

ABERTAY HOUSING ASSOCIATION

DRYBURGH GARDENS RESIDENT' S HANDBOOK





This booklet contains information and advice for residents living in the multi storey flats in Dryburgh Gardens. We hope you find it useful and informative.

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ABOUT THE CARETAKER

In Dryburgh Gardens we employ a caretaker. The caretakers contact details and hours of work are displayed on the notice boards within each blocks.

The caretaker is responsible for the general upkeep of the four blocks and provides general assistance to residents, visitors and liaison with Abertay's staff on repairs and maintenance.

The caretaker's duties include:

- Cleaning of laundries and appliances, ground floors, windows, woodwork, glazing, daily sweeping, washing and polishing of the areas which are not the residents' responsibility.
- General supervision of staircases to see that they are well kept.
- Reporting urgent repairs to Abertay's Customer Service Team.
- Attendance as required on visits to the estate by various parties/contractors for inspection, repairs and maintenance purposes.
- Cleaning of lifts and reporting any breakdowns to the contractor/Abertay Customer Services as required.
- Supervising and keeping free of litter areas adjacent to blocks.
- Supervision of laundries.
- Carrying out regular safety checks to dry risers, fire doors, emergency lighting and closures.



LIFTS

Please remember these safety guidelines

- Never exceed the maximum number of people (8) allowed in a lift at one time.
- Always stand clear of the doors.
- Young children should be accompanied at all times.
- Do not jam lift doors open.
- If the lift is faulty or has been vandalised please tell your caretaker/ Retirement Housing Co-ordinator as soon as possible.

If a lift malfunctions while you are inside, do not panic - an alarm will sound in the block.

- Press the alarm button within the lift for at least 3 seconds for it to activate. This will connect directly to the lift repairs call centre.

You will be perfectly safe within the lift. Trained personnel will get you out of the lift as soon as possible.



LAUNDRIES

In Dryburgh Gardens the Association provides Communal Laundries for the exclusive use of all residents who reside within each of the blocks.

Residents in Blocks 1 and 2 share the laundry in Block 1 and the residents in Blocks 3 and 4 share the laundry in Block 4.

The laundries opening hours are –

Monday-Friday 8.00 am-8.00 pm

Saturday 8.00 am-12.15 pm

Please note the laundry rooms are closed on a Sunday

Each household is allocated a specific time for using the laundry facility, usually once a week.

For the comfort of residents living in the multi storey blocks it would be appreciated if all residents would comply with the above times.

Residents' family and friends are not permitted to use the laundries for personal use. Please leave the laundry as you found it ensuring it is left in a clean and tidy state after use.

The caretaker is responsible for cleaning and monitoring the laundry rooms. Any queries regarding the laundry should be directed to the caretaker.

Do not hang any washing on the landscaped grass or on any of the balconies as it is very unsightly and detracts from the amenity of the area.



CLEANING THE COMMON AREAS

Each resident has a responsibility to ensure that the common stairs, landings and windows are kept clean and tidy at all times.

These areas are shared on a rota basis. There are only 3 residents on each landing and you should discuss, along with your neighbours, the timings of the rota to suit each individual person.

Your Housing Officer will arrange the rota if you are unable to reach agreement with your neighbours.

For safety reasons items of furniture should not be placed on landings. This is because they could be a hazard in the event of a fire.

Residents are responsible for cleaning any mess in the common areas caused following any improvement work that they have arranged.



COMMUNAL REFUSE BINS

The communal refuse bins are checked regularly by our caretaker. In addition the bins are cleaned annually by a specialist contractor.

In order to minimise any repairs to these chutes, it is important that residents **bag all items** and refrain from putting sharp edged objects down them. Only use chutes between **8 am and 8 pm**. For the comfort of residents living on the ground floor it would be appreciated if all residents would comply with the above times.



RECYCLING

There are paper stores on the ground floor of each block. These are for paper and flattened cardboard boxes only. **Do not leave bottles, jars or food containers of any description.**

CODE:- BLOCK 1, 3 - 13579
BLOCK 2, 4 - 2468

Bottle bank recycling provided by DCC is at bus stop on Cupar Angus Road.



SECURITY

A. CONTROLLED DOOR ENTRY SYSTEM

Controlled Door Entry System

Each entrance to the blocks is fitted with Control Door Entry Systems. This is for the benefit of all residents in the estate.



Do not allow anyone into the block unless they are visiting you. THE DOORS TO THE BLOCK SHOULD NEVER BE WEDGED OPEN. THE SECURITY OF YOUR HOME MAY BE AT RISK IF ENTRANCE DOORS ARE LEFT OPEN.

