

Mrs M from Fintry emailed her Housing Officer to say "We do really appreciate everything that you are doing to make things more liveable around here, peace & quiet and a nice clean area, long may it last."

The following comments were received from the recent rent consultation we carried out.

"I am satisfied with works been done on the property and very satisfied there is no trouble or noise to put up with. Best housing I have had. Thank you."

"Abertay has never let me down in 15 years."

Gordon Street

December was as usual a very busy month at the Gordon Street complex with the annual Christmas Prize draw with Pie and Beans, and some great raffle prizes.

The Christmas Party was held in the complex this year, with live entertainment by Lynne McTaggart, which was thoroughly enjoyed including a 3-course Christmas meal from Elaine Holme. Residents also attended West Park for their "Young At Heart" Christmas Party event.

Residents and Guests celebrated the New Year Party with a buffet in the complex lounge. Entertainment was provided by Jay and all present had a thoroughly enjoyable evening.

In February following the success of the last Valentine's evening in the complex, this was held again this year. Fresh roses were given to the ladies and entertainment was provided by Mike Lees with a fun evening had by all.

St Patrick's Night was celebrated in the lounge with an Irish themed night, with singer Jay dressed up for the occasion, which was a great laugh and another fun evening for all.

A surprise party was arranged for one of our residents and Secretary, Marion to celebrate her 80th Birthday – it was really hard to keep the secret! There was entertainment by Jay and a lovely buffet was provided by the family with Gail



making a comical 80th Birthday celebration cake. Marion herself and some other residents and guests also sang

a few songs during the evening and all joined in with the singing and had a marvellous time.

In April a day trip to Glasgow was organised on the Mega Bus to The Forge Mecca Bingo, this was an enjoyable day out; unfortunately there were no winners at the Bingo!

UPCOMING EVENTS:

A Fisher Tours coach trip to IKEA in Edinburgh has been organised for May with complexes at Caldrum Street and Dryburgh Gardens, followed by a Mini High Tea at the Inchtute Hotel on the return journey. Another day out is planned for June with a visit to see the contemporary dance group, Cross Currents, at the Kings, Theatre, in Edinburgh.



Patons Lane

In December tenants collected toys for their designated Dundee charity Homestart. Everyone was so generous and Homestart were delighted with the donations.

A Christmas party was held in The Queens Hotel followed by a raffle and refreshments back at the complex. Everyone who attended had a great time.

A fish supper tea with a Quiz and Bingo was held in February in the complex. This is always a favourite with tenants.

March saw tenants collect Easter eggs for Dundee charity Homestart with over 100 eggs being donated. Thanks to all who donated for such a worthy cause. Tenants also enjoyed a St. Patricks party in the complex with pie and beans, Bingo and entertainment.

In April tenants had a trip to the Tail End for a fish tea followed by Bingo back at the complex. As always this was well attended and enjoyed by all. The tenants enjoyed a Pie and Bean Tea and Bingo in May.

Patons Lane ongoing activities are: Tea and toast, Games evening, Bingo and Complementary therapies.





Rosebank

In December tenants enjoyed a lovely Christmas meal and Party in the Complex. The meal was provided by Jacques Catering and great entertainment by Mike Lees.

A Burns Night Party was held in January in the lounge with entertainment by Gary and a traditional meal of haggis, neeps and tatties was enjoyed along with lots of Scottish singing and poems.

St Patricks Night was celebrated in the lounge with marvellous entertained by Roadrunner along with a delicious Irish Stew and lots of Irish songs

Tenants enjoyed a Fish Supper Night in April in the complex with Entertainment by Gary including a great singalong .

Staying safe online

More and more people are using computers, smartphones and tablets to get online. It's a great way to look up information, do your shopping, stay connected with loved ones, and even make new friends.

The internet has lots of positive aspects, but there are things you need to look out for. These include viruses which can damage your computer and online scams.

What are online scams?

Online scans take place when criminals use the internet to try to con people into giving them money or their personal information.

