

Abertalk

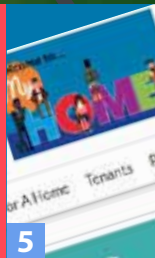


IN THIS ISSUE



3

25th Anniversary



5

My Home Tenant Portal



6

Charleston Gardens



14

Retirement News



A warm welcome to the summer edition of our Newsletter.

We hope that each of you are well as we finally emerge from the pandemic and here's to better days ahead. As the Association has adapted to the needs of our tenants over recent times, we have been presented with many lessons learned that have helped us understand what is most important in the lives of our tenants and how we can best improve support.

As you will read throughout this issue, we continue to make improvements to our systems and services and after a period of over two years we felt it was safe to open our offices up to the public once again on Wednesday 1 June 2022.

We continue to strive for transparency in our communications, sharing both new challenges and highlights. We hope you will find this issue informative and enjoy reading about where we are and our plans for the future.

A couple of items of particular note in this edition include; Charleston Gardens, our development of 43 new homes, completed and handed over to our new tenants and officially opened by Shona Robison, (Cabinet Secretary for Social Justice, Housing and Local Government), earlier this year.

We will also be celebrating 25 years since the transition from Scottish Homes to Abertay Housing Association later this year and would love to hear stories from those tenants among you who have lived in one of our houses 25 years and beyond, as well as stories of those who feel living in an Abertay property has made a difference to their life/ community.

We continue to expand the range of services we provide online, by encouraging our tenants to activate their 'My Home' account, our online tenant portal. Should you require help getting online, please contact Clare, our Tenant Involvement Officer for assistance with this.

Turning now to the economic situation which continues to affect us all, I want to reassure you that your financial wellbeing remains a top priority for us all at the Association. Remember we are here to help, it might be that you have not previously sought the help of our Income Team who did a great job during the height of the pandemic and remain actively engaged and committed in helping you with affordability.

Service delivery will continue to be really important to both staff and to me on a personal level, and I know how hard our teams across the organisation are continuing to work to deliver quality services.

Finally, we hope you know how much we value your feedback, our contact information can be found throughout the newsletter, we encourage you to engage with us to continue to help shape Abertay Housing Association's future and enhance the quality of life in our communities.



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**



Want to keep up to date with all our latest updates, news and stories? Pop on to the Abertay Housing Association Facebook page, give us a like or why not leave a review for us?!

Welcome to The Team!

Better late than never...

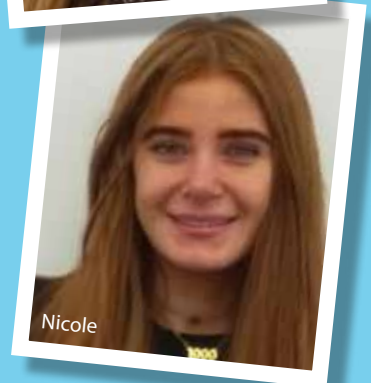
Lynn, Abbie and Jodi joined the Association back in March 2020, weeks before the pandemic hit and going into lockdown.

We welcomed Lynn as our Finance Manager and Abbie and Jodie as integral members of our Customer Service team, all have done an amazing job of integrating into the team during such a difficult period for any employee, but to be new to an organisation and needing to adapt to a whole new way of working while learning a new role is no mean feat, however, this proved to be no issue for our Lynn, Abbie and Jodi they pulled it off no problem and we love having them here on board with the Association!



We are delighted to welcome Ruth who has joined the Retirement Housing Coordinator Team on a fixed term contract. Ruth has a great deal of experience in the Care Sector and will be an asset to the Housing Team.

We are delighted to welcome Nicole to our Customer Service Team on a fixed term contract. Nicole comes with a wealth of experience, and we are very much looking forward to her joining the team.



2022 is a big year for Abertay Housing Association!



October 2022, marks 25 years since the transfer of stock from Scottish Homes, which led to the creation of Abertay Housing Association.

Our 25th Anniversary gives us the opportunity to reflect on the challenges and triumphs of our first quarter century, and what an incredible journey it has been!

Over the next few months, the Association will embark on a number of celebratory initiatives to mark the occasion. This is where you, our tenants come in – we are keen to hear from you...

- Have you lived in your Abertay property for 25+ years, or do you know someone who has? If so, we are keen to hear from you, sharing your stories/photographs, highlighting how the Association has made a positive difference to the lives of our tenants in our different communities.

We are very proud of how far we have come since 1997 and the role the Association has played in providing affordable homes as well as continuing to build on promises to create places where people are proud to live and work.

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 2021/2022 compared to the previous year.