The rear doors should always be closed **and only used in an emergency**. If left open it will defeat the purpose of the Control Door Entry System.

B. CCTV

In addition to the Control Door Entry System, there is also CCTV system installed which operates within the ground floor outside at the secure entry door in each block. Residents can tune in their televisions to view any visitors to the front entrance door before allowing them access.

C. DOOR LOCKS IN FLATS

As part of the retirement facilities, the door locks to each retirement tenants flat has been suited to a master key. This has been done as part of the retirement housing service to allow access by the Retirement Housing Co-ordinator using a master key in times of emergency. The suited keys issued to each tenant only open the tenants own flats. Tenants in retirement flats must not add or change locks on the front door of the flats. If you are concerned about door entry security or have any problems with the flats lock please contact Customer Service Team on 903545. If additional keys are required a permission letter must be sought from Abertay Housing Association.

LANDSCAPING

Abertay Housing Association employs contractors who are responsible for the maintenance of all the open landscaped areas in Dryburgh Gardens.

This includes the grass cutting during the summer, looking after and tidying up the flowerbeds and the general landscape maintenance.

It is our intention to keep these areas in a tidy and attractive condition at all times. Not walking on the grass or allowing children to play will help to achieve this.

The residents living in Dryburgh Gardens meet the cost for this either through tenants' rents or owners' invoices.



PETS AND BIRDS

Residents in the multi storey flats are not permitted to keep pets such as dogs or cats. Tenants are responsible for their visitors to their homes including their dogs. Dog fouling should be reported to Dundee City Councils animal control 436285.

Residents must not feed the birds or throw bread etc over the balconies. Not only can this lead to birds nesting on the balconies and causing a mess but it can also be detrimental to your health.



ESTATE WALKABOUTS

Estate walkabouts give residents the opportunity to walk the estate with the Housing Officer, Maintenance Officer and the Retirement Housing Co-ordinator and highlight any issues. Residents can contact Customer Service Team on 903545 for dates.

REPAIRS

Residents are responsible for reporting any repairs to flats or the common parts to their landlord and must ensure access is made available.

Retirement tenants can report repairs to the Retirement Housing Co-ordinator or caretaker. For out of Office repairs please contact 903545 and listen to the recorded message for options.



CONTRACTORS

During duty hours we request all contractors to report to the caretaker or Retirement Housing Co-ordinator, who will log their reason for being in the area. If you have any concerns as to what a contractor may be up to, in the first instance, you should contact Abertay's Customer Service Team on 903545.



MOVING HOME

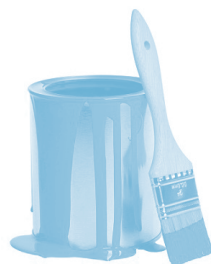
Residents are responsible for cleaning any mess or repairing any damage to the block during the removal or delivery of items e.g. furniture.



ALTERATIONS & IMPROVEMENTS

Abertay has ongoing maintenance programmes to maintain and upgrade services to communal areas of the blocks and facilities, as well as tenanted properties. Residents wishing to make their own alterations and improvements are required to seek approval from Abertay before carrying out any changes. An alteration request form can be obtained from Abertay's office or by calling 903545.

No satellite dishes are allowed to be installed on the building.



PARKING FACILITIES

Like most older properties, parking facilities often don't meet the demands of modern living. There are a few disabled bays located beside blocks. These have been designated for the use of blue badge holders. Parking is available at certain areas across the scheme however, please do not park in areas with **double yellow lines** or areas designated for access by the emergency services highlighted in **hatched yellow** or sign posted **"No Parking"**. Parking in these areas may put people's life at risk.



LOCK UPS & SAFETY

A. CELLARS & LOCK-UPS

Please ensure that you do not store any inflammable or combustible materials in the cellar areas e.g. paint, gas canister's etc.

There is a wash bay available for washing your car. Please contact the Retirement Housing Co-ordinator for access to water.

B. GAS BOTTLES

For safety reasons residents must not store (in the home, basement or lock-up) any bottles, gas appliance or container.

C. FIRE ESCAPE ROUTES

In addition to lifts in each block, there is a fire escape stair which has fire doors fitted at each level and an additional door on the ground floor which leads outside. To prevent the risk of fire spreading, please ensure the doors on each landing are closed after use and that the ground floor fire escape door leading to the outside is not used for anything other than a fire escape in the event of a fire.



For safety reasons there must be a clear escape route from the front door of each flat to the lift and fire escape in each of the landings.



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HAPPY TO TRANSLATE

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