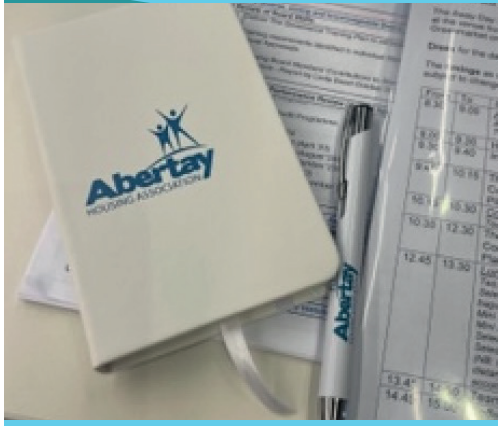


Abertalk



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A very warm welcome to the summer edition of Abertalk.

I hope you have all managed to enjoy some of the warmer weather we have been having recently, which brings me nicely on to our annual garden competition. We had an overwhelming response last year and we look forward to receiving your entries again this year. Entry details can be found in this issue.

You will recall throughout December 2022 and January 2023 the Association carried out a tenant consultation exercise in respect of the Annual Rent Review which took effect on 1 April 2023.

During the consultation exercise the Association gave an undertaking that it would focus on energy efficiency aspects, bathroom and kitchen replacement programmes and increase the investment in our planned maintenance programme; basically more investment in maintenance.

The Association's Board, myself and all staff are determined to ensure that the Association maintains homes to a very high standard, in terms of energy efficiency and in terms of internal and external quality standards.

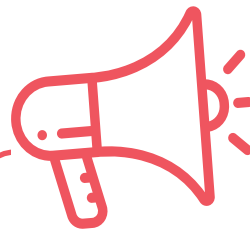
With this determination in mind, I have assured the Association's Board that the income received from the rent increase will be invested in fulfilling our obligations to our tenants.

With regard to any property upgrades, I would appreciate if you would cooperate with all contractors in order for them to provide the best possible service in a timely manner, to enable you to receive the full benefits any upgrades bring to your property.

The economic situation continues to affect us all and 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, should you find yourself struggling please reach out to our Income Team who remain actively engaged and committed in helping you with affordability.

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 digital assistance to help go online, please contact Clare, our Tenant Involvement Officer who can help you.

Finally, your feedback is vital to the development and shaping of our services. The Association will continue to ensure we meet our obligations by continuous and increased investment in our housing – your home, while enhancing 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?!

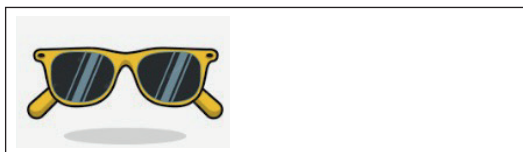


Summer is finally upon us, so let's have a Summer Scavenger Hunt...

For your chance to win a £50 voucher of your choice, can you find the following items scattered throughout our newsletter?

Where did you find me?

List the page number and location below:



You can either email your answers to: queries@abertayha.co.uk or alternatively, return your answers to us at: Abertay Housing Association, 147 Fintry Drive, Dundee, DD4 9HE

Name _____

Address _____

Contact telephone number _____

Good luck!

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, 2022/23 compared to the previous year.

Performance update	Target	Previous year	Year to date	
Number of emergency repairs		1,451	1,443	
Emergency repairs completed on time	4 hours	5.0 hours	2.58 hours	😊
Average length of time taken to complete non-emergency repairs	6 working days	9.3 days	7.94 days	😞
Satisfaction with the repairs service	98%	98.7%	98.9%	😊
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%	2.4%	😊
Average length of time to re-let properties	<21	25.3 days	27.2 days	😞
Percentage of tenants satisfied with the standard of their home when moving in	95%	97.4%	93.64%	😞

Our performance in 2021/22 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 186, Stage 1 complaints and 13 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	Year to date	
Stage 1 complaint	5 days	3.2 days	😊
Stage 2 complaint	20 days	8.9 days	😊

Finmill Community Centre Open Day

In partnership with The Community Empowerment Team the Association (along with other organisations) attended an information session in the Finmill centre to welcome our new Scots into the area and introduce them to local organisations.

