

# Abertalk



## Charleston Gardens



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## A very warm welcome to our winter newsletter for 2021.

It will not come as any surprise to hear me say that 2021 has been equally as challenging at times as that of 2020. However, with the vaccine now in place and more than 10 million people having now received their COVID-19 booster, we edge closer to normal life.

I appreciate your patience and understanding throughout recent months as we manage the ongoing impact of COVID-19 on our services. Tenant safety and wellbeing has been at the forefront of our minds in each of our decisions and will continue as such as we head into 2022. The Association has taken the necessary steps to take care of your safety and wellbeing as we have moved through the various phases of lockdown.

Our new tenant portal, 'My Home' went live back in October, tenants can view and review their tenancy, book repairs and pay rent. This is proving a success, with over 350 tenants now registered. We encourage those registered to use the services available and would like more tenants to sign up to it so if you've not registered yet, give Clare a call and she will be able to help with this.

We continue to be very aware of the wider impact of the pandemic on many of our tenants. As such I would again remind you that we are here to help you as much as possible and you can contact us with any concerns regarding your home or financial position.

Stay safe this winter, have a lovely Christmas and we look forward to a more positive 2022.

*Barry Moore, Chief Executive*



# Elf on the shelf!

**I'm sure you're all familiar with this wee fella.**

After such difficult times, we want to spread some Christmas cheer and we've hidden our very own Elf on Shelf somewhere in our newsletter, but where is he, that's the question?



**For your chance to win one of 3 x £50 voucher of your choice**, tell us where you spotted our very own Abertay Elf and we will enter you into our prize draw.

You can either email your entry to us at: [queries@abertayha.co.uk](mailto:queries@abertayha.co.uk) or alternatively, return the tear off slip to us at: Abertay Housing Association, 147 Fintry Drive, Dundee, DD4 9HE

Name: .....

Address: .....

Contact Telephone No:.....

# Abertay Housing Association's Annual General Meeting 2021

The Association held a successful AGM and SGM on Tuesday 14 September. At the SGM, Members approved an updated set of Rules for the Association based on the SFHA model which was published in 2020. It also allows meetings to be held virtually should the need arise. This has since been approved by the Financial Conduct Authority and came into effect on 13 October. A copy of the revised Rules is available on our website and from the office.

At the AGM we said goodbye to Rhona McLeod and Gordon Edwards who had both been Management Committee members for 3 years. They both made significant contributions to the Association in their time with us. We also welcomed Veronica Gray as a Management Committee member.

Following the AGM, at a Management Committee meeting, Kath Mands was re-elected as Chair and Ron Neave as Vice Chair.



## Landscaping Services and Tree Maintenance works throughout the Winter months

We will be appointing new Landscaping contractors to start in April 2022. However, we also have two Landscaping contractors who have agreed to help out throughout the coming Winter period and residents will not be let down in this regard.

Our Winter Tree Maintenance and Improvements programme will go ahead once the Landscaping Clerk Of Works and Maintenance Manager complete their surveys and agree the full scope of works. These works will then be carried out by Tree Maintenance Scotland, during the months of January, February and March as per usual.

# 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 in the year to date 2021/2022 compared to the previous year.

Performance update	Target	Previous year	Quarter 2	Target achieved?
Number of emergency repairs		2,216	223	
Emergency repairs completed on time	4 hours	2.8 hours	2.9 hours	😊
Average length of time taken to complete non-emergency repairs	6 working days	8 days	7.4 days	😞
			<b>2021/2022</b>	
Satisfaction with the repairs service	98%	99.4%	99.1%	😊
<b>Value for money</b>				
Gross rent arrears as at end of March as a percentage of rent due for the year	<5%	2.7%	2.8%	😊
Average length of time to re-let properties	<21	37.5 days	24.6 days	😞
Percentage of tenants satisfied with the standard of their home when moving in	95%	100%	97.3%	😊