Performance update	Target	Previous year	To 31/03/2021	
Number of emergency repairs		2,216	1,451	
Emergency repairs completed on time	4 hours	2.8 hours	5.0 hours	😞
Average length of time taken to complete non-emergency repairs	6 working days	8.0 days	9.3 days	😞
Satisfaction with the repairs service	98%	99.4%	98.7%	😊
Value for money				
Gross rent arrears as at the period end as a percentage of rent due for the end of the year	<5%	2.7%	2.7%	😊
Average length of time to re-let properties	<21	37.5 days	25.3 days	😞
Percentage of tenants satisfied with the standard of their home when moving in	95%	100%	97.4%	😊

Our performance in a number of areas in 2021/22 is still being effected by the Covid-19 pandemic restrictions, which meant that at certain periods of the year it took longer to undertake work in 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 2022. A copy of the report is available on our website and in our reception area, Main office, 147 Fintry Drive.

Complaints

The year to date, the Association received 175, Stage 1 complaints and 9 Stage 2 complaints. These related to a variety of issues. The Association 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	4.0 days	😊
Stage 2 complaint	20 days	18.1 days	😊

Be part of



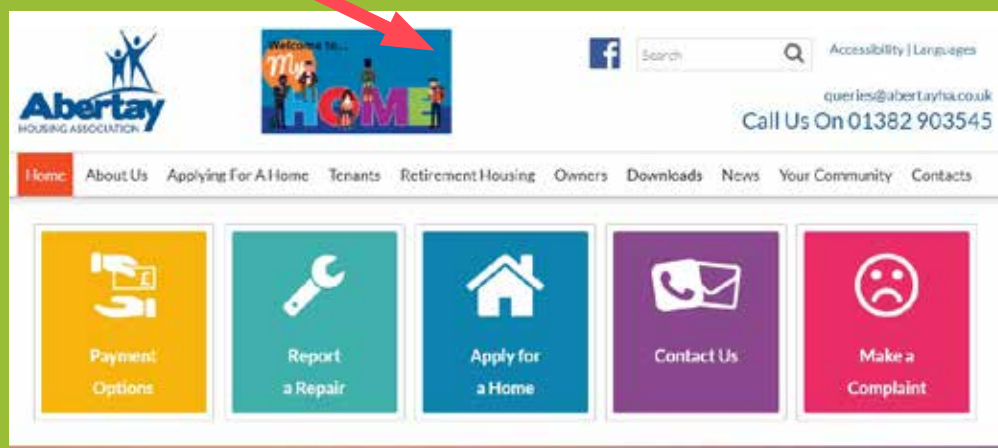
our Tenant Portal

Did you know that our tenant portal, **My HOME**, has now been up and running since October 2021?

This service is designed to make everyday things, such as reporting repairs or paying rent easier for tenants. The portal is free to use and available 24 hours a day, 365 days a year.

There are a variety of ways you can register for **My HOME**;

- Entering the link below onto your device: <https://myhome.abertayha.co.uk/auth/login?r=dashboard>
- Or scan the QR code below
- Accessing our website at <https://www.abertayha.co.uk/> and click on the My Home icon at the top of our home page as shown below



Needing help to get started, or are already registered, and need assistance with the services? Clare is our dedicated member of staff, on hand to help. Clare can assist with all your options and getting the most out of your My Home account.

Give her a call today on (01382) 903545 or drop us an email at: queries@abertayha.co.uk





Charleston Gardens Grand Opening

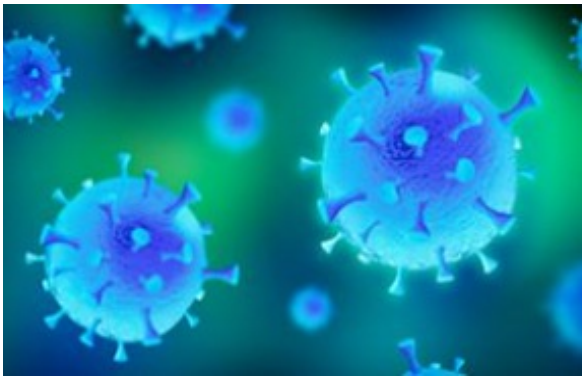
Abertay Housing Association held an event to mark the opening of its Charleston Gardens Development.

Abertay Housing Association was delighted to be working in partnership with the Scottish Government and Dundee City Council to develop much needed high quality affordable housing in Dundee. We were equally delighted to be working in partnership with Bancon Construction and, with positive enthusiasm, seeing the development of 43

homes rise from the ground over the past 2 years. No mean feat considering the global pandemic we all faced.

Affordable housing is critical to the Scottish Government's ambitions of delivering at least 110,000 new homes and we were delighted to be given the opportunity to deliver quality homes for the local community.

