

ABERTALK



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Welcome to our Winter Newsletter.

You will notice we have a slightly 'retro' feel to our newsletter, celebrating 25 years as Abertay Housing Association. Be sure to read our story and those of our long-standing tenants later in this edition.

You may have heard the Scottish Government have frozen all rents for social housing and private tenants between now and the end of March 2023, and will set out, no later than 14th January 2023, their decision on whether to end restrictions, continue with a 0% cap for a further 6 months, or set a different level for the cap from 1st April 2023.

As it may not be until the middle of January before the Scottish Government is able to set out a definite position for 2023/24 and the process of determining rents can take a number of months, we will be proceeding with our rent setting work and will be consulting with you very shortly.

The cost of living crisis affecting tenants, and the many inflationary pressures which the Association also faces, makes it even more vital that our consultation with you finds the right balance between rent affordability and the need to maintain services and keep investing in homes. This includes continuing with our programme of upgrades for specific properties.

These decisions (as I am sure you will appreciate), will be among the most difficult we will have faced and I strongly urge you to get involved. Through consultation we will seek to understand what is important to you and hear your views as always. The services we provide are paid for by you, our tenants rent money and the cost of delivering those services is affected by the cost of living increases. This will inevitably mean that we, together with you will face some difficult choices and decisions as a result.

As winter looms, we are very aware of the concerns many of you will have about the cost of living crisis and ever increasing energy costs. Let me reassure you that we will continue to offer you as much support and assistance as we can. Our staff are here to help so please reach out and get in touch.

Please check our Website, social media pages and My Home, our tenant portal for further updates for our plans on consulting with you.

On behalf of the Chair – Ron Neave, staff and Board of the Association we would like to wish you an enjoyable festive period and best wishes for 2023!

Barry Moore, Chief Executive

Annual Assurance Statement

As part of the Regulatory Framework for Registered Social Landlords, the Association has to submit an annual Assurance Statement to the Scottish Housing Regulator.

The Board assessed the Association to be compliant with the Regulatory Framework, with the exception of the requirement to have five yearly electrical certificates for all our properties. This requirement has been difficult to meet due to the availability of certified electricians. The Association has a plan in place to ensure compliance with this requirement by March 2023.

A copy of the statement is available on the Association's website or from our office.



Scottish Social Housing Charter

The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities.

The first charter came into effect on 1st April 2012 and the most recent update is effective from 1st November 2022.

It is available at [www.gov.scot/publications/scottish-social-housing-charter-november-2022/](http://www.gov.scot/publications/scottish-social-housing-charter-november-2022/The Scottish Housing Regulator has confirmed that no changes are required to the Regulatory Framework following this update) The Scottish Housing Regulator has confirmed that no changes are required to the Regulatory Framework following this update.



Abertay on a Sleigh

‘Bertay’ our Abertay Elf has made a welcome return again this year.

For your chance to win a **£25 voucher** of your choice, Bert has hidden 4 festive goodies throughout our Winter Newsletter, can you spot them?

Let us know where you’ve spotted Bertay’s Christmas goodies below:



1.....



2.....



3.....



4.....

You can enter by either emailing your answers to: queries@abertayha.co.uk or alternatively, return the tear off slip below to us at:

**Abertay Housing Association,
147 Fintry Drive, Dundee, DD4 9HE**

Name:

Address:

Contact Telephone No:.....



Winter Maintenance Works 2022/23

Winter is here again and Abertay has agreed the Tree Winter Maintenance works programme. Unless trees present an imminent health and safety risk, we always plan to carry out the work at the most appropriate time of year.

Abertay recently procured a new Open Space Maintenance Contract and since 1st April 2022, T&N Gilmartin has been carrying out the landscaping maintenance work in Fintry, with Landscape Logistics undertaking the same type of work on all other estates out-with Fintry. Angus Council continues to carry out landscaping maintenance at our sole development in New Road, Forfar.

The bulk of the landscaping contract is seasonal and carried out between April and November, although tasks such as leaf clearing, litter picking and winter shrub pruning continues throughout the rest of the year. Residents will see less of the Contractors during the months of November and March each year.

Residents should note that most estates have a combination of adopted/unadopted roads, footpaths and communal land. Adopted areas are the responsibility of the local authority, paid for via Council Tax and unadopted areas are maintained by the Association, as per the Open Space Maintenance Contract to which residents contribute towards. Estate Plans detailing the areas maintained by the Association can be accessed via our website.

Details of the final Winter Tree Maintenance works for 2022/23 will be published on our website by the end of November.

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 2023. 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 -

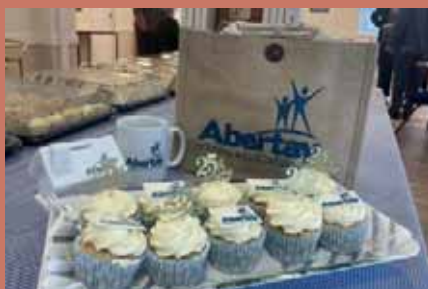
www.abertayha.co.uk

Abertay Housing Association's Annual General Meeting 2022

The Association held a successful AGM on Wednesday 21 September at our Dryburgh Gardens complex and on line.

We said goodbye to Andrew Black who had both been a Board members for over 3 years. He made a significant contribution to the Association in his time with us. We also welcomed Kevin Braidwood and Darren Keddie as Board Members. Darren had previously been a Board Member and has returned after a period working out of the area.