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 2020/21 in comparison to other social landlords in Scotland can be viewed in our Annual Report, which was posted out to you in November 2021. A copy of the report is available on request, please contact us on: (01382) 903545 or [queries@abertayha.co.uk](mailto:queries@abertayha.co.uk)

## Complaints

The year to date, the Association received 98 Stage 1 complaints and 5 Stage 2 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	Target average timescales	2021/2022	
Stage 1 complaint	5 days	3.1	😊
Stage 2 complaint	20 days	16.5	😊

# Welcome to...



**Abertay**  
HOUSING ASSOCIATION

My



## Don't just take our word for it, this is what some of our tenants have to say about *My*HOME so far...

"Makes such a difference being able to see my rent account balance online and make a payment there and then."

'It was really easy to setup my login'

"Working full-time means it's often difficult for me to contact the office during office hours, it's great having instant access to my rent account. I've even managed to leave feedback for a recent repair I've had done."

...Still not registered yet? Get in touch with Clare today (01382) 903545

My



## 24 hour access to our services for tenants. It's easy and convenient to use.

Register and sign in, scan QR code or <https://myhome.abertayha.co.uk/auth/login> to My Home – it's simple and free. All you need is a valid email address. If you require any assistance, please give Clare a call on (01382) 903545. Once you are logged into My Home you will be able to access many of our services at any time of the day or night including:

- Paying your rent
- Viewing your rent account and any recent payments you have made
- Reporting a minor repair and completing repairs satisfaction surveys
- Viewing any repairs you have reported over the last 12 months
- Updating your contact details
- Updating changes to your household
- Taking part in online surveys and consultations

*My*HOME is an additional service for you. If you wish you can still contact the office and speak to us.

# Charleston Gardens



**Our New Build programme is continuing despite all of the challenges of the past 18 months. Our new development at Charleston Gardens in Dundee is nearing completion with our first tenants already moved into their new homes. The 43 properties, built on the site of the former Charleston Primary School, add much needed family homes and adapted flats to our stock. These homes are built from energy efficient materials and also benefit from renewable energy sources which help to keep the new tenant's energy bills down.**

Some of our first tenants' 22 families have recently moved in and love their new homes which are close to local amenities.

One new tenant explained that "moving to her new home has made such a big difference to both her and that of her 2 children's lives, she stated that her health

and general well-being has improved dramatically and improved the quality of their lives completely".







At Abertay Housing Association we're committed to providing more quality affordable homes to meet local housing needs and enhancing the quality of life in our communities.

# GAS SAFETY INFORMATION

In line with the Gas Safe Register and HSE Technical Bulletin, the Association will only reinstall gas appliances that have been disconnected by us temporarily to allow refurbishment of a kitchen for example. We may also consider reinstating an existing appliance which has been subject to annual Gas Safe inspection and servicing by our contractor. We will not be able to fit a second-hand appliance for which we have no Gas Servicing records which a tenant has sourced from elsewhere and where the copy of the appliance installation instructions are not readily available, or if the appliance itself looks like it is either non-conventional, or in suspect condition.

**The risk of injury is too high for anyone to 'take a chance'.**

## Useful Tips for Winter

	<p><b>Know the location of the stopcock so that you can turn the water supply off in the event of an emergency such as burst pipes (often under kitchen sink). If unsure, please contact the office for location.</b></p>
	<p><b>Know how the boiler and thermostat work. Leave the heating on low if you are going away over the festive period or set a timer so that the heating continues to come on regularly. This will help reduce the likelihood of condensation and burst pipes.</b></p>
	<p><b>Think about how your furniture is placed. Are there pockets of cold air in your room behind furniture? Consider moving your furniture even just a little away from outside walls to allow air to circulate around the room.</b></p>
	<p><b>In the winter any condensation problems tend to get worse and can cause mould to form. Try to maintain an even temperature throughout the property, allowing heat to circulate by keeping internal doors open and using draft excluders where necessary to improve insulation and reduce condensation.</b></p>
	<p><b>Please report any leaks – small problems can quickly escalate into big and expensive problems.</b></p>
	<p><b>Consider using lighting timers during the dark winter days and particularly if they are going to be absent from the property for longer periods. These are a good way of deterring burglars when the property is vacant.</b></p>



