



Repairs  
– Service  
as usual

2



Goodie  
Bags

3

Energy  
Redress  
Scheme

3

Fuel  
Vouchers

# Abertalk



Winter  
2020

## Season's greetings from all at Abertay

### **Hello and welcome to Abertay Housing Association's final thoughts of 2020.**

I know that every single one of us reading this have all been impacted in some way by the Coronavirus pandemic, whether that has been adjusting to working at home, home-schooling children, caring for elderly relatives or just simply dealing with the anxiety the virus has brought. I am very proud of how all of Abertay's staff have responded to the crisis, their excellent work and comradeship in unprecedented and truly exceptional times has been very much appreciated by the Association.

In a very short period of time we went from thinking that this was a virus that had affected parts of Asia to knowing that it has affected the whole world.

With restrictions continuing, we still haven't been able to open our office to our tenants yet, but our

staff are working hard to limit the effect on our services for all of you. Our Rent team and Tenancy Sustainment Officer are here to help and provide advice to any of our tenants struggling at this present time so please contact if you get into difficulties.

Stay safe this winter, have a lovely Christmas and we look forward to a more positive 2021.

*Barry Moore, Chief Executive*





## Rent freeze

**At their Committee Meeting on Wednesday 25 November 2020 Abertay Housing Association's Management Committee, in its capacity as the Association's governing body, unanimously decided that the Association will not be applying a rent increase this coming financial year. Therefore, tenants will not be subject to a rent increase on 1 April 2021.**

The Management Committee also decided to freeze Retirement Housing Service Charges and Owners' Management Fees.

A spokesperson for the Management Committee said:

*In reaching our decision the Management Committee were obviously very mindful of the truly unprecedented serious health and financial implications the coronavirus pandemic has presented to the world. The Management Committee were also very mindful that the full financial impact of the pandemic has yet to be felt and that next year will be another very difficult year. The Association is absolutely committed and determined to assist its residents throughout the pandemic in every reasonable way possible.*

## Abertay and Hillcrest Administer £175k COVID-19 Lifeline to Dundee Community

**Grant funding of £175K secured by Hillcrest Homes and Abertay Housing Association has been used to provide a vital lifeline for the Dundee community, funding a wide range of valuable support for those struggling as a result of COVID-19.**

The money, which came from the Supporting Communities Fund, has supported thousands in the community who are struggling with isolation, household energy bills, physical and mental disabilities, as well as funding food parcels and domestic abuse support.



## Cyclical and Planned Maintenance

We are currently operating a limited planned maintenance service. You will be required to observe social distancing during any works being carried out. During the ongoing pandemic you may opt out of getting works done at this time, unless the work is to check the safety of an installation.

## Repairs – Service as Usual

This is currently operating normally with both emergency and non-emergency situations being attended to by our main contractors. However, should Government guidance change, we will need to revert to attending to emergencies only. We will keep you updated if this should happen.

From April 2020 – November 2020 we have managed to carry out:

**1940 Emergency repairs**

**2143 non-essential repairs and:**

**Let 84 of our homes which became available during the period.**

## Retirement Housing

Our Retirement Housing Co-ordinators have been keeping in close daily contact over the telephone with our retirement housing residents. Unfortunately, the complexes still remain closed for activities and socialising at this time. However, we are looking forward to beginning to plan for a more positive 2021, when we can hopefully resume our busy schedule of events and activities.



## Paying your Rent

We would advise that you should continue to pay your rent in the normal way. We want to help our tenants get through this crisis as best we can. If you are finding it difficult to pay your rent, please contact us ASAP to discuss payment options. Our Tenancy Sustainment Officer can also provide advice on welfare benefits/energy support that may be available to you. If you are needing support in claiming Universal Credit please get in touch.

## Goodie Bags

Abertay staff delivered 'afternoon tea' goodie bags to our retirement residents in Dura Street earlier this year at the height of the pandemic.

The bags, contained cake, tea bags, milk/sugar and a book all made up by Boomerang in conjunction with Caledonia Housing, with a few additional goodies from Abertay. 'It was just a small gesture to let residents know we were thinking of them at this time' said Neil Ellis of Boomerang based in Kemback Street, he also added he is 'looking to expand on this, working with ourselves and other Housing Associations throughout Dundee in the future.'

