Abertak





MY HOME

We are excited to launch our new tenant portal See page 5



Developments



Get Connected



Retirement



Garden Competition



Welcome to Abertay's summer edition of our newsletter for 2021.

I hope you are all keeping safe and well as we continue to find ourselves in these challenging times. The future looks much more positive as we slowly move out of restrictions and nudge closer to normality as part of the government's roadmap out of lockdown.

Our office is still currently closed to the public and our staff continue to work hard to deliver the same services to all of our customers (where restrictions will allow). Over the coming months, we will continue to deliver our services in a Covid-safe way. If we are due to visit your property for any reason, please let us know if you, or anyone in your household has Covid-19 symptoms. This helps us keep you and our staff safe.

I understand that the disruption to normal family life and employment has been significant. Some tenants have lost jobs or have been furloughed by their employers. We are here to help you to support your rent payments. If you have any concerns regarding your rent, please contact our rents team to discuss this.

Please keep safe and well and continue to check our website and Facebook page for the latest news and updates. Let us work together in partnership to make a difference to people's lives and to enhance the quality of life in our

New Developments

Finavon Street

We have now taken ownership of the final 15 homes of the 56 properties in the development. We are currently welcoming new residents into the adapted properties.

Charleston

Our 43 new homes are all well under way with completion anticipated late summer/early autumn. We have a mix of 2 and 3 bedroom flats and houses being constructed by Bancon Construction. There are 31 houses and 12 flats including 4 adapted flats which cater for wheelchair users. This development is a fantastic addition to our stock, being ideally placed to bus routes, community facilities and a superstore.

Mossgiel

We are currently in the design phase of this development and hope to present a finalised 44 property development to the planning department in late summer. We are also striving to design energy efficiency measures into these homes to make them as economical to live in as we possibly can. We aim to start construction in 2022.





Planned Maintenance **Projects**

Having had to suspend many of our programmes due to COVID restrictions, we are only now able to start progressing with some internal works again. The first of 3 phases of both our Rewires & Electrical Upgrades and Internal Works (kitchen and bathroom upgrades) are starting over the summer with Phase 2 beginning late autumn and Phase 3 in the New Year.

The initial phase window replacements at our Grampian Gardens flats are also getting under way at long last. These include secure by design back doors to the ground floor flats which are installed along with the kitchen windows.

We are continuing with the programme of Roof Replacements having just completed all our houses at Myrekirk Terrace and a double block of flats in Fintryside.

Our Cyclical Painterwork continues with work in Fintryside, Findale Street and Polepark.

We have also completed an overhaul of the path behind Brougham Gardens which was in extremely poor condition. This included widening the path as well as eliminating trip hazards.



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 2020 - March 2021 compared to the previous year.

Performance update	Target	Previous year	To 31/03/2021	
Number of emergency repairs		1,021	2,216	
Emergency repairs completed on time	4 hours	2.2 hours	2.8 hours	
Average length of time taken to complete non-emergency repairs	6 working days	5.7 days	8.2 days	
Satisfaction with the repairs service	98%	98.7%	99.4%	
Value for money				
Gross rent arrears as at end of March as a percentage of rent due for the year	<5%	2.7%	2.7%	
Average length of time to re-let properties	<21	15.5 days	38.6 days	
Percentage of tenants satisfied with the standard of their home when moving in	95%	90.9%	100%	

Our performance in a number of areas in 2020/21 has been effected by the Covid-19 pandemic restrictions, which meant certain periods of the year we were unable to carry out non-emergency repairs, or works to enable us to let properties.

Our performance in 2019/20 in comparison to other social landlords in Scotland can be viewed in our Annual Report, which was posted out to you in November 2020. A copy of the report is available on our website and in our reception area, 147 **Fintry Drive.**

Complaints

Between 1 April 2020 and 31 March 2021, the Association received 129, Stage 1 complaints and 6 Stage 2 complaint. 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. Our performance this year has been effected by the length of time one particular contractor took to respond to complaints.

Complaints	Target average timescales	31/03/2021	
Stage 1 complaint	5 days	7.8	
Stage 2 complaint	20 days	39.1	

YOUR new tenant portal is here...

Welcome to 'My Home'

We are excited to announce the launch of our new tenant portal - My Home. Designed with you in mind, My Home will make your life easier by being online, it's the one-stop place to organise and access all your tenancy services. You will be able to manage and update all your information from the comfort of your own home!

Your tenancy is yours to control -24 hours a day, 365 days a year.