**Have you got a wardrobe full of clothes you don't wear anymore? In need of a clear out? Then recycle with Cash for Kids and make a difference to disabled and disadvantaged children in our area!**

Our new clothes recycling bank is located on the corner of Fintry Mains. Clothes are regularly collected and recycled by Nathan's Wastesavers, and the charity receives a monthly donation in return. So your old clothes don't go in landfill and the funds go to support local children who are in need of a helping hand – it's a win-win!



## Safe use of communal spaces.

**We recognise the importance of your children having an outside space where they can play safely. This has been brought into even sharper focus over the last year due to COVID-19 and the lockdowns we have all experienced. But we also have a duty of care to protect your children from risk of injury when they are playing on our land.**

As a responsible landlord, the Association has a legal obligation to ensure that the communal areas that are owned by us in and around our blocks are well maintained and kept hazard free.

In 2018, a study by family safety charity RoSPA revealed that an estimated 13,000 trampoline-related injuries are treated in A&E each year. Like many other housing providers, Abertay took the decision some time ago that trampolines are no longer permitted in our garden/drying areas that are shared by more than one household.

As lockdown restrictions were eased in the summer, we discovered that more than two dozen trampolines have been erected on our land, many of which are now in a dangerous and/or unsafe condition. We are now taking the necessary steps to have these removed. We ask all households that share their garden area with other households not to install a trampoline in the future. If you are unsure whether this applies to you, please contact us on Tel: **01382 903545** or Email: **enquiries@abertayha.co.uk**





**People in Scotland considering buying an electric scooter or e-scooter, this Christmas are being urged to fully understand the law and the implications of using one in a public place before they do.**

We hope to dispel and address some of the myths about where you can and can't ride e-scooters.

In July of this year, the UK Government introduced legislation trialling the use of e-scooters, through local authorities, for a period of 12 months via approved rental companies. There are currently no such rental schemes operating in Scotland and private use of e-scooters in a public place is not legal.

While e-scooters are legally available to purchase, it is currently against the law to ride a privately owned E-scooter in any public place in the UK. This includes roads, pavements, parks, town centres or promenades. The only place a privately owned e-scooter can be used is on private land with the agreement of the land owner.

E-scooters are currently classified as Personal Light Electric Vehicles (PLEVs) so they are treated as motor vehicles and are subject to the same legal requirements as any other motor vehicle, requiring insurance, a valid driving licence, and compliance with various construction and use requirements.

Superintendent Simon Bradshaw, Deputy Head of Road Policing, Police Scotland said: "We understand that e-scooters are a tempting option for Christmas presents this year, but we would urge people to fully understand the law and the implications of using an e-scooter on a road or other public place. The safety of all road users is our priority and the last thing we want to do is to ruin a Christmas by reporting them to the courts and taking away a much-loved and expensive Christmas gift."

## RENT AND SERVICE CHARGE CONSULTATION

We will be consulting during December and January with tenants on the proposals for the level of Rent increase and the basis for setting service charges which will come into effect in April 2022. The survey will be available in a range of formats; online via either our website or your My Home account, as well as postal contacts for those who are not able to access the online method. The results of the survey will be published on our website - [www.abertayha.co.uk](http://www.abertayha.co.uk)

## COVID-19 Tenant Grant Fund

available to help social and private tenants affected financially by the COVID-19 restrictions imposed since March 2020.

This fund will enable local authorities to assist tenants to sustain tenancies and prevent home loss by reducing or paying rent arrears where they have accrued due to the financial challenges experienced as a direct result of Coronavirus.