In response to the housing needs in Dundee the properties were a mix of 2, 3 and 4 bed roomed homes, cottage and wheelchair accessible flats. They have been considerably designed to a very high standard, including the latest energy efficiency, and will give tenants homes in an excellent location, with shops and other facilities on their doorstep.



Covid-19 Survey Response

We recently contacted all tenants asking you tell us about the impact Covid-19 has had on you and your family and how this has affected your personal circumstances. We had an overwhelming response to this survey and we would like to say a big thank you to those who took the time to complete the survey and respond. We really appreciate the responses received which provide us with an insight into the human cost of the pandemic.

By sharing your experiences you are helping us to understand the huge effect Covid-19 has had, and continues to have, on you and your family, including issues around mental health, employment and incomes. We will be using your feedback to continue to improve and enhance our services so they best meet your needs.

Due to the survey being anonymous, we therefore have very few details to respond direct to those tenants who told us you are experiencing difficulties or feared slipping into rent arrears. For those of you, who can relate to this we urge you to get in contact with us, to enable our specialist staff to assist you or signpost you to the relevant agencies for assistance. Please contact our main switchboard in the first instance who can direct your call to the appropriate person for assistance (01382) 903545, alternatively, you may prefer to email us queries@abertayha.co.uk

Finally, we are grateful to the tenants who provided feedback telling us they are disappointed with aspects of the Association's services, we are currently looking at the specific themes and comments made in more detail and we will address those concerns and work towards a better outcome for each of our tenants.



GET INVOLVED AND HAVE YOUR SAY!

Would you like to get involved or hear more about what we do and our future plans? If so we would love to hear from YOU.

Customer feedback from our recent Covid Survey has given us a lot of useful information. We know what we do well and some things that we could do differently or better. It would be great to discuss our ideas and plans with interested tenants.

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**

Now that we're returning to some form of 'normality', 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



Longhaugh Primary - *Football update*

Longhaugh Primary school football team has both boys and girls participating due to the talent demonstrated by some of our girls. There are over 30 young people representing the school in training and on the team. The team are quite a young team with a range of ages from Primary 5 to Primary 7s and all work well to support and encourage each other. So far this year the team have had six league games and two cup games with 3 wins. We continue to arrange local friendly games to keep the team on their toes. We are currently planning a Staff VS Pupils match to finish off the term in a fun way.

The Longhaugh girl's football team is a young team of predominately P5 pupils. Many of the players are

not associated with a grassroots girl's/boys team and the progress in development this session is credited to the girl's hard work and the engaging and motivating coaching sessions provided by James Fenna and Braeview pupils who volunteer weekly.

The girl's team have participated in two football tournaments this session with another one planned in towards the end of May. They have played in every tournament with a smile on their faces and working hard for each other as a team. Currently, there is no league in Dundee for girl's football, however, due to the increasing popularity, we are hopeful that there will be a Dundee Girl's League for session 2022-2023. We have a promising young team and look forward to competing in regular school football games.

The photo attached is from a recent league game against Mill o Mains Primary where sadly we lost 3-2 on penalties. The teams are a credit to the school as they play every game with determination and wear their strips with pride. We would like to thank Abertay for their continued support with sponsorship.



A productive end to a busy week discussing the significant challenges facing Housing Associations with; Liam Kerr MSP for the North East, Scottish Conservative spokesperson on Energy and Net Zero, Carolyn Lochhead, SFHA Director of Public Affairs and Communications, and Cassandra Dove, SFHA Policy Lead on Energy Efficiency

Good Neighbours make Great Neighbourhoods



Since lockdown, we've all become used to our own company, perhaps you have new neighbours in your community – why not pop round and see if they are ok?

It doesn't take much time to be a good neighbour and it's always worth checking in on those neighbours who live on their own, make sure they're safe and well, especially any elderly neighbours.

Everyone needs a good neighbour!

How many steps?!

Back in November 2021 our Health and Wellbeing App launched a competition with various organisations throughout the area, based on a step challenge there were 3 prizes up for grabs.