Kath Mands has now completed her maximum five year term as Chair. Following the AGM, at a Board Meeting, Ron Neave was elected as Chair and Kath Mands as Vice Chair.



Prize Draw for Direct Debit Payers

All tenants who pay their rent by direct debit are entered into a FREE prize draw which is held every six months. The latest lucky winner of a £50 voucher was Mr & Mrs Fordyce from Fintry. If you are interested in paying your rent by Direct Debit, please contact the Customer Service Team on **(01382) 903545**

How did we do?

We are working hard to improve our services to you and provide value for money. We thought you would like to have a look at how we are currently performing, compared to the previous year.

Performance update	Target	Quarter 1 Performance 2022/23	Quarter 2 Performance 2022/23	Year end 2021/22	Year to Date 2022/23	Target achieved?
Number of emergency repairs		238	226	1,451	464	
Emergency repairs completed on time	4 hours	2.27 hours	2.19 hours	5.0 hours	2.26 hours	😊
Average length of time taken to complete non-emergency repairs	6 working days	6.1 days	6.7 days	9.3 days	6.3 days	😞
Satisfaction with the repairs service	98%	99.5%	99.5%	98.7%	99.5%	😊
Value for money						
Gross rent arrears as at the period end as a percentage of rent due for the end of the year	<5%	2.6%	2.5%	2.7%	2.5%	😊
Average length of time to re-let properties	<=21	26.3 days	19.5 days	25.3 days	20.6 days	😊
Percentage of tenants satisfied with the standard of their home when moving in	95%	97.1%	81.25%	97.4%	92%	😞

Our performance in 2022/23 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 78, Stage 1 complaints and 5 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	3.3	😊
Stage 2 complaint	20 days	9.2	😊

Be part of



our Tenant Portal

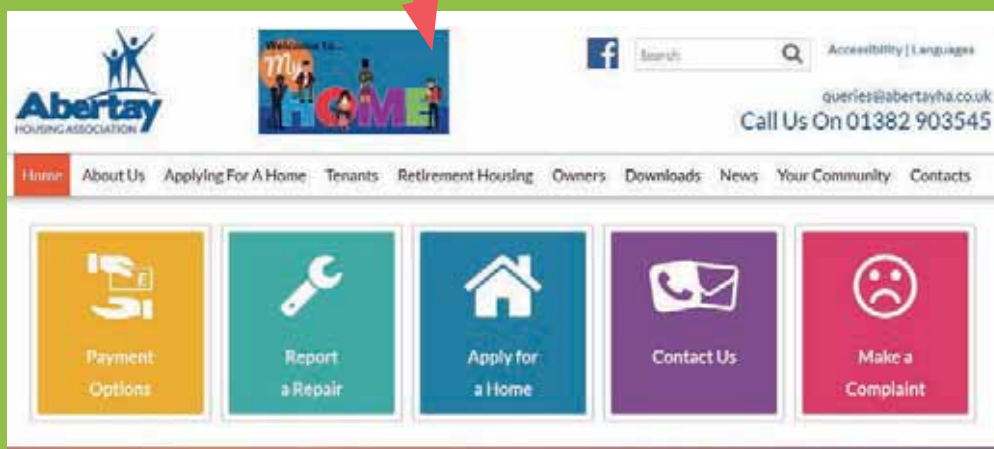
October didn't just mark our 25th Anniversary but also our 1st Anniversary of our tenant portal, *MyHOME*

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 *MyHOME*;

- Entering the link below onto your device:
<https://myhome.abertayha.co.uk/auth/login?r=dashboard>
- 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

- Or scan the QR code 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



Our

25TH Anniversary

27th October 2022 marked the 25th Anniversary of Abertay Housing Association providing affordable housing since 1997, following a Large Scale Voluntary Transfer from Scottish Homes.

Our purpose is to provide social housing to people in housing need. In addition, we are involved in various wider role activities.

We have around 1,800 houses in Dundee and Angus, including around 238 retirement housing properties which are situated at six complexes across the city. We provide a factoring service for over 2,000 properties purchased from Abertay or its predecessors

'Abertay aims to enhance the quality of life in our communities'

Not only is it 25 years since taking ownership of the Scottish Homes housing stock back in 1997, 2022 also marked the handover of 43 new homes in our Charleston Gardens development.



Reminiscing over the Association's last 25 years, there have been many highlights. One of which being, recognising the need to make our homes more energy efficient and experimenting with and developing renewable energy solutions that will indeed be the way forward for future developments over the coming years and we hope all our tenants will benefit from this in the future years ahead.

A source of great pride over the past 25 years is the loyalty and dedication demonstrated by our staff, some of which have remained employed prior to the transition to AHA. We are very much a community based organisation, our office nestled in the heart of the Fintry community, which has enabled us to create positive relationships for both tenants and staff.



We don't have a crystal ball, so it's hard to say how the next 25 years will pan out, however, there are sure to be very exciting times ahead for the organisation, of that we have no doubt!

Our aim is to invest a great deal in our current stock, making our houses, warmer, more secure and potentially more attractive internally and externally. This will make them more desirable for local people who want to live here. Our biggest challenge will be to achieve all of this while keeping our rents low. We will absolutely need to work alongside other housing associations and local agencies and be open to working in a much more collaborative way.