Awards will be paid to Landlords and required evidence must be submitted to allow the application to progress.



Applications can be made online via [my.dundee.gov.uk/service/Tenant\\_Support\\_Grant](http://my.dundee.gov.uk/service/Tenant_Support_Grant)

Alternatively please contact Housing Options Service on 01382 432001



## Abertay pay tribute to Mr Soutar

We would like to commend and pay tribute to one of our tenants, Mr William Soutar, who sadly passed away in August of this year. A long-standing tenant of Dykehead Place for 42 years, his loyal tenancy was the longest stay in our portfolio. He will be sorely missed by family, neighbours, and everyone who knew him.'

The late Mr and Mrs Soutar pictured, married 55 years.

## School sponsorship news

Longhaugh Primary are now back in full swing and both the girls and the boys have recently restarted their football and the children have absolutely loved wearing the new strips and training kits which the Association have very kindly sponsored. The Longhaugh girls' team took part in a Dundee festival recently which was the first experience of competitive football for many of them. They thoroughly enjoyed the occasion and are looking forward to their next competition. In addition to this, we have a very enthusiastic group of Primary 5 girls who took part in a friendly against St. Francis PS last week. Again, this was the first experience of organised football for many of them and we now have around 20 P5-P7 girls involved.

The Longhaugh boys' team had their first competitive match on 10th November against St. Mary's PS, winning 9-2. We have a new member of staff who has taken over the team this year and we have around 20 boys involved. We are making the most of our shared campus and so the boys who did not take part against St. Mary's have a match against St. Francis to look forward to.



# SCAN ME

Welcome to...



## Don't miss out on all the benefits your *My* HOME account has to offer!

Needing easy access to your My Home account? Scan the above QR code.

Still not registered your My Home account, get in touch with Clare today for assistance.



# Retirement Housing News...

## Dryburgh Gardens

### September

In September we had 2 tenants celebrating their 90th Birthdays, Bertha O'Donnell & Eric Denham enjoyed their 'milestone' birthdays with family and friends, along with tea and cake in the complex.

### October

Tenants held a combined pie & bean/Halloween party in the complex. Tenants dressed up for the night and made their own entertainment with a sing along - a great night enjoyed by all who attended.

### November

A bus trip to McArthur Glen at Livingston was organised for tenants along with fellow tenants from our Gordon Street Retirement Complex. The trip was finished off with High Tea at the Inchtute Hotel another successful day was had by all!

### December

Dryburgh Gardens have started the Toy Appeal again this year and the santa sleigh is starting to fill up with gifts for the kids. We have also organised our Christmas party at the Queens Hotel, tenants are looking forward to being able to get together again. In addition to this a Christmas breakfast has also been organised to finish of the Christmas Celebrations.



# Caldrum Street

Our Caldrum Street tenants have made the most of the easing of restrictions with a whole host of activities to make up for lost time.

Halloween was the big highlight last month, however, they've had everything from exercise and craft classes, to well-deserved pamper sessions and plans are underway for lots more to look forward to in the coming months. Watch this space...



# Patons Lane

As we edge closer to normal life our Retirement tenants at Patons Lane had one of their first social nights since lockdown; fish supper and bingo night which was enjoyed by all!



Our generous tenants at Patons Lane are collecting toys again this year for local charity Home-start, Dundee

# Fintry Mains

Our Socially distanced life continues at Fintry Mains complex, with some restrictions having been relaxed but with everyone still being safe and cautious. At our complex we continue to have our monthly Beauty Therapy sessions with a little bit of pampering making a lot of difference. We are taking things slowly, however, with residents enjoying their twice weekly Bingo sessions.

Our first event held in the complex since some restrictions were relaxed for tenants has been a "Social Get Together". We decided to have this as an opportunity for tenants who moved in during lockdown to get to meet other new and existing tenants of Fintry Mains.