The 3 categories were:

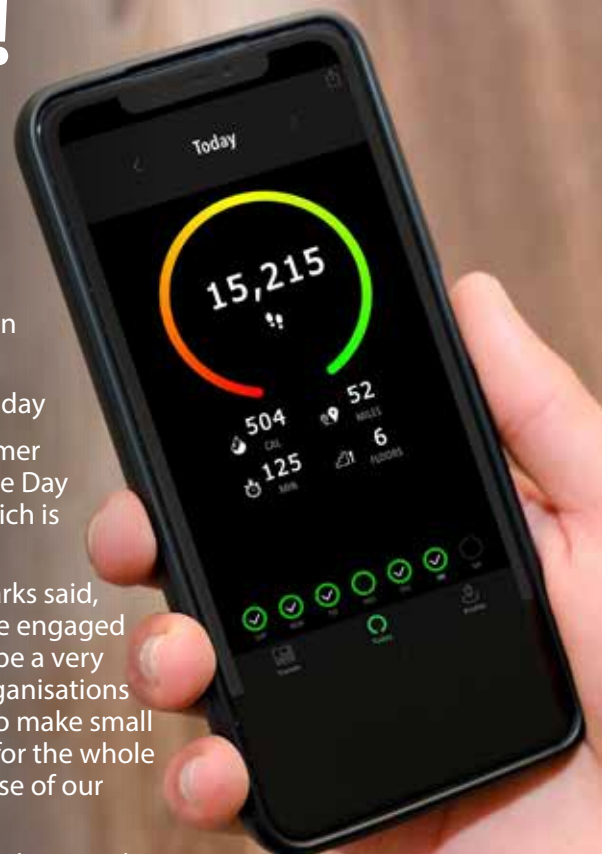
- **Supreme Stepper** – The person recording the most steps
- **Steady Eddie** – The person with the most consistent step pattern day in day out
- **One Day Wonder** – The person recording the most steps in one day



Our very own 'steptastic' John from our Customer Service team managed to bag the prize of One Day Wonder with a mind blowing 50,136 steps which is just over 25 miles!

Alan Clark, Managing Director of Take Your Marks said, "I've been blown away by the way people have engaged with this challenge in what has turned out to be a very tough end to the year. When we work with organisations all we want to do is give them opportunities to make small changes in their health. The average distance walked per person for the whole challenge was 250 miles so I think I can safely say this particular use of our wellbeing app has worked!"

Roz, Corporate Services Officer at Abertay Housing Association said, "We've been working with Take Your Marks for over a year. Our staff love the wellbeing app because it puts all our health and wellbeing resources in one accessible place and it also gives us a platform to do some of these types of fun challenges. We've done a steps challenge most months but the added incentive of winning a Hamper caught a few people's imagination this time around. We knew John would post some big scores but none of us imagined he'd manage over 50,000 steps in a day!"





Interlinked Fire Detection in all Abertay homes

The Association has successfully upgraded all of our properties to comply with the Housing (Scotland) Act amendments that came into force on 1st February 2022, ensuring a smoke alarm in the room most frequently used for general daytime living purposes (living room), as well as a smoke alarm in every circulation space, and a heat alarm in every kitchen. All alarms are interlinked to provide the best standard of fire detection for our tenants. We would like to thank our tenants for helping us achieve this mandatory requirement.

The alarms will all be subject to annual checks as per usual. However, we urge tenants to test these alarms weekly to make sure that they are working at all times. If there appears to be a fault, you should report this to our Customer Services Team. **Remember it is important to keep the smoke alarm in working order – it could save your life.**

Please make sure that you do not cover up your smoke detectors at any time. If your smoke alarm is found to have been covered this will invalidate your home contents and buildings insurance.

Open Space Landscaping Maintenance

Most estates have a combination of adopted and unadopted roads, footpaths and communal land. Adopted areas are the responsibility of your local authority and are paid for out of Council Tax. However, unadopted areas are maintained by Abertay. Owners contribute to their maintenance through our system of shared charges. For tenants, it is included in their rent. Plans detailing the areas maintained by Abertay Housing Association in your community can be accessed on Abertay's website <https://www.abertayha.co.uk>

From 1 April 2022, T&N Gilmartin has been carrying out open space maintenance work in Fintry and Landscape Logistics are covering our other Dundee estates. Angus Council will continue to carry out work at our Estate in New Road, Forfar.

Details of the Winter Tree Maintenance Works are published on our website.



Retirement Housing News...

Ken our dedicated Dryburgh Gardens Caretaker celebrated his 75th birthday on Saturday 4th June. We couldn't let this monumental birthday pass without a surprise celebratory tea, with cake, balloons & banners.

Ken has been with us at Dryburgh Gardens for nearly 11 years. Ken is very well respected by all of our tenants and always goes above and beyond to help out where he can. He keeps the grounds and all the blocks in good condition and is always willing to help.

Happy Birthday from all at Abertay Ken!!



It is with a heavy heart that we pay our respects to those retirement tenants we have lost throughout the pandemic and would like to extend our sincere condolences to the families and friends of those we will miss dearly in our complexes.



Rosebank enjoying a 'Jubilee' cupcake and a cuppa!

Caldrum Street

Not only was it the Queens Platinum Jubilee, but also the birthday of our lovely tenants; Margaret and Jean!

A great day to celebrate.



Jubilee preparations well under way at our Caldram Street Retirement Complex.