Those who attended have recently resettled into Dundee from countries such as Ukraine, Iran, Iraq and Syria, and welcomed into the Northeast community and making them feel at home in their new home.

The aim of the session was simply to enable individuals to come along and find out what is available within the ward and to highlight the various services and opportunities they have on their doorstep.

A delicious lunch and refreshments were provided by taught by Mohammed support café.



ARE YOU CONSIDERING FITTING ONE OF THESE?

The Association are receiving requests from residents considering installation of a video doorbell in their home. This information is to advise you of the data protection and privacy rules relating to their use.

If you configure your video doorbell so it only captures images within the boundary of your property and sound recording is disabled, then you are exempt from complying with data protection law.

But if it captures images of individuals outside that boundary, such as your neighbours' homes or gardens, shared spaces or a public footpath or street, or records sound (even sounds inside the boundary) then your use of the video doorbell must comply with data protection law. You will be regarded as a "controller" and will need to comply by data protection law when using your video doorbell. This means that individuals who are concerned about your use of the video doorbell could ask for access to images, footage containing their images and sound recordings and make a complaint to the Information Commissioner's Office (ICO) about you. **You would also need to put appropriate signage in place.**

The ICO can issue fines against those who abuse individuals' rights.

We recommend you use video doorbells responsibly in a way that respects the privacy of others.

Respecting the rights of the individuals whose images you capture. This includes not sharing footage with others and / or posting it to social media.

Residents should seek permission from the Association prior to the installation.

If we receive complaints about your use of video doorbells, we will direct any complainers to the Police and / or the ICO. We will also recommend complainers seek independent legal advice about their rights.

We will not be involved in complaints, as this is a matter between you and the complainers.





DIY SOS on OPFS!

The Association prides itself on our Mission Statement 'Abertay aims to enhance the quality of life in our communities'; this is precisely the outcome when our kind hearted contractors; QAPM, did a DIY SOS by supplying and fitting a brand new kitchen in 20 Grampian Gardens, our premises for One Parent Families Scotland.

In addition to this, OPFS recently enlisted the help of the Sky team, who kindly volunteered to paint the stairwell at Families House, the staff

are working hard behind the scenes to spruce up the building as well as build on the services they deliver to the wider community.

Thanks to a unique partnership between One Parent Families Scotland (OPFS) and The Association, families in Dundee are being given greater opportunities to engage in training, education and employment, ensuring they have successful and sustainable tenancies.

Are you wanting to find out more about how OPFS can help you, please contact them on: (01382) 501972 or email familysupport.dundee@opfs.org.uk



Keep Safe Scotland (I Am Me) - Communities working together for a safer Scotland.

Our main office on Fintry Drive is now a Keep Safe location, and, our staff are trained to help anyone in need that may require assistance.

Keep Safe is a Police Scotland led, award-winning initiative that started in Renfrewshire in response to feedback from the disabled community that there were times they did not feel safe when travelling independently. Police Scotland are working in partnership with a network of local businesses to create 'Keep Safe' places for anyone when out and about in the community. There is an app that can be downloaded to help plan safe routes, and, people can access these premises to seek assistance and help if they feel lost, confused, scared, in danger or have been the victim of a crime. An explanation video of Keep Safe can be found on the below links.

Website: www.iammescotland.co.uk

<https://www.iammescotland.co.uk/about-keep-safe>

Facebook: www.facebook.com/iammeproject

Twitter: www.twitter.com/iammescotland

I Am Me Film: <https://www.youtube.com/watch?v=IHnssahA-YI>

Keep Safe Video: <https://www.youtube.com/watch?v=bu6SU111MVI>



and be in with a chance to win!