Hopefully, in the next 25 years our houses are highly desirable, communities are thriving and people find it easy to get a service from us quickly and effectively and our staff have time to work with, and support, people who find life more challenging, enabling them to function successfully in our communities.

The Association see ourselves in the heart of the community, collaborating and working alongside a whole range of community groups and agencies to try and deliver the best service we possibly can.

A business such as this can only be as good as its staff and it is clear we have an excellent team here at AHA who 'go the extra mile' to *enhance the quality of life in our communities*.

Here's to the future and the next 25 years of Abertay Housing Association



Some of our longstanding tenants were kind enough to share their stories of being a tenant with the Association for over 25 years.



Mrs O'Donnell (Bertha), has lived in Dryburgh Gardens for over 32 years. Bertha recalled the days when there were 2 wardens based on site for the retirement properties and the daily check-ins with the warden via the wall mounted call box in each retirement

property. Bertha has witnessed many changes over the years of being a tenant with Scottish Home and then through to the transition to current day with Abertay Housing Association.

Bertha recalled the days prior to the building of the retirement complex (which now sits at the entrance to Dryburgh Gardens, officially opened October 1992). There were 'huts' in the centre of the estate. They would meet in the huts for their regular tenant meetings.

Dryburgh was a busy complex over the years with many social events. Bertha and friends from Dryburgh formed their own entertainment group and they could often be seen locally entertaining the 'older folk' encompassing many different themes, Bertha spoke so fondly remembering these happy times.

Speaking to Bertha it was clear to see these were very fond memories of good times, in Bertha's own words "a big happy family".

Thanks for sharing your wonderful memories of your time as a long standing tenant with the Association!



Mr and Mrs Burne-Jones' home has been in the family since Mr Burne-Jones was a child, living in the property since 1952 then, succeeding to the tenancy in 1972.

Over 70 years as tenants means Mr and Mrs Burne-Jones have seen HUGE changes over this period of time including the transition from Scottish Homes to Abertay Housing Association.

One of the major differences being the general landscape, the houses they currently see from their living room window were once tomato and berry fields where many a day was spent playing endless games of football. There were no fences, everything was open plan.

There were fewer cars on the roads back then, so very little traffic which in turn meant there were only a couple of cars parked outside properties.

The heating was a coal fire and the remains of the coal cellar remain to this day, even on the hottest of days the coal fire would need to be on, in order to fuel the back boiler for hot water. This was upgraded to an immersion heater and more recently to full gas central heating...a big difference to days gone by.

No washing machine in the house back then, so off to the 'wash house' every week to do the laundry and take a bath!

The rent was collected weekly (every Friday). This would be collected at the door and Mr Burne-Jones recalls this was approximately '18 bob' a week which roughly equates to 90p per week in today's money, a very big difference than that of today!

Mrs Burne-Jones recalls there was a strong sense of community spirit, back in the day. Having 3 children meant all families would meet up regularly to spend time together and neighbours looked out for one another and you knew everyone who lived in the street.

Mr and Mrs Burne-Jones still enjoy living in their property to this day, despite the changes they've witnessed over the years, there's no place like home!

A big thank you for sharing your memories with the Association!



Mrs Robertson initially moved into her (Scottish Homes) property back in 1972. During her 50 year tenure, Mrs Robertson has seen many changes, some of these included; coal fires being the only heating for the property, the rent was collected in person every 2 weeks on a Wednesday to name but a few.

During this time, Mrs Robertson mentions the time they were decanted to Fintry from Kirkton which was initially to be for 9 weeks, however, this ended up being a lot longer and turned into a total of 9 months. Mrs Robertson was delighted to get back into her property in Kirkton and still resides in the exact same property 50 years on and to quote Mrs Robertson 'she loves her home'.

Thank you for sharing your memories with the Association.

25 for 25



We wanted to thank our longstanding tenants for their loyalty to the Association over the years. All of the names of those tenants who have held a tenure for 25 years or more were entered into a draw to win a voucher worth £25. We randomly selected 25 winners for a £25 voucher. Our winners included Mr Croll who was over the moon with his Morrisons voucher.

Calendar Competition

We wanted to share our celebrations with some of our younger tenants too and therefore, we enlisted the help of some fabulous artists from Longhaugh Primary School to design the calendar you will have received with your newsletter. We're sure you'll agree, they've done a fantastic job and our Board Members; Ron and Kath had the very difficult job of selecting 12 worthy winners from a huge selection of wonderful pictures created from P1 right up to P7.

HUGE Thank you to everyone who took part and to all of the staff at Longhaugh for your support with our competition!

Keep a look out in our Summer Newsletter for the details of our talented winners!



Our home is where we store things that are important to us.

Do you have Home Contents Insurance?

As a tenant of the Association, we do not cover your contents as part of your tenancy agreement. It is a good idea to consider what a home contents insurance policy would cover you for in order to help you make an informed decision.

We understand these are difficult times for everyone, however, no matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen, therefore home contents insurance can help provide peace of mind as the alternative of losing all of your belongings and replacing these would prove very costly without insurance.

What is contents insurance?

Contents insurance protects the belongings in your property, so if they are damaged or stolen, the insurer will pay the cost of fixing or replacing them, on a valid claim. Think of it as everything that is not attached to the building itself, and what you would take with you when you move house. It includes carpets, which are technically transportable, even if they are fitted. It can also cover what you keep in locked sheds or outbuildings.