My Home's self-service features. Moving forward you will be able to:

My Home will provide you with control over your account, including:

- · Manage all aspects of your tenancy and update tenancy information
- Pay your rent, check your rent account and make payments
- · Send us letters, photos, feedback, comments and complaints
- Access all your tenancy letters and documents
- View and update your household and contact details
- Get involved and have your say be part of our **Tenant Involvement**
- Request non urgent repairs
- Provide feedback to the Association and complete
- Opt to go paper-free and get a faster, greener and more cost-effective service

My Home's features are designed to promote digital independence - to ensure you don't miss out on this great new feature and benefit from all the services on offer, please make sure you have an up-to-date email address detailed on your account. Please contact the Customer Service Team on 01382 903545 and provide your current email address.

What if you don't have an email address?

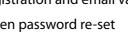
We're here to help, and can assist you with setting up an email and any other queries you may have with My Home.



Online Security

The portal will allow you to view your data at any time with the assurance of maximum online security including:

- Self-registration and email validation
- Forgotten password re-set
- Manual password re-set





Tenant Involvement Officer



Hi everyone,

I would like to introduce myself, I am Clare; your Tenant Involvement Officer and my role is to ensure our tenants are at the heart of everything we do.

We are looking for volunteers to join us and have their voice heard. Involving our tenants is a way for us to find out what is important to you and what you would like to see from us in the future. It is a chance to find out what we do and to give us ideas on how we can improve.

Our tenants bring a wealth of skills, experience and ideas that can help us work in new ways, shape our services and review our performance. We want to listen to your voices and learn from your feedback so our services are the best they can be.

The Association offers flexible ways to get involved. It can be at a time that suits your lifestyle and commitments. You can be involved in as much or as little as you like, something for everyone!

Why get involved?

- You care about improving your community
- To learn and share best practice to take back to your communities
- Make positive change to the services you receive from the **Association**
- To have your voice heard

We want to work with our tenants to help improve services, strengthen our communities and create places everyone can be proud of.

Wanting to find out more about this, then why not get in touch with Clare for a chat? On (01382) 903545



Want to keep up to date with all our latest updates, news and stories? Pop on to the Abertay Housing Association Facebook page and give us a \(\subseteq _

Engagement Plan

The Scottish Housing Regulator now produces an Engagement Plan for all Registered Social Landlords every year. It includes a regulatory status for each RSL. This can be Compliant, Working towards compliance, or Statutory action.

Abertay's regulatory status is Compliant. This means that we meet the Standards of Governance and Financial Management and regulatory requirements. The Association is not required to provide the SHR with any information in addition to the normal regulatory requirements.

Abertay's Engagement Plan is available on both Abertay's and the SHR's website.

Assurance Statement

As part of the Scottish Housing Regulator's Regulatory Framework, all Registered Social Landlords have to submit an annual Assurance Statement to the Scottish Housing Regulator. Following the recent completion of our governance training plan the Management Committee considers that Abertay is compliant with the requirements of the Regulatory Standards of Governance and Financial Management and has submitted an Assurance Statement to that effect.

Abertay's Assurance Statement is available on both Abertay's and the SHR's website.

Data Protection

As part of the General Data Protection Regulations, Abertay has a Fair Processing Notice which sets out what data we collect from you and how we use it. We have recently updated this notice. The revised version is available on our website: www.abertayha.co.uk. If you would like a copy sent out to you, please contact the office on 01382 903545.



You can be involved from just an hour or two a month, committing your time when it suits you.

Get Involved!

Estate Walkabouts Attend walkabouts with staff members and record issues and help

Local **Tenant Focus** Groups Working with staff on local issues and areas of

interest

Tenant **Scrutiny Panel**

To challenge Abertay, review and compare our performance and priorities **Armchair** members

Provide views and help review our policies. handbooks etc.

All from the comfort of your own home.

Tenant Led Inspections

Look closely at an area of service to identify what works well and what could be better

Customer Surveys

By phone, email or in writing provide

Does this sound like something you would be interested in?

Get in touch with our Tenant Involvement Officer, Clare on 01382 903545 or send us an email to queries@abertayha.co.uk



Abertay Housing Association

Abertay Housing Association has helped over 100 low income and digitally excluded households across Dundee to get online. Our mission statement is to enhance the quality of life in our communities and we have made some progress towards this by working in partnership with Connecting Scotland, a Scottish Government initiative managed by SCVO, set up in response to the COVID-19 pandemic.

Connecting Scotland aims to get 55,000 digitally excluded households online by the end of 2021 by providing them with an iPad or Chromebook, along with an optional MIFI device with up to 2 years unlimited free data. This enables them to build their digital skills and confidence.

