

Activities and keyholders

The lounge is available for social events for residents and guests. Activities include bingo, parties, arranged outings etc.

Estate Walkabouts

Abertay staff hold formal Estate Walkabout days. This gives residents the opportunity to 'walk the estate' with their Housing Officer or Maintenance Officer and the Coordinator, and highlight any issues or suggestions for improvement.

The program for dates of these events is in poster form in the complex, or on social media platforms such as Abertay's website and facebook page.

My Home

My Home, is a portal Designed to make your life easier as a tenant of Abertay Housing Association. It's the one-stop place to organise and access your tenancy services **24 hours a day, 365 days a year!**

Why not scan the QR code below for quick, easy access:



147 Fintry Drive Dundee DD4 9HE
Tel: 01382 903545 Fax: 01382 903578
queries@abertayha.co.uk www.abertayha.co.uk

Abertay Housing Association Limited is a registered Scottish Charity Number SC030152 and a Registered Society under the Co-operative and Community Benefit Societies Act 2014 Number 2517 R(S)

RETIREMENT LIVING WITH ABERTAY HOUSING ASSOCIATION

TENANT HANDBOOK



"Enhancing the quality of life in our communities"



INTRODUCTION

On behalf of Abertay Housing Association, we would like to take this opportunity to welcome you to your new home.

The Association has 6 Retirement Housing complexes throughout the city. They are situated in Caldrum Street, Dryburgh Gardens (Clement Park area), Fintry Mains, Gordon Street, Patons Lane and Rosebank.

Our aim is to let you live as full and as independent a life in a safe and secure environment.



Retirement Housing Coordinators

Staff offer a floating service across our complexes.

The complexes are open from 8.30am to 1.30pm, Monday to Friday **(closed on public holidays)**.

Repairs

Residents are responsible for reporting any repairs required to the flats or common parts to Abertay as landlord and must ensure access is made available. They can do this by reporting to the coordinator or directly to the office on **01382 903545**.

We also provide an out of hours service (same telephone number as above). Caller should listen to the recorded voicemail and select the appropriate number in these circumstances.

Security

The complexes are fitted with an alarm system and controlled door entry system. Tenants will receive a programmed fob for access at the time they sign their Tenancy Agreement.

The door lock to each retirement flat has been suited to a master key. This has been done as part of the retirement service to allow access by the Retirement Housing Coordinator, using a master key in times of emergency. The keys provided to each tenant **ONLY** operate their own flat. Tenants must not add or modify locks for this reason.

Use of Laundries

Abertay Housing provide laundry rooms to residents only, with a rota in place for allocated time slots.

If you wish to make use of these facilities, please discuss this with your coordinator, who will facilitate this for you.

Landscaping

Abertay Housing employ contractors to maintain the communal landscaping. It is our aim to always keep these areas in a tidy and attractive condition.

Visitors with children should not allow them to play in these areas to help us achieve this aim.