A great time celebrating was had by all...

Our Caldram Street Retirement tenants were delighted to see the return of the beauty therapy sessions!



Dryburgh Gardens

Dryburgh Gardens retirement tenants are enjoying being able to meet up again. The celebrations started back in March with a St Patricks night, entertainment by Mike Lees and none other than stovies on the menu. The complex was busy with, lots of singing and dancing throughout the evening.

Another month, another gathering..this time for the Daffodil Lunch, tenants provided the rolls/sandwiches, as well as the delicious home baking. This was followed by a quiz, lots of laughter to be had, along with a few debates regarding the answers.

May saw the introduction of our 'Move it or Lose it' sessions, aimed at helping older people improve their level of functioning through targeted resistance based exercises focussing on fall prevention over a 12 week period, followed by a well-deserved cuppa, a Tunnocks Tea cake and a good catch-up, to reward their hard work.

This programme is being funded by Dundee Health and Social Care Partnership and delivered by The Royal Voluntary Service.



Later in the month was our Scottish Night held in the Complex, Pie & Beans on the menu followed by gateux and cream. Entertainment again from Mike Lees, another great night had by all.



In addition to all the various events, our Dryburgh tenants came together to collect essential items to donate to Ukraine, during these troubled times.



Fintry Mains

Towards the end of 2021 Heather, Senior Housing Officer and Carol, Retirement Housing Co-ordinator, visited our retirement tenants, Mr and Mrs Carlin, with flowers and chocolates from the Association, to congratulate them on celebrating their Diamond Wedding Anniversary, 60 years of love and partnership!



In December we held our annual Christmas Raffle which raised funds for our comfort funds. A big thank you to those who donated gifts to the Raffle, including our local Morrison's supermarket. Christmas was celebrated in the complex, with tenants only, due to some covid restrictions still being in place. Although missing sharing this with their friends they still had a good time. The Christmas meal was provided by caterer Jackie with entertainment from Mike Lees.

Our planned Burns night, unfortunately had to be cancelled due to tightening of restrictions.

However, we welcomed visitors back to our St Patrick's night which was held in the complex on Friday 18th March with a cold buffet and entertainment from Mike Lees. This evening was thoroughly enjoyed by all.



Easter celebrations included a Bingo evening in the complex with Easter eggs and refreshments for those attending.



Now that we're resuming 'normal life', we continue to have our two Bingo sessions, and Bacon Roll mornings on a weekly basis.

Fintry Mains have successfully obtained Grant Funding through Dundee City Council Older People Engaging Needs which is currently used to pay for Beauty Therapy Sessions in the complex.

In addition to all of this, we are now planning ahead and some of future events which it is hoped will include, combining a celebration of the Queen's Platinum Jubilee in June, a Fish Supper evening in the complex and entertainment from Rab Clarke, a coach trip with a meal out and a Bingo/Quiz night in the complex, with pie and beans.

Plus a trip to the Whitehall Theatre to see a performance of "Grease" – a busy summer ahead!

Gordon Street



Due to restrictions still being in place at the start of the year, 2022 was a slow start. However, once restrictions were lifted it was full steam ahead for our Gordon Street retirement tenants, starting with a meal together, followed by a night in the Whitehall Theatre to see the Jersey Beats which was thoroughly enjoyed by all!

The lifting of restrictions also meant the re-introduction of the regular (pre-pandemic) activities in the complex – bacon roll morning, bingo and a very welcome return of the beauty therapy sessions.



An excellent social evening was held at the end of April with entertainment provided by Mike Lees, along with a buffet and refreshments. This was a great event as family and friends were at last allowed to attend too!



No superstitions in our complex, Friday 13th May, we held a Fish Supper Night, followed by a General Knowledge Quiz.



We are eagerly waiting summer days and currently making plans for our Queens Platinum Jubilee celebrations starting with a strawberry tea in the complex lounge, followed by a beetle drive.

Plans are also underway for a bus trip to St Andrews followed by a Fish tea at the Waterfront in Anstruther.

If you are a new retirement tenant to Gordon Street, why not come along and join in our activities in the complex? There's always something going on and we would love to see you there!



*'Enhancing the Quality of
Life in Our Communities'*

Garden & Veranda/ Balcony

Competition 2022

If you are proud of your gardening skills, or have noticed your green fingered neighbour's lovely garden, we want to hear all about it, by entering our gardening competition 2022!

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 26 August 2022 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.

Paying your Rent on time...



We know that these are challenging times for many tenants, managing your money and paying all of your household bills when prices are going up. As a landlord, we also face rising prices so understand we all need to balance what we do and how much we spend.