The most common online scams to look out for include:

Computer viruses

Computer viruses (sometimes called malware) are rogue programs which can spread from one computer to another. You may be sent an email with an attachment which when you click on it will release a virus.

You may even receive a phone call from someone claiming to be from a well-known software company like Microsoft, saying there's a problem with your computer and needing to get access to IT, including your personal details.

Legitimate IT companies NEVER contact customers in this way. This is a common phone scam – hang up straight away.

Fake websites

Scammers can create fake websites which look official requesting you to provide personal or financial information. For example, a fake bank website may be set up asking you to update your account or security information. Often they will look very similar, and only a few tiny details may be different.

Email scams

Scammers will send bogus emails in the hope that people will enter their personal details. They may direct you to a fake website, trick you into thinking you've won a lottery or prize.

If you see a suspicious email, don't reply with your details or open any links or documents. Delete the email straight away. If the email claims to be from an organisation, phone them directly using the phone number found on their official website and ask them.

What should I do if I think I've been a victim of an online scam?

Scammers are constantly finding new ways to trick people and online scams are changing all the time. It's not unusual for people to get tricked, so don't suffer in silence and don't be embarrassed to report it.

If you're worried that you may have been affected by any of the scams detailed or you require any digital assistance, then give Clare, our dedicated Digital Participation Officer a call.



After consulting our register of interested residents we have made a few changes to our walkabouts in 2019/20 in line with the comments and suggestions made.

The new timetable which you should have received recently has all the new times and dates and you will notice some of the areas have been made smaller for you.

Please remember that if you are not able to come along on the day you can still become involved. Contact us on **01382 903545**, or email us at **queries@abertayha.co.uk**. You can highlight any improvements you think would enhance your estate and have an influence on any decisions we make.



Abertay have a new contractor to carry out the Open Space Maintenance throughout our Estates.

The new contractor Resolution Grounds Maintenance Ltd were successful following a tender process.

The new Open Space Maintenance Contract commenced on 1 April 2019 and the new contractor has made a good start and the quality of work is very good. Residents will notice branded vans and personnel with ID badges and branded Hi-Vis vests working on all Abertay Estates for the next few years and we are pleased to be working with this company, which is relatively new to the Dundee area.

Abertay's requirement to upgrade Fire Detection systems in our properties

By 1 February 2021 all homes in Scotland will be required to have a minimum number of smoke alarms under changes in legislation in the wake of the Grenfell Tower blaze. This will lead to improved fire safety for our tenants, so Abertay have procured a contractor RB Grant to carry out this work.

Due to the number of properties in our stock Abertay will complete 720 properties in Year one of this 2 year Programme and tenants should note that as we have to abide by the law, we need your assistance to allow access to your homes. Failure to do so will mean that we use our powers to ensure that we get access to every property which needs upgraded however with your assistance that will not be required.

The new requirements mean that Abertay will install a smoke alarm in the room most frequently used for general daytime living purposes (living room), a smoke alarm in every circulation space on each storey, such as hallways and landings and a heat alarm in every kitchen. However, Abertay has taken steps to ensure that there is minimum disruption to existing decoration in properties by insisting that all alarms are ceiling mounted and interlinked using RF (radio frequency) and therefore, there will be no need to expose electric cables or damage papering or painting. The sealed long-life battery in these units should last for a minimum of 10 years.

Therefore, tenants should expect contact both from Abertay and our contractor RB Grant within the next 18 months to arrange access for this work to be done.



Alison McFeat

Our current Chair, Kath Mands, has paid tribute to Alison, who recently passed away, for the part of her life where she was very influential in the work of her

local community and the interests of the tenants of Abertay Housing Association.

Alison moved to Craigiebank and set up the local Tenants' Group when the Landlord was originally Scottish Homes. She took up the cause for tenants and their issues and played an active part in bringing people together to improve the Craigiebank Estate for all residents with the help of the local Councillors and Housing Officers.