In addition to our own tenants, we connected with our local schools, Dundee City Council's Throughcare and Aftercare Service, as well as local charitable organisation; Includem, who all work with young people in Dundee to transform their lives, especially during these difficult times. We look forward to continuing these relationships with any future projects.

Chief Executive, Barry Moore said:

'Social housing is such an important sector in terms of digital inclusion and it has never been more critical for social housing providers to support their tenants to get online, therefore, we were delighted to be part of the Connecting Scotland initiative. Among the many challenges COVID-19 has presented, along with services increasingly moving online, ensuring our tenants have access to the information they need is vital. The internet continues to be a lifeline for many, making this *initiative extremely important for* those tenants to whom digital access would otherwise not be possible'.



Abertay's Digital Participation Officer and Tenant Involvement Officer, Linzi and Clare said:

Abertay were really keen to be part of the Connecting Scotland project, and after the initial training and support, we recognised the benefits this project could bring to the local community and enhance the opportunities available to our tenants, by being online – an essential lifeline these days.

Abertay's Linzi and Clare have both attended digital champion training to enable them to assist those who perhaps need ongoing or extra support and advice.

Just a small sample of the feedback we have received from the delighted recipients of the devices:

Thank you so much for my
Chromebook! I have just face
timed my parents in Spain for
the first time.



I'm so excited about this - we've even drafted a rota so everyone in the family all get to spend their own time on the iPad!

get connected

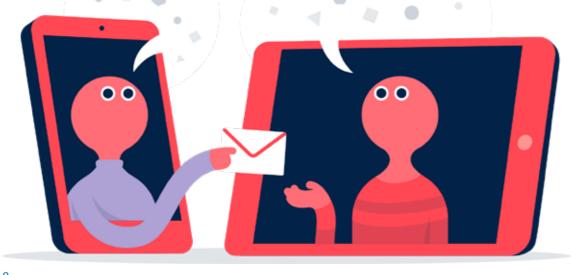


The above photo is the issue of our final device, which was kept a surprise by his mum who brought him along after school to collect the final iPad – he was super excited!

Thank you very much, this is like a dream come true for us, we could never afford to buy anything like this!











Open Space Maintenance



Ground Control Ltd. is now carrying out maintenance of Open Space Communal Landscaped areas throughout our Estates due to challenges presented by the pandemic, the contract did not commence until May 2020 when Scottish Government guidelines allowed us to do so. However, Ground Control resourced the contract accordingly to make up for lost time and managed to complete most scheduled tasks throughout last year. They are contracted to carry out the landscaping works until 31 March 2023.

We encourage residents to contact us about landscaping issues and we usually set aside a budget to carry out Winter Tree Maintenance Works and Improvements every year. The last few years' tree works has been carried out by Tree Maintenance Scotland.

Reactive **Repairs**



The number of Emergency Repairs, which includes Out of Hours call outs, were much higher than previous years and more than double 2019/20 figures. This was due to COVID-19 and the subsequent restrictions.

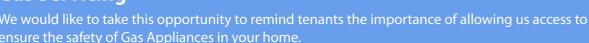
There were periods throughout the year where nonessential works were not permitted in occupied homes; however, we still achieved our target times to complete most jobs. Adapting to flexible working and the understanding of our customers meant that we still managed to deliver our Reactive and Void Repairs

We greatly appreciate your feedback and we are always looking for ways in which we can improve. We want to know how we did when we have completed repairs in your property, therefore, please let us know by completing the satisfaction survey following any work carried out.



Gas Servicing

ensure the safety of Gas Appliances in your home.





As we ease out of lockdown, the safety of our tenants and staff remains our top priority as we continue to follow Government guidelines. We are delighted to welcome our retirement housing tenants back into the complexes whilst observing social distancing. We will gradually introduce our usual timetable of activities as and when it is safe to do so.

While aspects of social distancing are likely to continue for some time, we are moving in the right direction towards more normalised living and working arrangements.

We would like to extend a very warm welcome to those tenants who have recently moved into our retirement housing properties in recent months and look forward to meeting you all at some point.

We are grateful for the co-operation of everyone living in our retirement housing and their visitors, for respecting one another's safety, let's continue to work together to protect each other.

Please note: some of these photos were taken prior to the pandemic and before the latest guidance from the government.

we pay our respects to those lost throughout the pandemic and would like to extend our sincere condolences to the families and friends of those

END OF AN ERA Retirement complex

As part of Abertay's forward thinking strategy, we entered into a lengthy consultation process with our residents on the future of retirement properties in our Dura Street estate. Evidence pointed to difficulty letting our properties due to some being upper floor, and the layout of the Estate being difficult for some residents to access the complex to attend social functions. The numbers attending such events had steadily declined over the years, and sadly not enough residents volunteered to be part of the required committee.