The total amount you are covered for – called the sum insured – will be the maximum the insurer will pay out for your contents. This needs to be enough to cover the cost of replacing all your belongings after a destructive event such as a flood.

Insurers usually set single item limits for contents insurance, which can range between £1,500 and £15,000. Any items that are worth more, may need to be listed separately, or require extra cover, so always tell your insurer



How does contents insurance work?

Most contents insurance policies provide new-for-old cover. This means if you make a claim for theft or for an item damaged beyond repair, you will receive the value of a like-for-like, equivalent replacement, without wear and tear or depreciation in value being considered. If the item is damaged but can be repaired and returned to its original condition, the cost of the repairs will be covered.

How much does contents insurance cost?

Insurers will consider your individual circumstances, such as where you live, bearing in mind local crime rates and flood risk. They will also look at your claims history and the level of security in your home.

You can find out the premium you could pay by comparing quotes for the cover you need. You will need to have an estimate of the total value of your belongings handy, including details of high-value items. You may also need to supply information about any claims you have made in the last five years.

Not all insurers provide the same level of cover, so read the product documents carefully, so you understand the policy exclusions and get any add-ons you need. The

majority of home insurance claims are paid out, but unsuccessful claims usually occur because people don't fully understand what they are covered for.

To help you decide whether home contents insurance is right for you, the Association have details of Thistle Tenant Risks, and Ageas Insurance Limited who can provide specialist Tenants Contents Insurance policies, further details of this can be found on our website page: <https://www.abertayha.co.uk/tenants/information-advice/contents-insurance/>

This home contents insurance scheme can offer you insurance for the contents of your home including cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

To get further information, call **Thistle Tenant Risks on 0345 450 7286**

Alternatively, please visit the www.thistletenants-scotland.co.uk for more information or to request a call back.

Home contents insurance is offered by many companies and we recommend you shop around and always check the details of the cover provided.



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#MAKETHECALL 0800 0731 999

to book a free **HOME FIRE SAFETY VISIT**
or text **"FIRE"** to **80800** from your mobile phone

Scotland's firefighters are calling on communities to help stop preventable deaths in house fires – by making a five-minute phone call.

Make the Call is a hard-hitting appeal to carers, family, friends and of those who are at risk of serious injury or even death because of an accidental fire in their home.

The latest statistics show that more than 20 people who are over the age of 50, smoke and either have mobility issues, live alone, or use medical oxygen have already been injured, some seriously, by such fires between January 1 and April 30 this year.

Tragically, 12 of those people sadly passed away.

SFRS is now appealing to communities across Scotland to help save a life and consider home fire safety when checking in on vulnerable neighbours, patients, friends and family members during and to put them in touch with SFRS wherever possible using the free Home Fire Safety Visit phoneline.

As part of our commitment to building a safer Scotland we offer everyone in Scotland a free home fire safety visit. We'll help you sort out a fire escape plan and provide information about smoke, heat and carbon monoxide alarms.

Contact us:

0800 0731 999 | Text "FIRE" to 80800 from your mobile phone

Retirement Housing News...

Dryburgh Gardens

Our Dryburgh Gardens Retirement tenants - Mr and Mrs Murray celebrated their Diamond Wedding Anniversary earlier this year, with special congratulations received from the late Queen Elizabeth II, making the well wishes even more poignant. Sixty years of giving happiness, love and loyalty to each other must not go unmarked, the Association wish you many more years of love and good health together.



Our fish supper was a hit with everyone and enjoyed by all who came along...



Our Dryburgh tenants are starting to get in the festive mood, with celebrations well and truly underway, starting with their first Christmas Fayre since the Pandemic. It was great to see everyone together and enjoying the build up to the festivities.



Caldrum Street

In true Caldram Street style a busy line up of events over recent months and more planned on the horizon.

Here's a roundup of what we've been up to since our Summer Newsletter...

Pie and quiz was a fun function, thanks to Keith for his fabulous questions.



Our craft morning on Tuesdays with Sandy continues to be marvellous, tenants are making bags, bottle bags and cushions, full of hidden talent!



Exercise on the fitness machines keeps us fit while chatting and listening to music.



Halloween was an amazing fancy dress night, with delicious food, entertainment, prizes and raffle, so much fun.

Christmas cheer is coming! Our new toy appeal is for "Maxwell Town" boys and girls ages 5-10years. Raffle and hampers are put together for the Christmas meal and party in our festive complex.

Keith and Irene Norrie won 2nd prize for the best garden, wonderful.



Fintry Mains



Fintry Mains has had a busy social calendar since the Summer Newsletter:-

In June we celebrated the Queen's Platinum Jubilee with a Fish Supper night in the lounge and entertainment provided by Rab Clark.

The same month we also held a Bingo evening with Pie and Beans on the menu plus refreshments.

In August we went for a meal at the Old Bank Bar followed by a trip to the Whitehall Theatre to see a performance of the musical "Grease" in which one of our tenant's grandson "Cameron" performed with the "Dundee Youth Music Theatre". This was thoroughly enjoyed and the show was described as "brilliant".



With successful funding of £900 for coach travel secured through Dundee City Council's Community Regeneration Fund a coach day trip out was organised in August to the Falkirk Wheel with a boat trip on the canal, followed by a visit to the Kelpies. The day was rounded off in Callendar with a very enjoyable meal at The Crown Hotel before returning home. The weather was lovely and sunny and all had a very enjoyable day out.