We want to keep providing good quality homes and services that meet your needs and are value for money. We believe our rents continue to provide value for money and we will continue to deliver core services and commitments to our tenants.

It is important that all tenants pay their rent on time. We use the rent money we collect to deliver the services we provide – like our repairs service, making planned improvements to your home and building new homes.

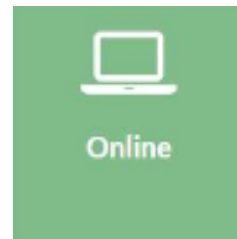
There are different and convenient ways for you to pay your rent which we've listed right. Paying by Direct Debit is the simplest and most convenient way to pay your rent.

Are you experiencing difficulty paying your rent?

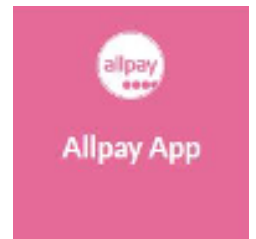
Don't panic, our staff are here to help and can assist you direct or signpost you to other agencies who can support you. If the soaring cost of living means you're finding it hard to pay your rent each month, the first thing you must do is contact our Income Team to discuss this and let us know you are struggling, we can then agree a payment plan to ease the pressure. It's also worth checking if you qualify for any benefits or grants.

We can also provide rent statements on request and discuss the most suitable option for you to pay your rent. Please contact our Income Team should you wish to discuss your rent and the easiest way to make payments.

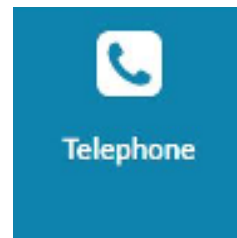
Contact our Income Team, they can offer information, help and support (01382) 903545



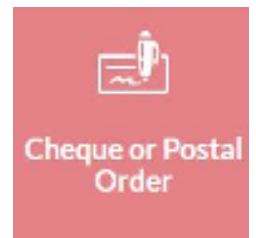
Online



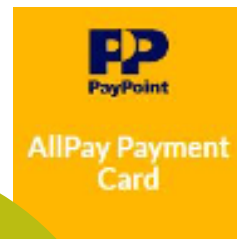
Allpay App



Telephone



Cheque or Postal Order



AllPay Payment Card



Direct Debit



Anti-social Behaviour

Anti-social behaviour (ASB) is something we take very seriously at Abertay Housing Association. It is not acceptable and, if proven, we can take serious action against the perpetrators. The law is very clear on what is defined as ASB.

We want all of our tenants to live in a happy and safe environment where they can enjoy their homes and tackling ASB is one of the ways we can achieve this.

In order for us to take appropriate action, we will look for as much detail from you about the incident you are reporting. We may write to your surrounding neighbours to gather more information that will corroborate your report. If appropriate, we will seek the assistance of Police Scotland.

Everyone has a different idea of what anti-social means. It can range from playing loud music to racial and other forms of harassment, including threatening behaviour, acts of violence or abuse.

Our zero tolerance approach

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.

What to do if you have a problem

If you feel your neighbour is acting unreasonably towards you, it may help to speak to them about the problem. You may be surprised to find they are unaware they are disturbing you. Talking to each other can clear up misunderstandings and often problems can be resolved in this way. However, if you feel it may lead to conflict then please contact the Association.

Contacting Abertay Housing Association

We take all complaints seriously and act swiftly to resolve problems at an early stage. If you would like to report anti-social behaviour please contact the Association. You can do this in a number of ways:

- By contacting the Customer Service Team, Retirement Housing Co-ordinator or your Housing Officer
- In writing to 147 Fintry Drive or email customerservice@abertayha.co.uk
- Via the online form on our website
- Or through a third party eg: Health Visitor, Police etc
- Through My Home, our online tenant portal <https://myhome.abertayha.co.uk/auth/>

What Abertay Housing Association will do

Your complaint will be acknowledged or responded to within 3 or 5 working days depending on the Category it is placed in. Our categories are:

Category A – Serious/Extreme

- Racial harassment
- Domestic abuse
- Serious or extreme/threatening behaviour
- Drugs and/or violence and/or damage to the property

Category B – Noise/Nuisance

- Noise complaints
- Nuisance complaints
- Pets
- Other tenancy breaches

Category C – Estate Management

Includes Estate Management issues such as:

- Dumped furniture/mattress etc
- Dirty close
- Dog fouling
- Vandalism
- Overgrown garden

Category A will be acknowledged or responded to within 3 working days.

Categories B and C will be acknowledged or responded to within 30 working days.