**We seek your feedback
following all routine repairs.**

**As part of our commitment to
continous improvement, we ask
our tenants to complete a short
questionnaire to advise if the
repair has been completed to
their satisfaction or otherwise.**

**All completed questionnaires
will be entered into a quarterly
draw for the
chance to win a £50
voucher of your
choice!**

**So, next time you have a repair
carried out don't forget to give
us your feedback!**



And
the
Winner
is...

Our 6 monthly direct
debit winner is...

Mrs Deik, Fintry



**Learn English for free with
Dundee City Council's
ESOL Team & Partners!**

**Are you over 18 and live in Dundee?
Do you want to learn English?
We can help!**



Foundation classes
(Starting from the alphabet)



Beginners



Elementary



Pre-Intermediate



Intermediate



Conversation Cafés



English Clubs with activities



Social Groups



Online learning



We have a crèche
(kindergarten) for
small children.

Morning

Afternoon

Evening



Our office is at **1 Shore Terrace, DD1 3AH**, but some classes and groups are in locations across Dundee. We start new groups all the time and can also inform you about classes and groups run by other organisations. We value the support of our Volunteers and Partners.

To register and find the best class or group for you, email shoreterrace@dundeecity.gov.uk, call **01382 435 808**, or come to our reception and ask for an appointment.



- Growing Healthy Food
- Getting Out and Getting Exercise
- Enjoying Nature

The Old Bowling Green is down the path beside Ballumbie Primary School. We are there on Thursday and Friday afternoons. If you would like to get involved come along. We start at 1.00 p.m.

For more information:

Contact: Alan Fraser

Phone: 07951270765 or
alan.fraser@dundeecity.gov.uk

Welcome

We are delighted to welcome Ian to the Property Services Team. Ian joined us in May as a Maintenance Officer and comes with a wealth of experience and knowledge of the housing stock.





Estate Walkabouts

Do you have any problems with your Estate? Estate Walkabouts allow residents the chance to work alongside Housing and Maintenance Officers to highlight issues in the local area.

Residents and officers walk the estate together, looking out for anything that make the estate look untidy/unsafe and make a note of it. An action plan will then be created by residents and officers, determining what actions need to be taken to solve the problems, a timescale for the actions and more.

Why not come along and join us on the Estate Walkabout for your area and have a say in how you would like your area improved? If you are unable to come along on the day, don't worry you can still be involved by contacting us on (01382) 903545 or email us at queries@abertayha.co.uk – you can highlight any improvements you think would enhance your estate and have an influence in any decisions we make.

Please see our website/Facebook page for details of the dates and times for your area.

We look forward to seeing you there!

Engagement Plan

The Scottish Housing Regulator produces an Engagement Plan for all Registered Social Landlords every year. It includes a regulatory status for each RSL. This can be Compliant, Working towards compliance, or Statutory action. Abertay's regulatory status is Compliant. This means that we meet the Standards of Governance and Financial Management and regulatory requirements. The Association is not required to provide the SHR with any information in addition to the normal regulatory requirements. Abertay's Engagement Plan is available on both Abertay's and the SHR's website.