We held this as an afternoon Buffet tea. It was well attended, tenants had a good natter and it also gave them the opportunity to remember those long term residents of Fintry Mains who they had said goodbye to during the lock-down and more recently. Some of whom had moved on to pastures new and others who had sadly passed away.

It was acknowledged that we would all have some happy recollections to share of times enjoyed together with past residents and going ahead looked forward to making some new and happy memories.

Tenants are looking forward to upcoming events which will include our Christmas Raffle and Christmas Meal, with entertainment, in the complex.

All being well in the New Year we are looking to organise a Burns Night in the complex, also a Valentines Night in February and in March are looking to celebrate St Patricks also with an event in the complex.



# Gordon Street



Our Gordon Street Retirement tenants were delighted to finally start enjoying meeting up and having activities in the lounge again.

October was a busy month with some bingo, beauty therapy and bacon rolls.

A Guy Fawkes get together was in order for November; with some music and a good catch up over a buffet and some refreshments. Then for a dual day out with Dryburgh Garden Retirement tenants later in the month to McArthur Glen, ending the day with a delicious high tea at the Inchtute Hotel.

The tenants are currently making plans for their Christmas celebrations starting with their party on 9th December with catering from Jacques Catering and entertainment by Jay Henderson. The festivities will continue on 13th December with a pie and bean lunch followed by a Christmas raffle draw and finally drawing the year to a close with plans for a New Year party in the lounge (date and time to be confirmed), along with hopes for a much better year ahead!



# Rosebank

**Our retirement tenants at Rosebank enjoyed a wee get together in way of fish and chip supper night, the beginning of many activities planned for the coming months making up for lost time!**



**Marjorie, the Association's Corporate Services Director, attended SFHA Finance Conference and entered a competition sponsored by CAF Bank to win £250.00 towards a charity of her choice. Marjorie was delighted to share the good news she had won and has donated the money to Dundee and Angus Foodbank. This will prove hugely beneficial to our tenants during these tough times.**

# Aberlay Housing Association Gardening Competition 2021 - The Results

Now that colder days are upon us, we would like to bring a little sunshine back on these shorter days and celebrate all the hard work our tenants have achieved in their gardens over the summer months. Through such a difficult year it's great to see the time, effort and money our tenants have put into their gardens.

Unfortunately, our entries were down compared to that of previous years, however, this didn't make the judging any easier and the standards were exceptional as always.

We would also like to extend a big thank you to our sponsors and judges of the competition - QAPM who are always delighted to be involved in the competition.



1st



Our first prize goes to a well-deserved Mr McIntosh



Best communal garden area tended by our Caldum Street Retirement tenants

Best Choice



2nd

Our second prize goes to Mr & Mrs Petrie

Huge congratulations to all of our winners!



# A Fond Farewell

Abertay would like to wish a fond farewell to one of our longest standing tenants Florence (Flo) Stewart. At 97 years young and a total of 39 years of them with Abertay, we are proud to say we have been her landlord for such a long time! From 1982 and Scottish Homes days, we provided her a family home. Her tenancy transferred on to Abertay Housing Association when we were formed in 1997.

In July 2021 she decided it was time to move on to sheltered housing to be closer to her daughter. Our Tenant Involvement Officer Clare, Customer Service Assistant Natalie and Customer Service Team Leader Carly visited her in her new flat to see how she was settling in and presented

her with a new home card, some chocolates and flowers on behalf of us all at the Association. It was nice to meet her daughter and great to hear all Flo's stories about her family. It was lovely to hear she has made lots of new friends already. Abertay is happy to see she has settled in so well, we wish Flo all the best in her new flat and for her future years ahead!



## GET INVOLVED AND HAVE YOUR SAY!

**Do you think that Abertay Housing Association is doing a good job, but could do better? Do you wonder how we spend our money? Or how we decide if the service we are giving you is adequate? Do you want to get involved? If the answer is yes to each of these questions we want to hear from you!**

We want our tenants to get involved and have their say and influence the housing services we deliver. You can decide the depth and degree of involvement you wish to take.