A steering group was formed with representatives from different areas of Dundee where Scottish Homes had houses. In 1997 through the work of the steering group, the stock transfer took place and Abertay Housing Association was formed with Alison becoming the first Chair of the Board

of Management. She made a significant impact on the fledgling tenant led Housing Association establishing good foundations with tenant participation and consultation at the forefront of decision making which would lead to the future success of Abertay Housing Association. She was a strong influence on Abertay until such time that health issues prevented her from taking an active part in the work of the Board. However, from her armchair she still took a great interest in the changes within Abertay and how it was operating particularly where tenants' interests were concerned.

She was not afraid to stand up for what she believed in, was vocal in supporting those who felt they didn't have a voice and always sought the best outcomes both for the tenants across Abertay's Estates and for Abertay itself. She was not self seeking and was a champion for other people's rights and beliefs. Kath said 'we will miss her loyalty, energy, forthrightness and honesty. She was a friend of many and an advocate for justice for all'.

Flexible Childcare Services & Abertay Housing Association

Partnership Working

Thanks to a unique partnership between Flexible Childcare Services Scotland (FCSS) and Abertay Housing Association, families in Dundee are being given greater opportunities to engage in training, education and employment, ensuring they have successful and sustainable tenancies.

By working with FCSS, who deliver flexible childcare services and have onsite crèche facilities, Abertay is able to ensure families on low incomes have the time to participate, giving them a greater opportunity to get back in to work.

FCSS, the only charity in Scotland to deliver and champion flexible childcare provision, was created after it was found that parents were unable to accept offers of employment due to a lack of high quality, flexible, accessible and affordable childcare services.

Families who use FCSS's unique services are able to book day care by the hour, only paying for the time they book. They aren't subject to any up-front costs, deposits or holiday retainers and they can arrange

home based care where experienced staff work within the home.

FCSS also provide a pickup and drop off service ensuring that children have access to childcare and afterschool care irrespective of their parents' education or employment commitments.

The partnership between Abertay and FCSS utilises this flexible service and has enabled the creation of a community facility which delivers drop in sessions allowing families to increase their knowledge and understanding in areas such as energy efficiency, money and debt.

Thanks to funding from Scottish Government and the European Structural Fund, families have access to Clare, our Digital Participation Officer who carries out outreach work to those who are isolated, allowing access to IT equipment, tablets and computers. So far almost 500

individuals have been supported by the partnership with 250 individuals participating in digital drop in sessions.

If you would like to know more please get in touch. FCSS on: 01382 502504.

Clare on: 01382 903545

Or email: Childcare.dundee@opfs.org.uk



Come along to Fintry Gala Day

Saturday 17 August 2019 11:00am – 2:00pm

Fintry Parish Church, Fintry Drive, Dundee

Promoted By: Finmill Centre Local Management Group

Free Entry, free climbing wall, small charge for kiddie rides, bouncy castles.

Fintry Gala Day is a fun family event with kiddie rides and a number of displays. There will also be Information and fund raising stalls from local community groups, including ourselves. We will be available to answer any of your queries relating to changes in Benefits, Universal Credit etc. and energy efficiency measures to help you save money.

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 again this year, which should prove to be popular and free attraction for children.

“Enhancing the Quality of Life in our Communities” **Garden & Veranda/Balcony Competition 2019**

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

There will be a prize for;

- **Best garden**
- **Best veranda/balcony**
- **Best communal garden area**

If you wish to nominate your own or your neighbours garden or veranda/balcony, please speak to your Housing Officer, Retirement Housing Co-ordinator or alternatively contact the Customer Service Team on No. 01382 903545. The competition will close on Friday 16 August 2019 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.

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.



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

These included Mission Christmas, the Dundee Santa Dash, donating to a local food bank, Superhero Day and a number of staff members took part in a fun run for the Stroke Society. As always staff, friends and family were extremely generous.

Staff Changes

Over the past month, we have said a fond farewell to Customer Services Adviser, Tracy-Anne McHoul who has departed on maternity leave. We wish her all the very best for the excitement surrounding their new arrival.



Getting In Touch

Telephone:

01382 903545

Email:

queries@abertayha.co.uk