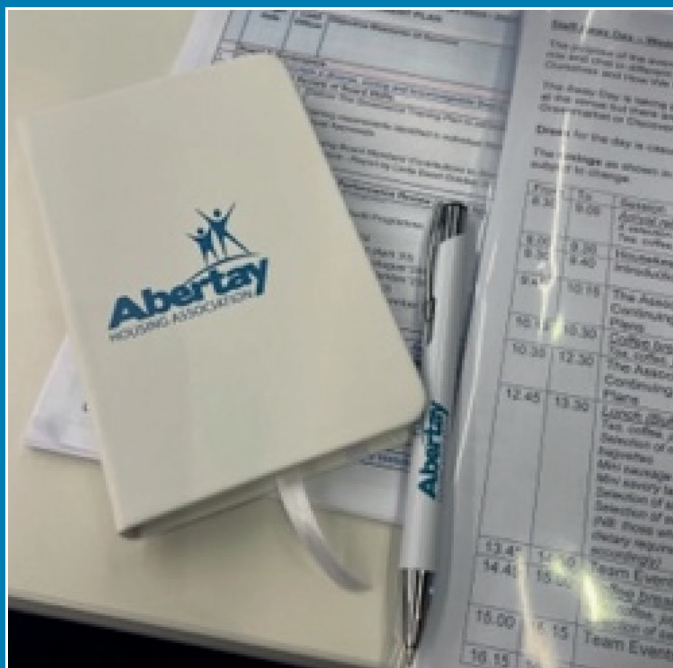


Staff Away Day 2023

All staff had the rare opportunity to get together out with the office environment for a long awaited staff away day, providing the chance to share updates about the valuable work being done in the different teams across the organisation and the key topics which affect us all.

The away day has been in the planning since 2020, however, due to the Pandemic this was the first opportunity the Association had to finally hold the day and due to its success, it will be an on-going annual event for the calendar going forward.

Barry Moore (CEO) opened the day with an overview of the Internal Management Plan, followed by a series of presentations on Key Performance Indicators by department managers and other staff. The day was rounded off by some light hearted team building, where Ken (Dryburgh Garden's Caretaker) demonstrated to us all he really was our very own Irn Bru Man - made in Scotland from Girders!



Retirement Housing News...

Dryburgh Gardens

FEBRUARY

Love was in the air at our Valentine's Day lunch held in the Complex, on the 16th February, a great turn out for a lovely meal and a great day had by all!

MARCH

March saw the celebrations of St Patrick's Day, any excuse for a 'knees up', with the traditional emerald green being the dress code. The party took place in our complex as always with a beautiful buffet supplied by Nicolls Bakery, followed by entertainment from Rab Clark. Slainte to another wonderful night of celebrations!

APRIL

The generous Dryburgh Gardens Retirement tenants collected an array of Easter Eggs for local children in the area, which were donated to and very well received by the Lifegate Café.

A great day out to Tillycoultry, Sterling with friends and family for a day of shopping followed by high tea at The Inchtute Hotel, all shopped out it was the bus home after a brilliant day had by all.



Caldrum Street & Rosebank

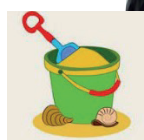
A busy start to the year for our Caldrum Street Retirement Complex, along with friends from our neighbouring Rosebank Complex, kicking off the celebrations in January, raising a dram to 'The Bard' – Rabbie Burns with our traditional Burns Supper.



Fast forward to March and this time it was St Patricks Day celebrations...



In addition to the celebrations our retirement tenants love nothing more than getting creative, especially when it means helping others. The tenants have been busy making drawstring bags for the benefit of the Neo Natal (Ward 40) at Ninewells. Pictured with Staff Nurse Toni Anderson, who was delighted with the bags which will be hugely beneficial.



Fintry Mains

We've been busy in Fintry Mains since the last newsletter.

In December we rescheduled our initial Christmas party to the following week due to bad weather. On the plus side, it was good to have guests back in the complex to celebrate with us this year. Santa made an appearance, bearing gifts and as always the Christmas meal and entertainment was thoroughly enjoyed, with everyone in the festive spirit.

In January, we held our annual Burns Night celebrations with a traditional Scottish Meal of Haggis, Neeps and Tatties plus entertainment from Rab Clarke.

February meant only one thing...time to celebrate Valentines Night, with Mike Lees providing the entertainment along with a tasty cold buffet and refreshments.

Easter celebrations included a Prize Bingo evening on Good Friday having Easter eggs and chocolate as prizes.

May brought with it celebrations for The Kings Coronation (with bunting and Coronation hats), we tried a new entertainer, Graham Leslie, who was very good along with a cold buffet and refreshments.

Our regular sessions include twice weekly bingo and weekly bacon roll mornings generating money for our funds.