You can get involved in a number of different ways, this is your chance to participate in Abertay Housing's decision-making processes from the comfort of your own home, for example:

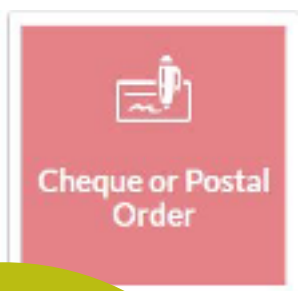
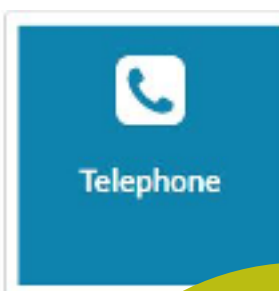
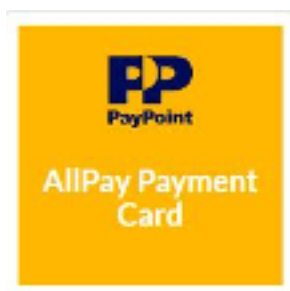
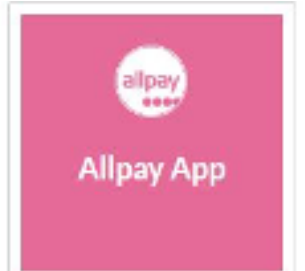
- **Customer surveys**
- **Add your name to our register of interested tenants**
- **Newsletter Articles**
- **Focus Groups**
- **Tenant Walkabouts**
- **Armchair Members**

As we slowly return to some form of 'normal life', we will be looking to set up focus groups in our communities and we would really appreciate your input. So...if you have time and would like to participate, or even want to have a chat to find out more, then please get in touch with Clare on **(01382) 903545** or email: **queries@abertayha.co.uk**



# Paying your Rent on time...

We use the money we collect to deliver the services we provide – like our repairs service and making planned improvements to your home. It's important to pay your rent on time, there are various ways to pay your rent...



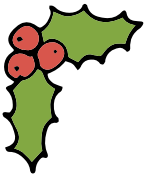
## Are you experiencing difficulty paying your rent?

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.

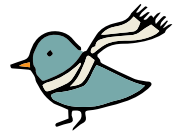
Contact our Rents Team, they can offer information, help and support t: (01382) 903545.

**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



# Christmas Mazes



Can you help to deliver the presents to the Christmas tree?

A maze puzzle with a yellow gift box on the left and a Christmas tree with presents on the right. The maze is drawn with brown lines. A grey arrow points from the gift box into the maze. The maze is surrounded by several blue snowflake icons.

A maze puzzle with a Christmas tree and presents on the left and a snowman on the right. The maze is drawn with green lines. A grey arrow points from the snowman into the maze. The maze is surrounded by several blue snowflake icons.

# Christmas Spot the Difference

Can you find all 8 differences between these pictures?



# Staff News

Welcome



It is with great pleasure we welcome Gary to Abertay. Gary joined the Association back in September as our new Technical Officer.

Gary previously worked with Angus Council and prior to this, worked in the Housing team with Dundee City Council for over 12 years.

Gary is a keen pool player, representing Scotland in tournaments.

We look forward to working with Gary.

Goodbye & Good Luck



We are really sad to bid a fond farewell to Justin our Tenancy Sustainment Officer. Justin joined the Association 4 years ago and during this time, Justin has helped an abundance of our tenants with a whole host of issues and provided an invaluable service, especially during the Pandemic and beyond.

I know I speak for both colleagues and tenants alike when I say Justin will be a huge miss to the Association, but an asset to Angus Housing Association.

Good luck and best wishes from us all!

Happy Retirement



After 13 years of working with Abertay Housing Association as a Retirement Housing Co-ordinator, it is time for Margaret to hang up her lanyard and enjoy her well-deserved retirement!