Fintry Mains

"Eyes down" in September for a Bingo night in the complex with a cold meat and salads buffet, which was well received.

October we had our Halloween night in the complex. As always, this was a fun evening. The entertainment for the evening was from Mike Lees and refreshments were also provided.



We celebrated St Andrews Day at the end of November in the complex lounge, with an evening of entertainment singing along with Rab Clark, plus refreshments and a hot roast beef meal catered for by Yorkes of Dundee.

On a weekly basis, we continue to hold our two Bingo sessions, and Bacon Roll mornings.

Our Grant Funding obtained from Dundee City Council Older People Engaging Needs, is currently used to pay for Beauty Therapy Sessions in the complex (held every three weeks).

We are currently collecting donations for our Christmas Raffle and are also planning our December Christmas Celebrations in the complex, details of which will be circulated.

Gordon Street

Our Gordon Street residents have been busy making up for lost time since the Pandemic, and had a busy few months...

July 2022

Gordon Street tenants and friends enjoyed a bus trip to St Andrews, followed by a fish tea at the Waterfront Restaurant in Anstruther and to top it off the sun was shining all day! A great day was enjoyed by all.

August 2022

Another sunny day, another day out to Stirling followed by a meal at the Invergowrie inn.

September 2022

The usual events continue in way of Bingo, Bacon Rolls, Beauty & Massage Therapy.



November 2022

November saw the start of the Christmas shopping with a bus trip to McArthur Glen, followed by a well deserved meal at Nicolls to recharge.

Our Christmas raffle also took place this month with Pie & Beans in the complex.

In addition to this we have plenty to look forward to with plans for the Festive Season in the coming weeks:

December 2022

It's great to be able to celebrate Christmas in our complex again with our Party in the lounge, three course meal by Jacques Catering and Entertainment by Rab Clark. Let the celebrations begin!

January 2023

New Years Party in the lounge, buffet to be served, entertainment by Jay Henderson to bring in 2023, let's hope for happier times ahead.



Patons Lane

The lifting of restrictions meant that things could finally get back to 'normal' in our Patons Lane Retirement Complex.

June was the start of our social events, with a Fish Supper Night followed by a game of Bingo. It was a welcome return to have everyone back together again!

July saw the return of our Quiz, Bingo and Buffet night, a great turn out and a great night had by all.



Patons Lane

August - a wonderful summer, any excuse for a Garden Party, however, the weather had other ideas, but this didn't dampen our spirits, we decorated the complex, had a lovely buffet and some great entertainment. The sun eventually decided to shine, which rounded off the day perfect, sitting together in the glorious sunshine!



September – a marvellous pie and bean evening with great entertainment by Alex Mills, another successful event enjoyed by all.

October can only mean one thing; a Halloween Bingo afternoon, everyone got into the 'spirit' of things wearing great costumes and what fun we all had.

November, our thoughts always turn to those families less fortunate in the area in way of the annual toy and gift collection for Home start. As always, everyone is so generous with their donations to ensure no child wakes on Christmas morning without a gift!

Later in the month a trip to the Whitehall Theatre to see Rolling back the Years and the 23rd signified the time to 'deck the complex' with our Christmas decorations while enjoying mince pies and milky coffee.

The month still isn't complete without a fish supper in the complex with a game of Bingo.



December, the usual plans for our Christmas meal in the complex, with entertainment and the Grand Christmas Raffle.

What a great way to end the year, finally being able to celebrate together with friends again!

Rosebank

Rosebank were absolutely thrilled to be awarded joint first for the best communal garden area competition earlier in the summer, the prize money was spent on new plants for the Autumn and Winter months!



Stella continues to enjoy 500-piece jigsaws.



Our Fish and Chip meal was a delicious social get together for everyone. A cosy afternoon watching a film together was a treat.



We're all looking forward to our Christmas celebrations later in December, a meal in the complex.

Aberlay Housing Association Gardening Competition 2022 - The Results

A HUGE well done to everyone who entered our Gardening Competition 2022! Every year, we're blown away by the extremely high standard of the entries, and this year was no exception. We had a record number of entries this year, making the judges' decisions extremely difficult! It's always great to see the time, effort and money our tenants put into their gardens/balconies.

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.



BEST GARDEN CATEGORY

1st place –
Mr McIntosh

2nd place –
Mr & Mrs Norrie

3rd place –
Ms Murphy



BEST VERANDA/ BALCONY

1st place –
Ms Kennedy

2nd place –
Mrs Irvine



BEST COMMUNAL GARDEN AREA

Joint 1st prize –
Gordon Street and
Rosebank Retirement
Complexes



Congratulations to
all of our winners!

Remember to keep
an eye on our
website and social
media for entry
details to next years'
competition.

Great North Run Charity Mission

You may well have seen Natalie, Linzi, Clare and Cat pounding the pavements of Fintry, putting their best feet forward, training hard to raise money for charities by taking on the Great North Run earlier this year.

The girls who all work for the Association teamed up to support each other through the half-marathon on Sunday, September 11, in order to raise vital funds for two charities.

Natalie and Clare raised money for Cancer Research, a cause close to both of their hearts. Natalie and Clare felt strongly about supporting this charity as they stated 'we all know someone affected by this hideous disease, and raising money to help go towards vital research, means a lot to us both'. Linzi and Cat raised money for Get Kids Going! a national charity which gives disabled children and young people, up to the age of 26 years, the wonderful opportunity of participating in sport.