Our Beauty and Massage Therapy Sessions are a firm favourite on a regular basis. These sessions would not be possible without the OPEN grant funding through Dundee City Council.

We always have plans in the calendar which include a trip down to The Riverside Inn high



Our Christmas Raffle raised a very healthy £434 for our Comfort Funds. Many thanks to all those who kindly donate prizes for our raffles.



tea. There's also a trip to the Theatre to see Summer Holiday. Further details of these events will be circulated in the complex and photos of our escapades will be detailed in the next newsletter!



Gordon Street

FEBRUARY 2023

First celebrations of the year included Valentines Night in the lounge, with a delicious buffet supplied by Nicolls Bakery and entertainment by Mike Lees

MARCH 2023

It was time to celebrate St Patricks Night with traditional Irish Dancing, another delicious buffet and a good old singalong to all the Irish songs. The tenants had a ball celebrating!



APRIL & MAY 2023

Tenants enjoyed the usual weekly/monthly activities including Bingo, Bacon Rolls and Beauty therapy, as well as a Fish Supper Night followed by a quiz, the competition was tight but a fun time was had by all.



JUNE 2023

The lovely weather called for only one thing...a garden party of course. The sun shone, drinks flowed and there was food aplenty surrounded by friends, neighbours and family, a great day was had by all in the sun.



Patons Lane

JANUARY 2023

A celebration for Burns Night was held in January, with plenty of fun, dancing and laughter had by all!



FEBRUARY 2023

You could feel the love in the complex for the Valentines buffet lunch followed by a game of bingo. The pictures speak for themselves – another great day!



MARCH 2023

St Patrick's Day celebrations in March - 3 course meal in the lounge, hoping for some 'luck of the Irish' for the bingo. Everyone all took part in the spirit of the party by dressing for the occasion, another successful night!

April and May included a fish supper evening in the lounge followed by bingo along with a venture out to Medina Bar & Restaurant for a nice meal out for a change.

Jessie Dodds (02/07/1931 – 22/01/2023)

Our Patons Lane retirement tenants wanted to remember their much loved friend and neighbour, by paying tribute to the late Jessie Dodds who sadly passed away earlier this year. Jessie was a tenant with the Association for over 24 years, and could be found joining in the various celebrations held in the complex over the years.

Jessie will be fondly remembered by everyone she met and is missed by all of the Patons Lane retirement tenants.



Garden & Veranda/ Balcony

Competition 2023

It's that time of year again...our Garden Competition is calling all green-fingered tenants. Following the overwhelming response of last year's Garden Competition we are delighted to announce the launch of our 2023 event.

Whether you have a full lawn and flower beds or a collection of hanging baskets and pots on your veranda or perhaps you help maintain a communal garden, this competition has been established to reward tenants who take pride in the presentation of their outdoor spaces and to recognise the positive impact these attractive garden areas have on the wider community.

If you wish to nominate your own or even your neighbours garden, veranda/balcony, please speak to your Housing Officer/Retirement Co-ordinator or alternatively contact our Customer Service Team on (01382) 903545.

The competition will close on Thursday 31st August 2023

The categories will be:

- Best garden
- Best veranda/balcony
- Best communal garden area

Our deserved winners will each receive a £50 voucher of their choice for 1st place and £30 voucher of their choice for 2nd place.

Winners will be announced in the reception area of our main office, all Retirement Housing Complexes as well as our website www.abertayha.co.uk and Facebook page.



We can't wait to see your entries...
Proud sponsors of our Garden Competition



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.