For reports of Estate Management issues, such as dumped items in common areas, vandalism, dirty closes, overgrown gardens etc. where you do not know who is the perpetrator please contact our Customer Services Team on (01382) 903545 or alternatively email us at customerservice@abertayha.co.uk



Unacceptable Behaviour Policy

1. Policy Statement

1.1 The Association believes that complainants have a right to be heard, understood and respected.

1.2 Occasionally, the behaviour or actions of individuals using our service makes it very difficult for us to deal with their complaint. In a small number of cases the behaviour or actions become unacceptable because they involve abuse of our staff or our procedures.

1.3 When this happens we have to take action to protect our staff. When considering what action we take into consideration the impact of the behaviour on our ability to do our work and provide a service to others.

1.4 Unfortunately, the Association has had to serve the Policy on one tenant and restrict contact with the tenant due to their unacceptable behaviour towards staff.

1.5 This Policy explains how we will approach these situations – the policy can be found at https://www.abertayha.co.uk/wp-content/uploads/2022/05/Unacceptable_Behaviour_Policy.pdf



After a period of over two years our office re-opened on Wednesday 1st June 2022! (on a restricted basis).

Please check our website www.abertayha.co.uk for current opening hours



It's good to be back!



ALWAYS check a visitor is who they say they are and if they claim they are acting on behalf of Abertay Housing Association and you have any doubts, please contact us to double check by ringing the Association (01382) 903545 and asking to see their ID badge for verification.

If you suspect a bogus caller, claiming to be from Abertay Housing Association, you can report it by calling (01382) 903545 or email queries@abertayha.co.uk and contacting the Police.

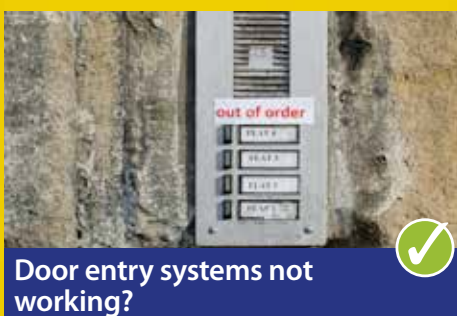
The most important thing to remember is if you are in any doubt whatsoever, do not let them in!



Common minor repairs to monitor and report

You must take reasonable care of your home, it is your responsibility to report any repairs or faults to us immediately. This includes minor repairs, some of those that are frequently overlooked are included in the list below. Take a moment to familiarise yourself with these and should you find any of these relate to your property. Give us a call to arrange a suitable date for repair – (01382) 903545

The following checklist is a list of minor repairs to check and report regularly:-



Tenant Satisfaction Survey 2022!

This year we will be sending our Tenant Satisfaction Survey to all tenants. The survey will focus around key services, enabling the Association to be more aware of and sensitive to the needs of our tenants, making appropriate changes to services and improve the tenant experience

The information will be used by landlords and the Scottish Housing Regulator to ensure service improvement and identify any areas of concern.

YOU, our tenants are our priority, without you, we would not exist.

The ethos of the Association is to continually look at how we can do things and seek to improve wherever and whenever we can and add value to the quality housing that has been provided over the years.

We are committed to listening to you and using your views to continually improve the services we provide.

To help us achieve this we aim to carry out our tenant satisfaction survey every 2 years, this will take place later this year and you will receive your survey in the post.

The survey will ask your views on the services we provide, how we communicate with you, priorities on how we spend your rent money and how happy you are with your home and neighbourhood. All information provided will be entirely confidential.

This will allow us to develop Housing Services in line with what you, our tenants, want.

You will be able to complete the survey in a number of ways; complete the survey and return to us in the pre-paid envelope, online either by scanning the QR code or via My Home our online tenant portal (contact Clare for more details should you wish to activate your My Home account (01382) 903545). We will also be contacting a random selection of tenants to conduct the survey face-to-face. Alternatively, should you require assistance to complete the survey, please contact Clare who will be more than happy to assist.

Once the process has been completed we will then use the results to improve how we currently work and to shape the way we will deliver services in the future. Keep a look out in our next newsletter for the results and feedback.



Summer Berry Ice Cream

Method

1. Put the lemon zest and juice in a large bowl, making sure you remove any pips. Add the berries and mash into a purée using a potato masher. Pour in the condensed milk.
2. In a separate large bowl, pour in the cream and whisk using an electric hand whisk or balloon whisk, until soft peaks form and curl over a little when you lift the whisk out of the mixture. Make sure you don't whisk past this point.
3. Pour the fruit purée into the cream and carefully mix together using a big spoon, until the mixture is all the same colour.
4. Spoon the mixture into a large tub and cover with a lid or cling film. Freeze for at least 4 hours, or overnight.

Ingredients

- ½ unwaxed lemon, finely grated zest and juice
- 450g/1lb mixture of berries (e.g. strawberries, raspberries, blackcurrants, blackberries)
- 397g tin condensed milk
- 600ml/1 pint whipping cream

Summer Fun!