Cat, Linzi and Natalie are no strangers to running and have completed previous half marathons. Clare on the other hand was a 'newbie' and this was one off the bucket list, to do the famous run 'back home' on native turf!

The girls were all apprehensive but excited about taking on the famous half-marathon. The girls were in agreement when they said, "It was great to be able to take on the run, we were a great support for one another and after all the hard work and training, it was a great feeling to cross that finish line!"



Paying your Rent on time...



We know that these are challenging times for all of our tenants, managing your money and paying all of your household bills when prices are soaring and even more so when the festive season is upon us! As a landlord, we also face rising costs 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.

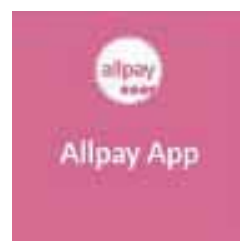
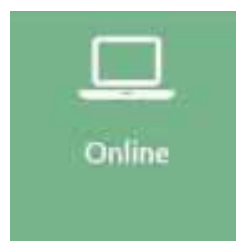
There are different and convenient ways for you to pay your rent which we've listed below. Paying by Direct Debit is the simplest and most convenient way to pay your rent.

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



**COMING
SOON**

Tenant Satisfaction Survey 2023!

Early in 2023 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 early in 2023 and you will very shortly receive your survey in the post in the coming weeks.

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.





This winter is going to be much more difficult than previous years as the impact of high increased energy costs means that many people may struggle to heat their homes.

Signs to look out for condensation are; water tide marks on windows and walls, which will stream, causing deterioration of decoration, discolouring of window frames and eventually - growth of black mould.

Bathrooms are one of the most common areas where condensation occurs and whilst extractor fans can help, they often will not fully solve the problem on their own. It is important to keep the bathroom door shut as much as possible to prevent moisture from escaping into other areas of your home.

Daily removal of condensation from windows, walls and surfaces – using a towel or cloth – will help prevent mould growth.

These steps can help you reduce the condensation in your home:

- Produce less moisture cooking and always use ventilation. Always keep lids on pots when in use.
- Ventilate rooms, but particularly the Bathroom or Kitchen and if you have to dry clothes inside, do this in either the bathroom or kitchen, where there is usually an extractor fan and/or window, keep the door shut to isolate the moisture. Try to keep bedroom doors closed to ensure moisture does not spread to bedrooms, which are often colder and more susceptible to condensation.
- Allow for adequate airflow to circulate in and around your furniture and try to avoid putting furniture against external walls. Wardrobes filled with too many things can also inhibit air circulation and lead to mould growth.
- People also produce moisture during the night. Keep window trickle vents open, especially during the night.
- Try to heat your home a little more as when the whole house is warmer, condensation is less likely to occur. During cold spells, a low heat for a long time is better than switching heaters on high for a shorter period.
- Where possible, try to heat the whole house, to provide some warmth in all rooms, including unused rooms. However, if it is not possible to heat the whole house ensure that doors to unheated areas are closed when using the kitchen or bathroom to prevent the spread of moisture.

Remember...

**Condensation =
EXCESS MOISTURE, INADEQUATE HEATING,
INADEQUATE VENTILATION and COLD SURFACES**

Staff News

Welcome



We are delighted to welcome Angie who has joined the Association as a cleaner. She has settled into her role very quickly and is a great asset to the Association.

Good
bye
&
Good
Luck



After 23 years Lorraine has finally hung up her duster. She has been keeping the offices spic and span for many years and is finally going to enjoy some well deserved rest. We wish her all the very best in her retirement.

Happy
Retirement

We said farewell and good luck to Angie and Irene who have both retired from their Retirement Housing Coordinator roles. After 17 years and 12 years respectively, they will be sadly missed, and we wish them well. Madge has also left her role as a Retirement Housing Coordinator, and we also wish her well.





1. Which country first started the tradition of putting up a Christmas tree?
2. Which popular Christmas beverage is also called 'milk punch'?
3. How many ghosts show up in A Christmas Carol?
4. What do people traditionally put on top of their Christmas tree?
5. Where was baby Jesus born?
6. What Hollywood actor played 6 different roles in The Polar Express?
7. What colour are mistletoe berries?
8. How do you say Merry Christmas in Spanish?
9. In Home Alone, where are the family going on holiday?
10. Which fairy tale was the first gingerbread house inspired by?

Answers
1. Germany 2. Eggnog 3. Four 4. An angel 5. Bethlehem
6. Tom Hanks 7. White 8. Feliz Navidad 9. France 10. Hansel & Gretel