We look forward to this and had great feedback from our residents.



## Customer Service Team

Our Customer Service Team have worked tirelessly behind the scenes to offer a seamless service to our tenants throughout the pandemic. More importantly it means your enquiries about reporting repairs, making payments or other housing matters have still been handled in the same quick and efficient manner.



## Connecting Scotland

The Connecting Scotland programme aims to reduce digital exclusion and we're delighted to be a part of the movement having received 100 devices to support people in our community!

**Find out more about the programme** by browsing the Connecting Scotland website or by contacting either Linzi on 07746 979136 or Clare on 07752 141110



## Energy Redress Scheme

## Emergency Fuel Vouchers

Abertay were successful in securing funding through the Energy Redress Covid-19 Relief Fund. To date, we have provided over 14k in fuel vouchers since March, issuing 275 vouchers to those people with top up gas and electric meters (PAYG), who were experiencing fuel poverty.

# Christmas & New Year opening hours

The office still remains closed to the public. However we can be contacted on Tel No 01382 903545 during the dates/times below.

Monday 21st December  
08.30-16.30

Tuesday 22nd December  
08.30-16.30

Wednesday 23rd December  
08.30-16.30

Thursday 24th December  
**CLOSED – Public holiday**

Friday 25th December  
**CLOSED – Public holiday**

Monday 28th December  
**CLOSED – Public holiday**

Tuesday 29th December  
08.30-16.30

Wednesday 30th December  
08.30-16.30

Thursday 31st December  
**CLOSED – Public holiday**

Friday 1st January  
**CLOSED – Public holiday**

Monday 4th January  
**CLOSED – Public holiday**

Tuesday 5th January  
08.30-16.30

If you have an emergency repair when the office is closed please phone Abertay on **01382 903545** and listen to the recorded message. You can choose the option for transferring your call to our Contractors.

## Stay Warm and Claim Your £140 Warm Home Discount

Would you like a £140 credit on your Electricity bill?

You could be entitled to receive the £140 Warm Home Discount as a credit on your electricity bill if you receive the **Guarantee Credit** element of **Pension Credit** or are on a **Low Income**.

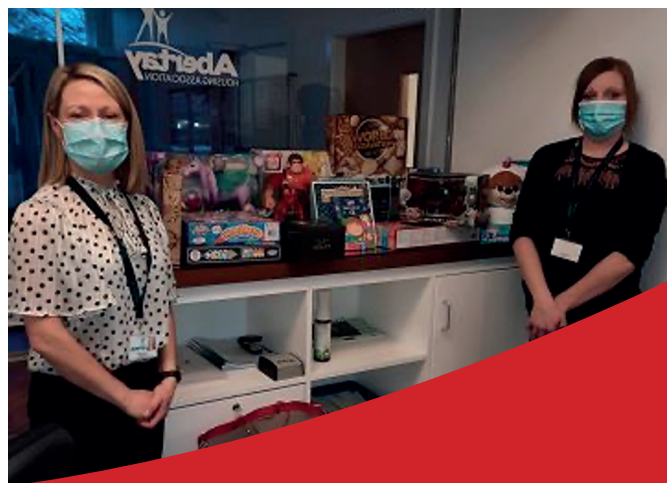
If you are on a low income you can apply for the £140 Warm Home Discount now, remember to get your application in as soon as possible as they are awarded on a first come first serve basis.

If you are in receipt of Guarantee Credit element of Pension Credit your energy provider will write to you about the Warm Home Discount.

**Contact your energy provider as soon as possible to check your entitlement to the Warm Home Discount.**

As always at this time of year, the Residents of Dryburgh Gardens along with staff at Abertay have been busy giving Santa a helping hand by donating gifts to the Mission Christmas appeal.

**MISSION  
CHRISTMAS**  
cashforkids



Scottish Charity No. SC 030152

*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:

**01382 903545**

Email:

**queries@abertayha.co.uk**



HAPPY TO TRANSLATE