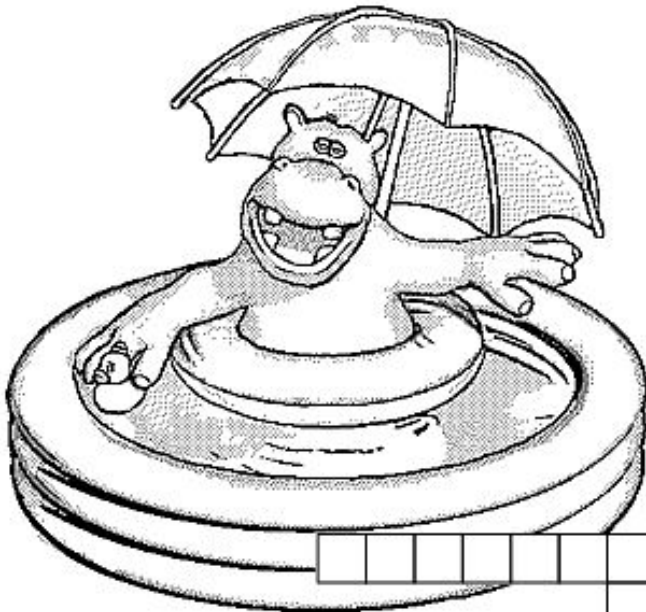
Find the ten differences between the two pictures.



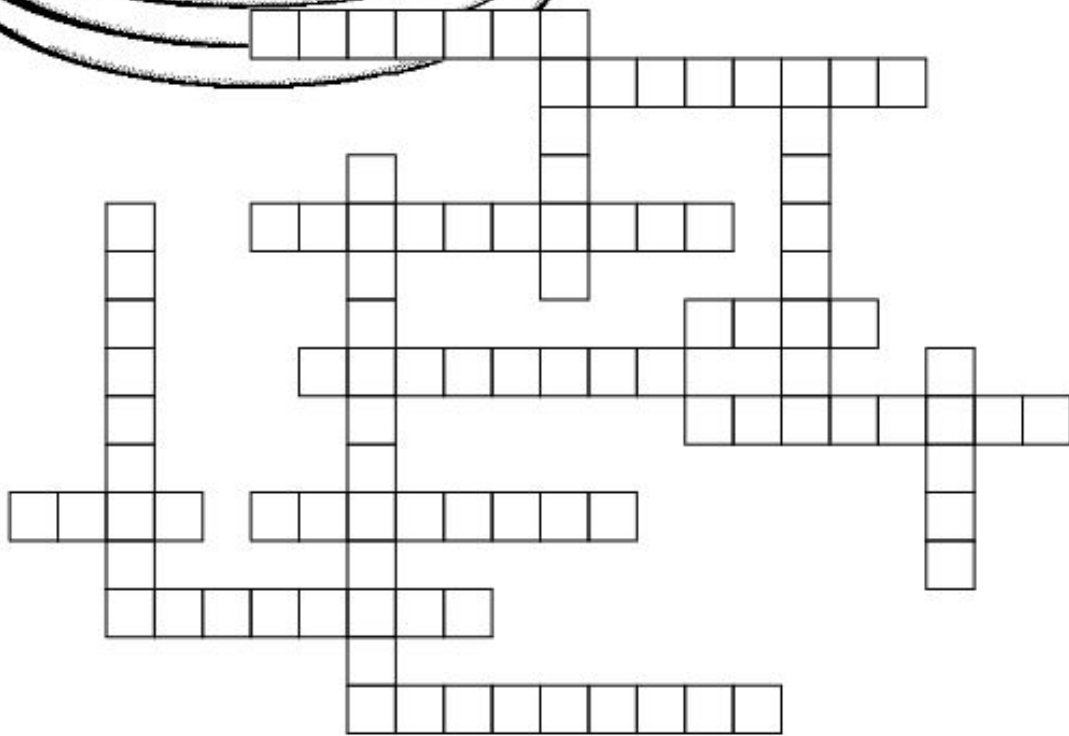


Summer Fun!

HOT SUMMER DAYS



Use the Hot Summer Days word list to fit all of the words in the correct boxes of the puzzle.



4 LETTERS	SUMMER	BARE FEET	10 LETTERS
BOAT	7 LETTERS	SWIMMING	WATERMELON
POOL	FLOWERS	UMBRELLA	12 LETTERS
5 LETTERS	8 LETTERS	LEMONADE	STRAWBERRIES
BEACH	ICE CREAM	9 LETTERS	
6 LETTERS	SUNSHINE	FLIP FLOPS	
		SUNSCREEN	