INGREDIENTS

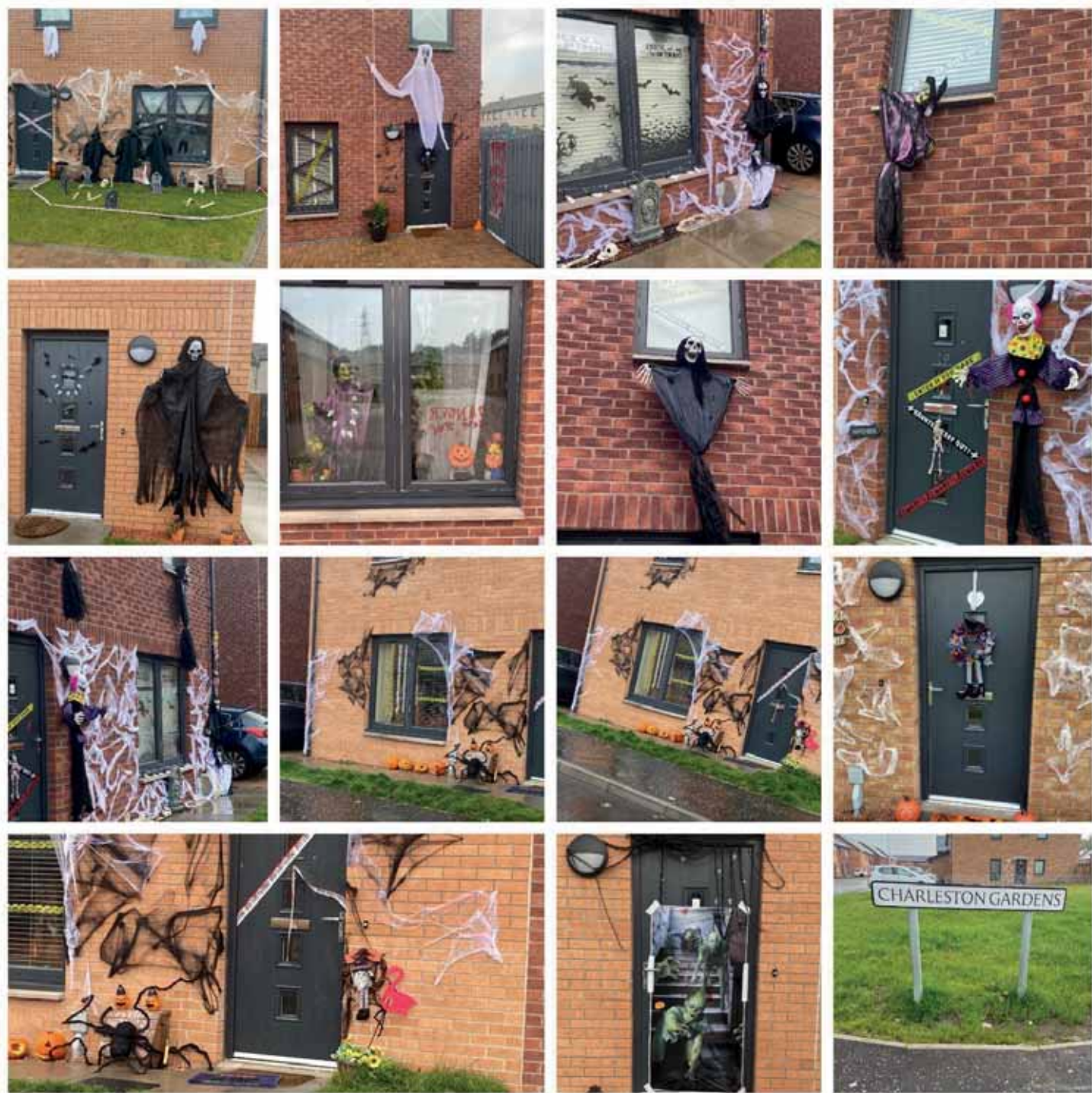
- 12 unfrosted cupcakes, cooled
- 1 ½ cups vanilla frosting
- ½ cup red sprinkles
- 1 (6 ounce) package white chocolate chips
- 24 mini chocolate chips
- 12 red candy-coated chocolate pieces (such as M&M's®)
- ½ cup coconut flakes

METHOD

1. Frost each cupcake with a thin layer of vanilla frosting. Pour red sprinkles into a small bowl and dip the lower third of each frosted cupcake into the sugar to make Santa's hat. Create a white rim for the hat by placing about 6 white chocolate chips, flat-side up, at the edge of the red sugar section. Stick 1 white chocolate chip on the top as a pom-pom.
2. Place 2 mini chocolate chips in Santa's face for the eyes and a red candy-coated chocolate piece for the nose. Sprinkle coconut flakes over the bottom third for the beard.



A frightfully good Halloween was had by our tenants, who all most definitely got into the spirit of things by (trick or) treating us to some scarily brilliant decorations, we're sure you'll agree!



Fintry light up Christmas!



The Association were delighted to be involved in the FREE Christmas Light Event!

The community did an amazing job supporting the event in their droves.

That's us all well and truly in the Christmas spirit!

A great event organised by Fintry Community Council, we look forward to working together in future events such as this. A brilliant night was had by all!



Supporting you with the Cost of Living



Top tips



Turning down your thermostat by 1 degree could save you £100 per year.



Draught-proofing your home with draught excluders could save £50. Clingfilm on windows also helps stop heat escaping.



Only boil the water you need in your kettle – this can save you £16 a year



Save around £28 a year by turning appliances off standby mode



Save around £117 a year by drying clothes on a line, instead of a tumble dryer.



Spending one minute less in the shower per day will save up to £207 per year



Washing clothes at 30° instead of 40° will save you around £54 a year



Switch off lights when you leave the room – this could save you £27 a year



Cut back your washing machine use by one cycle a week, and save around £19 a year.

For a family of four, this could save up to £618 a year.

(Source: Money Saving Expert – find more hints and tips at www.moneysavingexpert.com)

Government Support this Winter You will be very aware we are entering a financially difficult time for everyone with the energy and cost of living crisis. If you are struggling to pay your energy bills, contact your supplier in the first instance for advice and support.