After full consultation with residents, the vote cast, came down heavily in favour of changing the tenancies to amenity housing (for over 50 year olds)

Therefore, from 30th June 2021, the complex formally closed its doors for the last time.

We reminisce on the very happy times we shared with our residents past and present at the many social functions held at the complex. We would like to thank all those who contributed to these events, and we continue to support our residents in any way we can.



Caldrum Street



When the country went into lockdown earlier last year due to COVID-19, the decision to close our retirement housing complexes was a necessity for everyone's safety. **However, our Caldrum Street retirement tenants have** certainly kept themselves busy. When the nice weather finally permitted they took to their gardens and have shared some photographs of their 'blooming' lovely gardens with us.







As our socially distanced life begins to feel normal. It has included a long awaited manicure for some of our retirement tenants at our Fintry Mains complex. A little taste of 'normal', as restrictions start to ease. Hopefully, over the coming months events can gradually return and we can all get together again in our complexes.

Palons Lane

After a long time away from the complex because of lockdowns, Paton's Lane retirement complex is looking forward to gradually reintroducing their social gatherings once regulations allow.

This will include weekly games night, monthly Bingo night, Friday Morning tea and toast or Friday breakfast once a month. Tenants are hoping to start having their parties later in the year, which is eagerly anticipated.

Beauty therapy sessions will continue as soon as its safe thanks to the OPEN funding.

December 2019: Our Christmas meal in Riverside Inn. then back to the complex for a party with the elves and entertainment by Gary in the evening, including our bingo followed by the Christmas Raffle.

December 2019: Toy donations from the tenants to Home Start.

February 2020: Burns night in the complex - our last party before lockdown.

The tenants were entertained in July 2020 by Paul Sullivan singing in the garden area, this was a real boost to morale and cheered everyone up.

Please note: these photos were taken prior to the pandemic and before the latest guidance from the government.







'Enhancing the Quality of Life in Our Communities'

Garden & Veranda/Balcony

Competition 2021

As we missed out last year, we are on a mission to make this year's garden competition even better, so dig out those gardening gloves and let us see your beautiful gardens.

Tenants are invited to enter a variety of categories to suit all styles of gardens; whether you have your own private garden, help maintain a communal garden or simply have a small display of potted plants or hanging baskets on your veranda we want to see your amazing gardens!

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 (01382) 903545. The competition will close on Friday 20 August 2021 and will be judged shortly after.

There will be a prize for:

Best garden
Best veranda/balcony
Best communal garden area

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.



Walkabout Timetable 2021

Come along, join us on our regular Estate Walkabouts, and have a say in how you would like your area improved. See the dates and times in your area as listed below. If you are not able to come along on the day, you can still be involved. Contact us on:

01382 903545, or alternatively email us at **queries@abertayha.co.uk**. You can highlight any improvements you think would enhance your estate and have an influence in any decisions we make.

'Enhancing the quality of life in our communities'

Date	Time	Area	Meeting point	Officers
04/08/2021	10.30	Americanmuir	81 Camperdown Road	Gaynor / Russell
11/08/2021	10.30	Lawrence Street	32 Polepark Road	Mel / Lynne
18/08/2021	10.30	Craigiebank West	1 Lunan Terrace	Linzi / Lynne
25/08/2021	10.30	Kingoodie	The Shore	Mel / Russell
01/09/2021	10.30	Kirkton	115 Helmsdale Avenue	Gaynor / Lynne
08/09/2021	10.30	William Street	1 Lambs Lane	Linzi / Lynne
15/09/2021	10.30	Pitalpin	Circle at Portmore Place	Mel / Lynne
22/09/2021	10.30	Dryburgh Gardens	Retirement Complex	Gaynor / Lynne
29/09/2021	11.00	Rosebank	Retirement Complex	Mel / Lynne





Direct Debit

There are various ways to pay your rent

Card



Telephone



Cheque or Posta

Order

Are you experiencing difficulty paying your rent?

If your income has been affected by Covid-19 or for any other reason it is essential that you get in touch with either Alison (01382 513 809) or Cat (01382 513 807) in our Rents Team, they can offer information, help and support.

Our staff are here to help and can assist you directly or signpost you to other agencies that can support you. Doing nothing won't make it go away – please get in touch with us as soon as possible and we will do everything we can to help you.