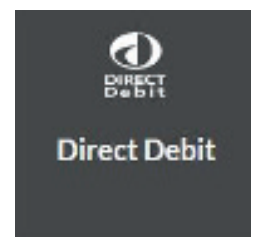
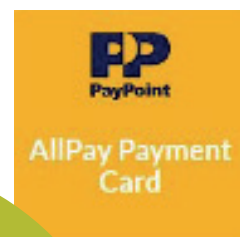
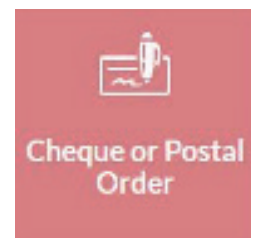
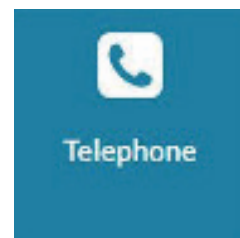
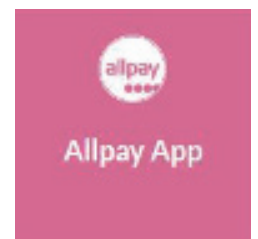
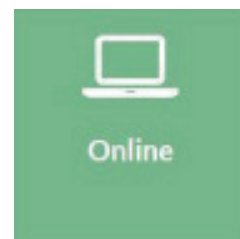
There are different and convenient ways for you to pay your rent which we've listed below. Paying by Direct Debit is the simplest and most convenient way to pay your rent.

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



Planned Maintenance

To ensure that all of our tenants live in well maintained and comfortable homes, every year we invest in a variety of planned maintenance projects.

This is part of our commitment to ensure that all of our properties meet the Scottish Housing Quality Standard (SHQS) – an agreed standard of good quality housing, which all local authorities and social landlords must meet. We will also aim to make sure our homes meet the Energy Efficiency Standard for Social Housing (EESH), developed by the Scottish Government, which aims to help improve the energy efficiency of the social housing stock in Scotland.

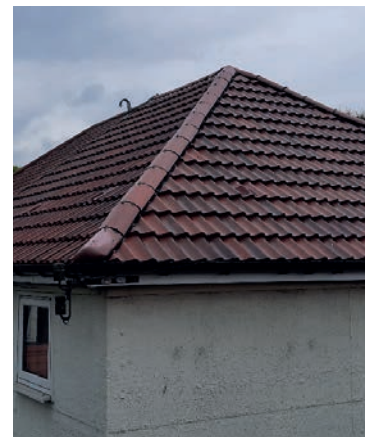
There are various planned maintenance programmes currently ongoing with the aim to modernise and increase the quality of our properties and the wider living conditions for our tenants. These programmes include; replacement bathrooms, kitchens, boilers and central heating systems, replacement windows and doors, replacing roof coverings and balcony railings.

Each of the components with our properties has a life span which we expect the component to achieve but there may be

occasions when there is a premature failure of a component out-with planned programmes and the Association will budget annually for such works. Please note that the proposed dates may change if other, unforeseen, works arise that need to be carried out as a priority.

Our Planned Maintenance Programme is targeted to specific issues that we have identified within your home. Planned maintenance work will differ from one property to another for a variety of reasons, such as previous works, age and condition of the property.

The effect of the Covid-19 pandemic is that some of planned programs over the past few years have taken longer to complete. This will have a knock-on effect for the coming years so replacements may not take place exactly when you may have expected them, however we are working hard to get the programmes back on schedule while working within the available budget.



VERANDA (BEFORE)



VERANDA (AFTER)

Electrical **Safety** **Checks**

By law, the Association is required to carry out electrical safety inspections every 5 years. Inspections involve a qualified electrician entering your home to renew and test the electrical installation. This usually takes a couple of hours and is vitally important because we need to be sure the electrics in your home are safe.

We're currently working our way round all those properties requiring an electrical safety inspection and will be in touch should you be one of the properties in the time frame requiring inspection. We'll ask you to make an appointment on a date/time suitable for you and would really appreciate your cooperation on this.

Should you wish to discuss this further, please do not hesitate to get in touch.



Fintry Community Garden



**Come and join our regular sessions at Fintry Community Garden
Wednesdays 1.00 – 3.00. Meet at Finmill Centre.
The Café is open from 12.00**





We are constantly looking at areas of service and new ways to work with tenants and to find ways to get better. There are lots of ways you can get involved. If you have recently completed any of our recent surveys, you have already been a big help!