Margaret has played an integral part in her role as RHC in our various complexes; starting out in Gordon Street moving to Rosebank and finally ending her hard work in our Patons Lane complex.

Margaret's dedication and commitment will always be valued and remembered by so many, especially our retirement tenants who she has helped over her years of employment.

We will all miss Margaret, however, it's now time for Margaret to relax and spend time with her family and much loved grandchildren.

On behalf of everyone here at Abertay we would all like to wish Margaret a very happy retirement and the very best of luck.





# Café at the Roundhouse now open!

On October 26th 2021 a new café opened in Whitfield called the Café at the Roundhouse. The Café at the Roundhouse is run by Signpost International, an international development charity taking action against poverty at home and abroad. In March of this year, Signpost International launched its first UK food project, The Roundhouse Community Kitchen in Dundee. The mission of this project is to transform surplus food destined for waste into freshly prepared, nutritious meals for distribution by foodbanks and larders across the city to people in need of support. With an estimated 26,000 tonnes of food being wasted every year in Dundee alone, no-one should be going hungry. The Community Kitchen, in partnership with food provision charities, has been playing a vital part in tackling the issue of hunger that exists locally.

The next step for us, Signpost International, was always to open a new café in our Whitfield building. Our café has the same vision as the Community Kitchen: to play a part in closing the loop between food insecurity and food waste. In addition to providing some typical café dishes, we serve daily specials made from the surplus produce diverted from waste.

Some of the profits generated from the Roundhouse Café will be reinvested back into the Community Kitchen, so that we can keep providing meals to emergency food provision organisations. It will also allow us to build on the educational resources we offer, so we can help equip people with the skills and confidence to cook more at home and make their food and finances go further. Our café's pay-it-

forward scheme means that customers can buy and donate meals on behalf of others. The aim here is to make sure that people on lower incomes - or maybe someone who has forgotten their wallet that day - can still enjoy something to eat free of charge.

The Café at the Roundhouse is for everyone! We would love to see you along for your lunch or for coffee and cake. Located at The Roundhouse on Lothian Crescent, Dundee, DD4 0HU, we are open 10am to 3pm, Wednesday to Friday. If you would like more information about the Café, you can phone 07736071961. It is likely that you will go home with a few extras when you visit the café as we always have plenty of food to share. Be sure to check out the Café at the Roundhouse for yourself.



## Food Menu

**Grilled Sandwich or Wrap, served with today's salad £3**

- Haggis, Cheddar & Chilli Jam
- Chickpea Choon (vegan)
- Ham & Cheddar
- Cheddar & Caramelised Onions (veggie)
- Hummus & Roasted Peppers (vegan)

(Add a wee cup of soup to your grilled sandwich or wrap for £1)

**Salads:** see our counter for today's selection & prices

**Smaller Portions all £1.50**

- Beans on Toast
- Wee Soup with bread: see our Specials Board for today's soup
- Veggie sticks with hummus: ask for today's selection

Take a look at our counter for today's **baking**. All of our scones, cakes and traybakes are homemade by us.

**And, available from 12pm**

See our Specials Board for today's **soup & specials**

**Jacket Potato, served with butter or spread £2**  
(add 50p for each filling)

- Baked Beans (vegan), Cheddar (veggie), Tuna Mayonnaise, Hummus (vegan)

Please let us know if you have any food allergies or intolerances and we'll do our best to accommodate. Our kitchen handles gluten, soya, celery, mustard and other allergens.



# Top Christmas Safety Tips



## Christmas Trees

- Use artificial, flame resistant trees where possible (BS EN1021-1:2006 and BS EN 1021-2:2006)
- If you have a real tree, purchase living tree, in soil, and ensure they are kept watered to reduce the risk of fire
- Throw out old fashioned incandescent bulb Christmas lights and replace with LED lights
- Never leave the lights on when you go to bed



**Candles** - never leave a candle lit if you are not in the room. Keep candles away from your trees, curtains, papers, children, pets and never light a candle on a shelf under your wall mounted TV.