OPENING HOURS FOR TELEPHONE ENQUIRIES:

MONDAY 8.30am to 4.30pm TUESDAY 8.30am to 4.30pm WEDNESDAY 8.30am to 4.30pm THURSDAY 10.00am to 6.00pm FRIDAY 8.30am to 2.00pm



Easy Cheesecake

Method

- STEP 1 Put the shortbread biscuits into a plastic bag and bash with a rolling pin until broken. Divide between two dessert glasses. Beat together the soft cheese with the zest of a lime and 2 tbsp icing sugar until smooth. Put this on top of each biscuit base and smooth out with the back of a spoon.
- STEP 2 Take the mixed frozen berries, defrost and blend half with 1 tbsp icing sugar and the juice of the lime. Pour this on top of each cheesecake and scatter with a few extra whole berries. Serve or sit in the fridge for a few hours before serving.



Ingredients

- 4 shortbread biscuits
- 300g tub soft cheese
- zest and juice of 1 lime
- 3 tbsp icing sugar
- ½ a 380g pack of frozen mixed berries, plus a few extra to serve



Abertay trio complete the Edinburgh Marathon

When it comes to putting your best foot forward, we have a trio who have taken it to the extreme. Cat, Linzi and Natalie completed the Edinburgh Half Marathon on Sunday 30th May. It was a virtual event and therefore they chose to pound the pavements around Dundee.

The ladies readily admit that running had not been their sport of choice in the past. However, when the opportunity arose to join a Couch to 5km group, set up by a colleague, both Linzi and Natalie took the plunge. They enjoyed it so much that they just kept on running. Cat was inspired to join a local running group, 'the Tigers' and followed a 12-week programme, which culminated in her completing a 5km park run. She too enjoyed running so much that she then joined 'the Dundee Road Runners' but has left them to join 'Girls running Aboot' and another local group close to her home which allows her to run trails – her favourite.

Not satisfied with just running the half marathon, they were inspired and committed to raise money for charity; and, to date, have raised more than £800 for Shelter and Bowel Cancer.

Normally when you ask someone who has recently run a half marathon whether they would do it again, the response is a resounding no. Not this trio, they have ambitions to carry on pounding the pavements and even mentioned the Great North Run, Liverpool Marathon and there were even suggestions of heading further afield to New York.

We are immensely proud of Cat, Linzi and Natalie who are an inspiration to us all and a credit to the Association.



Abertay Staff Step Their Way to Fitness

During the difficult times that we have found ourselves in over the past year with office closures, working from home and lockdown restrictions, we, as an Association, had to find ways to stay healthy both physically and mentally.

We were delighted to engage the services of local company Take Your Marks who created a bespoke Wellbeing App. The App offers staff a vast range of options including desk-based exercises, yoga, mental health advice, and suggested walks to monthly challenges.

Our challenges in January and February involved staff recording their step count in order to reach a goal. In January, the aim was to reach 1.25 million steps – the equivalent of walking around the Association's estates. This challenge was smashed in just two weeks! For February, we raised the step total to 3million steps – the equivalent of walking from Dundee to Orleans (France) – Dundee's twinned City. Again, staff rose to the challenge and smashed the goal.

We were delighted that our efforts did not go unnoticed and were thrilled to be nominated in the Scottish Walking Awards. Whilst we may not have won the award in our category, we did receive a certificate and congratulations:

'Congratulations on being nominated in the first-ever Scottish Walking Awards. The judges were impressed with your nomination.'

We continue to set challenges each month, so who knows what next year may bring or indeed, how far staff will have walked but, rest assured, whatever challenges we set we know staff will smash them!

Abertay Housing Association are the proud sponsors of Longhaugh Primary boys and girls football teams - our superstars of the future!

We look forward to continuing our support with Longhaugh and are looking forward to cheering our teams along from the side-lines after the summer holidays.





After 15 years' service with Abertay as Clerk of Works, Paul decided it was time for a change and to move on to pastures new in the beautiful Isle of Skye.

We will miss Paul, but wish him every success for the future!



We bid a fond farewell to Veronica back in December 2020 when she retired from the Association.

After 9 years as Housing Manager, it is now time for Veronica to relax and enjoy her well-deserved retirement. Unfortunately, the pandemic stopped us from giving Veronica the send-off we would have liked; however, we marked the occasion with flowers and gifts from staff!



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
Telephone: 01382 903545
Email: queries@abertayha.co.uk



Leif has decided to focus his attentions elsewhere and left the Association at the end of May.

Leif worked with the housing team right in the middle of the Pandemic.

We thank Leif for his work and send best wishes for the future!