We have tried lots of different ways to make engaging with our tenants a bit more fun including incentives and prize draws...our surveys tell us a lot and the complaints you make are also very useful to tell us when things go wrong. We can get your thoughts through our Facebook and our surveys.

As our tenants, how we shape our services is planned around you, about you, and we want to hear from YOU! Do you have any ideas for any ways we can get YOUR feedback, Get in touch and let us know. We are always delighted to try something new.

Why not contact Clare for a chat on (01382) 903545, alternatively, you can email: queries@abetayha.co.uk

Super Easy Fruit Ice Cream

Method

- **STEP 1**
Mash or purée the strawberries and mango in two separate bowls. In another bowl, add the lemon juice and the banana and mash.
- **STEP 2**
Beat the condensed milk and cream in a large bowl with an electric whisk until thick and quite stiff, a bit like clotted cream. Divide the mixture between the three bowls. Fold a fruit purée into each. Transfer each one into a freezer container and freeze until solid.
- **STEP 3**
Purée the kiwi and sieve out any seeds if you like. Serve a scoop of each ice cream in bowls or sundae dishes and top with the kiwi sauce, sprinkles, or the chopped fruit.

Ingredients

- 200g strawberries
- 1 large mango peeled
- ¼ Lemon juiced
- 3 very ripe bananas
- 200g Condensed milk
- 600ml double cream
- 4 kiwi peeled
- Finely chopped strawberry

Tenant's Guide to dealing with insects, pests and vermin

The Association is responsible for ensuring that properties are fit for human habitation at the start and throughout the tenancy, however, some responsibility lies with the tenant to ensure they are doing everything they can to prevent infestations.

Abertay Housing Association responsibilities:

- **The Association** is only liable for ensuring that all properties, including gardens, are pest free before a tenant moves in. Wasp/bee hives and treatment of fleas etc. becomes the tenant's responsibility as soon as the property is occupied.
- Is only responsible for carrying out repairs and treating the infestation (regardless of the pest) if it is apparent that an infestation is caused by disrepair or lack of action on our part.
- Will intervene on the most serious vermin infestations promptly (i.e. rats and cockroaches). Additionally, we may also intervene if there is an infestation of bed bugs, as if they are not treated promptly, they can spread into the fabric of the whole building and can become very difficult and expensive to eradicate.
- Is not responsible for dealing with an infestation caused by the tenants own negligence (ie: if food has been left out or rubbish has not been disposed of correctly). In these cases the tenant will be held liable for the cost of treating such infestations and will be recharged any costs incurred by the Association.
- Will not be held responsible for any damage caused by pests to tenants' belongings.
- Will make all tenants aware of their responsibilities at the start of their tenancy through the Tenancy Agreement.
- The Association will impose preventative measures to reduce the likelihood of harm arising from pests, to include housekeeping checks of our Estates.

Tenants' responsibilities:

- Tenants are responsible for the treatment of minor infestations within their property.
- Tenants must notify the Association if communal areas are infested with vermin/pests.
- Tenants can still inform the Association if there is an infestation within their property, so that we can assess the cause and provide advice on the next course of action.

Advice to follow when dealing with the following nuisances can be found on our website: <https://www.abertayha.co.uk/tenants/information-advice/pest-control/>

- **Ants**
- **Vermin**
- **Wasps**
- **Bees**
- **Bats**
- **Squirrels**
- **Birds**



Welfare Benefits and Debt Help and Advice

The rules for benefits can be a minefield. You should check you are getting all the benefits you are entitled to. Welfare Rights specialists can check your entitlement and help you apply. If you are having problems with any of your benefits they may also be able to help you challenge or appeal benefit decisions.

Money worries can quickly spiral into problem debt so it is crucial to seek help early if you are struggling. The earlier you recognise that you need help with debt, the easier it is to manage.