Households receiving Universal Credit, JSA, ESA or Tax Credits will receive Cost of Living Payments totalling £650, payable in two instalments. Every household in the country will also receive a £400 grant towards their energy bills over the course of six months from October. How you receive this – as a discount on your bill, a refund or if you have a pre-payment meter, a voucher or credit put straight onto your meter – will depend on your energy provider.

The Cost of Living Payment and Energy Bill Grant are applied automatically – you do not have to do anything. Please be aware of scam calls, and texts asking you to follow a link to apply. These may sound or look legitimate, but they are designed to steal a customer's private information such as their banking details. If in any doubt, do not click on any links and check with the provider.

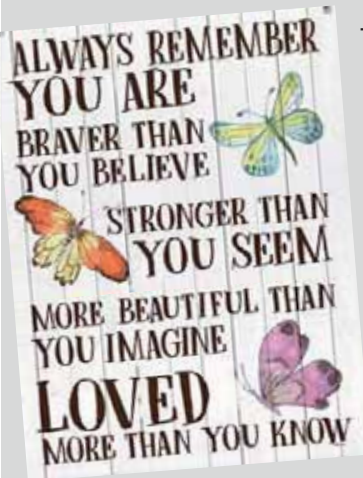
Winter Fuel Payment is an automatic payment for those 66 years and over if:

- You receive the State Pension or another benefit – but not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit
- You were born on or before 26 September 1956
- You lived in the UK for at least 1 day during the 'qualifying week'

If you do not meet the above conditions, you may need to apply for this help. You will find more info at www.gov.uk/winter-fuel-payment

The Scottish Government has launched a new website pulling together the most up-to-date information on support available to people struggling with the cost of living. Please see <https://costofliving.campaign.gov.scot/>

Do you have any money saving hacks that you would like to share to benefit others? Contact us today and we can share on our social media page and website. You can email these to: queries@abertayha.co.uk



The past few years have been challenging to say the least and in particular this time of year can be a really difficult time for some even without the added difficulties we're all encountering at this time. We also appreciate it has been harder for some than others. There are few people out there it has had no impact on at all. We

remain in uncertain times with financial uncertainty around the cost of living as well as what can feel a constant onslaught in the news of other issues which can leave us feeling overwhelmed. If you ever feel so overwhelmed you think of suicide that you need to speak to someone, remember the **Samaritans are there around the clock 24/7, regardless of the time of year. Telephone: 116 123**

Locally we have the following teams who can help:

Dundee

Community Health Team Dundee – (01382) 435824

**Dundee Volunteer and Voluntary Action (DVVA)
(01382) 305700**

Mental Health Network Penumbra Dundee Wellness Services – all local services at Penumbra welcome self-referrals and support can be accessed by contacting dundee.nova@penumbra.org.uk or dundee.carers@penumbra.org.uk or selfharm.dundee@penumbra.org.uk.

You can also call 01382 223487 (messages are being picked up daily Monday-Friday). General updates will be posted on Facebook.

Feeling Strong – Dundee's Youth Mental Health Charity exists to make sure that every young person in Dundee who has experienced a mental health or wellbeing challenge is supported to reach their full potential. You can email contact@feelingstrong.co.uk or follow on Facebook or Twitter.

Dial-op: Contact 01382 305757 – offers two different services: Dial-OP Blether Buddies offers friendship through weekly calls provided by trained and supported volunteers. Dial-OP Morning Call is a free outreach telephone service that aims to provide reassurance and connectivity to people who are vulnerable and/or isolated.

The Corner is a Health and Information Service for Young People aged 11-19 living in Dundee. Appointments can be made by phoning 01382 206060 or emailing tay.office.corner@nhs.scot. You can find The Corner on Facebook, Twitter and Instagram. Opening hours are Monday-Friday, 9am-5pm.



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.

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**

We will be looking to set up focus groups in our communities in the near future 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**

FINTRY COMMUNITY COUNCIL

Your council needs you

Elections taking place now

Between 21st November and 16th December
Interested? Please pick up a nomination form
from the Finmill Centre or Library.

**Do you want to help
your community?**

**Have your own
ideas & vision for
the Fintry area?**

**Want to have a voice
over the way your
community develops?**

Fintry Community Council could be the platform to take things forward

We are a progressive community organisation that can get things achieved in the area. We aim to improve and make life better for the whole community. Why not come along to one of our monthly meetings or find out more by contacting us direct?

Email: fintrycommc@gmail.com
message us on Facebook directly
or call Simon on: **07852 169863**

Fintry Community Council & Safety Panel,
C/O Finmill Centre, Findcastle Street,
Dundee DD4 9EW. Scottish Charity No: SC029205.





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?!



Opening Hours	Phones	Office
Friday 23rd December	09:30-12:00	CLOSED
Monday 26th December	CLOSED	CLOSED
Tuesday 27th December	CLOSED	CLOSED
Wednesday 28th December	CLOSED	CLOSED
Thursday 29th December	10:00-16:00	10:00-16:00
Friday 30th December	08:30-12:00	CLOSED
Monday 2nd January	CLOSED	CLOSED
Tuesday 3rd January	CLOSED	CLOSED
Wednesday 4th January	CLOSED	CLOSED
Thursday 5th January	10:00-18:00	10:00-18:00
Friday 6th January	08:30-14:00	CLOSED