**Christmas Puddings** - have a jug of water close at hand if you are going to light your pudding. It's easy to be too generous with the spirits. Also, clear away the paper hats and bits of cracker before you light the pudding.



**Wrapping Paper** - it gets everywhere on Christmas morning. It takes up more space than you think, and it can get knocked into the fire place or lit by a cigarette really easily. Bag it up, before the children, or the cats can throw it around.

## Other risks

**Fire Alarms** – make sure you check your alarms have new batteries before the holidays, and never take any batteries out, even if the toaster keeps setting it off.

**Contents Insurance** – it won't keep you safe, and it's not just for Christmas, but if there's one thing worse than a burst pipe, or a burglary, or a fire destroying everything you own at Christmas, it's being uninsured when it happens.

**Cyber Risk** – in the lead up to Christmas. Social engineering memes are spread, password recovery answers are identified, and scam emails are sent. Be a step ahead of the scammers and be cautious about your emails.

**Theft** – Thefts from garages and sheds are usually common in the lead up to Christmas (and the children's Christmas Play-stations are always stolen). Do not use these for storage of expensive items, and ensure you have contents insurance to cover these areas.

**Burst Pipes** – Do not turn off heating if you are away and run taps occasionally

## GINGERBREAD MEN



### INGREDIENTS

- 350g/12oz Plain Flour
- 2 tsp Ground Ginger
- 1 tsp Ground Cinnamon
- 125g/4 ½ oz Butter
- 175g / 6oz Light Brown Sugar
- 1 Free Range Egg
- 4 tbsp Golden Syrup

### METHOD

1. Sift together the flour, bicarbonate of soda, ginger and cinnamon into a bowl. Add butter and mix until it looks like breadcrumbs. Stir in sugar.
2. Lightly beat the egg and golden syrup together, add to bowl mix until smooth, wrap in cling film and leave to chill in the fridge for 15 minutes.
3. Preheat oven 180C/160? Fan/ Gas. Line two baking trays with greaseproof paper.
4. Roll the dough out to a ½ inch thickness on a lightly floured surface. Using cutters, cut out the gingerbread men shapes and place on the baking tray, leaving a gap between them.
5. Bake for 12 – 15 minutes, or until lightly brown. Leave on tray for 10 minutes then move to wire rack to finish cooling. When cooled decorate.



# Tell us your good news stories...

Perhaps you've lived in the same Abertay property for many years or you may have just moved into one of our new build properties? Have we any local heroes in the neighbourhood you want to tell us about?

We want to hear from YOU and tell us your stories!

We are always on the lookout for contributions to our Newsletters. If you have any interesting articles, good news stories or want to let us know about anything happening in your local area, please let us know and we will include it in our future newsletter.

Get in touch and have a chat with Clare:

Telephone: 01382 903545

Email: [queries@abertayha.co.uk](mailto:queries@abertayha.co.uk)



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...



# Christmas & New Year opening hours

The office still remains closed to the public. However, we can be contacted on: (01382) 903545 during the dates/times below.

Monday 20th December	08.30-16.30
Tuesday 21st December	08.30-16.30
Wednesday 22nd December 2021	08.30-16.30
Thursday 23rd December 2021	10.00-16.00
Friday 24th December 2021	CLOSED Public holiday
Monday 27th December 2021	CLOSED Public holiday
Tuesday 28th December 2021	CLOSED Public holiday
Wednesday 29th December 2021	08.30-16.30
Thursday 30th December 2021	10.00-16.00
Friday 31st December 2021	CLOSED Public holiday
Monday 3rd January 2022	CLOSED Public holiday
Tuesday 4th January 2022	CLOSED Public holiday
Wednesday 5th January 2022	08.30-16.30
Thursday 6th January 2022	10-00-18.00
Friday 7th January 2022	08.30-14.00

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.