Below is a list of agencies that can provide you with free, confidential and independent help and advice on welfare benefits or debt management. You choose which agency you contact. It is important to seek help quickly.

Welfare Rights Team

Dundee City Council – Dundee House

**50 North Lindsay Street,
Dundee, DD1 1FA**

Tel: 01382 431188

Monday to Friday – 9:30am-4:30pm

The Welfare Rights Team can help you sort out a wide range of benefit and universal credit problems. They can also check your entitlement to benefits as well as help you challenge decisions or represent you at tribunals. They are also available to give advice about debts and help you decide the best way to sort out the problem.

Connect Service Welfare Reform Team

Dundee City Council

Tel: 01382 431188 - option 2

Email: welfare.reform@dundeecity.gov.uk

The Connect Team are part of Council Advice Services (CAS) and give assistance to anyone requiring help with income maximisation, benefit form filling, benefit problems and budgeting.

SCARF

**Appin House, 6 North Isla Street
Dundee, DD3 7JQ**

Tel: 0808 129 0888

Monday – Friday 9am-4:30pm

Email: info@scarf.org.uk

Advice offered:

Energy efficiency advice and services

Brooksbank Money Advice Team Brooksbank Centre

**Pitarlie Road
Dundee, DD4 8DG**

Tel: 01382 432450

Monday to Friday - 9am-5pm

Advice Offered:

Welfare benefits, Universal Credit, debts & money management, bankruptcy

The Money Advice Team offers assistance to individuals who have debt problems or need help with finding their way around the benefit system. The team also provide this service at various venues across the city.

Citizens Advice Bureau

Central Library, Level 4, Wellgate
Centre, Dundee, DD1 1DB

Tel: 01382 214633

Monday to Friday 9:30am-4pm

Email: contactus@dundeecab.org.uk
www.dundeecab.org.uk

Universal Credit - Help to Claim
available via telephone 0800 023 2581
or online chat.

Monday to Friday 8am – 6pm

National Advice Line: 0800 028 1456

Advice offered:

Debt and money, budgeting,
bankruptcy, benefits, universal credit,
housing, legal.

CAB helps people resolve their legal,
money or other problems by providing
advice and assistance on a wide range
of enquiry areas.

Stepchange Debt Help Scotland

Tel: 0800 138 1111

www.stepchange.org

Monday to Friday 8am-8pm
& 9am - 2pm

Advice Offered:

Budgeting, money and debt issues,
debt solutions including bankruptcy.
Information about what happens if
you cannot pay your debts and an
introduction to the solutions available
to help you regain control of your
finances.

Dundee Law Centre

163 Albert Street
Dundee, DD4 6PX

Tel: 01382 918230

Monday to Friday 10am-4pm

Email: enquires@dundeelaw.org
www.dundeelaw.org

Dundee Law Centre provides free legal
advice, assistance and representation.

Shelter Scotland

River Court, 5 West Victoria Dock Road,
Dundee, DD1 3JT

Helpline: 0808 800 4444

Monday to Friday 9am-5pm

Email: dundeehub@shelter.org.uk
www.shelterscotland.org.uk

Advice offered:

Housing advice and debt, court action and eviction, legal.

Shelter Scotland is a housing charity and provides information,
advice, advocacy and representation for people facing housing
problems. The telephone helpline provides an initial level of
information, advocacy and advice. People requiring more in-depth
assistance or on-going casework can be referred to local specialist
services.

Welfare Reform

Are you struggling with the Cost of Living?

Are you entitled to any additional benefits?

CONNECT

Do you need assistance to apply for benefits?

Are you affected by benefit changes?

Contact the CONNECT team

We are based in your community.

To arrange an appointment please:
call **01382 431188, option 2**
email welfare.reform@dundeecity.gov.uk

Dundee **CHANGING** FOR THE FUTURE

CAS



Be part of



our Tenant Portal

What are you waiting for? Life just got a whole lot easier with the introduction of our tenant portal, *My HOME*!

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

