

# Abertalk



HELLO

# \*Summer\*





## Welcome to our Summer Newsletter

I hope you and your families have managed to enjoy some nice weather. The summer edition always signifies the launch of our ever popular garden competition, one of the highlights of the year for the Association and indeed for our judges (the Chair and Vice Chair of the Board and of course our generous sponsors, QAPM). We love to see your green fingered contributions and it's never an easy decision to pick out a winner, the standard increases each year. Remember to submit your entry (or perhaps nominate a friend / neighbour) before the closing date, 30th August. See details on page 18.

Since the winter edition, I am delighted to report we are currently building a small fully net zero development of 10 affordable/social housing properties in Newtyle. You can read more about this later, and see how well Oak Gardens is advancing on page 24.

Our planned maintenance programme continues to progress well. Our aim is to ensure that our tenants live in well maintained and comfortable homes, and 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 quality housing which all social landlords and local authorities must meet. You can keep up-to-date with what we have achieved with planned maintenance so far this year on page 20.

Later this year we will be contacting you to take part in our whole tenant satisfaction survey. All the feedback you give us is extremely useful in allowing us to improve and shape our services to you. We will provide further details about this in the winter edition of our newsletter.

I hope you enjoy the Summer Newsletter and find the articles useful.

**Barry Moore,**  
Chief Executive Officer



## Tell us your good news stories...

**We would love your contributions to our Newsletter articles so why not get in touch and share some of YOUR good news with us and those in your community.... perhaps you've lived in the same Abertay property for many years or are you new tenant with the Association? 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!**

**If you have any interesting articles, good news stories or want to let us know about anything happening in your local area, please get in touch and we will be more than happy to include your article in our future newsletter.**

**Get in touch and have a chat with Clare:**

Telephone: **01382 903545**

Email: **[queries@abertayha.co.uk](mailto:queries@abertayha.co.uk)**



# MISSING



## Have you seen this man?

**Wally appears to have got lost not once, not twice, but 5 times in our Summer Newsletter...**

Can you find Wally? We're not quite sure where he is. Let us know his whereabouts and which page you've spotted Wally and your contact details for your chance to win a £25 voucher of your choice.

**Get your entries in to us by Monday 30th September.**

1. Page Number \_\_\_\_\_

Name: \_\_\_\_\_

2. Page Number \_\_\_\_\_

Contact Tel: \_\_\_\_\_

3. Page Number \_\_\_\_\_

4. Page Number \_\_\_\_\_

5. Page 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 2023/24 compared to the previous year.

Performance update	Target	2022/23	2023/24	
Number of emergency repairs		1,443	1,246	
Emergency repairs completed on time	4 hours	2.58 hours	2.35 hours	😊
Average length of time taken to complete non-emergency repairs	6 working days	7.94 days	8.1 days	😞
Satisfaction with the repairs service	98%	98.9%	98.1%	😊
<b>Value for money</b>				
Gross rent arrears as at the period end as a percentage of rent due for the end of the year	<5%	2.4%	1.87%	😊
Average length of time to re-let properties	<21	27.2 days	27.3 days	😞
Percentage of tenants satisfied with the standard of their home when moving in	95%	93.64%	93.26%	😞

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 2023. A copy of the report is available on our website and in our reception area, Main office, 147 Fintry Drive.

## Complaints

In 2023/24, the Association received 178, Stage 1 complaints and 6 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	2023/24	
Stage 1 complaint	5 days	3.7 days	😊
Stage 2 complaint	20 days	28.6 days	😞



# Digital Library is here

**Earlier this year the Association secured additional funding from Connecting Scotland providing a further 18 iPads and 10 MiFi devices for the purpose of a 'Lending Library'. The device lending libraries programme helps expand the range of devices and mobile connectivity we have available and extends the number of devices available for loan or replacing devices that are coming to the end of their lives.**

Our first customers to the lending library were Boomerang Community Centre who ran a six week 'Tablets for Beginners', which proved a huge success.

Well done to all the learners who took part!

Wanting to find out more details about our Lending Library, or do you know an organisation who would benefit from accessing the lending library. Then why not give us a call to find out more?



## Uniting with Unite

The Association's CEO and George from Unite had a catch-up earlier in the year.

The Association believes in building solid relationships with stakeholders, allowing authentic and highly effective opportunities to work together.

In addition to this, George popped along to our recent Employee Wellbeing & Events Group Meeting as an Observer.

We look forward to welcoming George back again in the near future.



# Meet Linzi...

**Linzi is Tenancy Sustainment Officer and is part of the Income Team, you will have noticed over recent months the various items available to our tenants as a result of Linzi's hard work securing funding behind the scenes.**

Linzi's work begins at the start of a new tenancy, her role is to provide comprehensive information, advice and signposting on all aspects of Housing Benefit and Universal Credit. Linzi works closely with the Income Team as well as a variety of other external agencies to explore ways to maximise our tenant's income and to ensure they have the support available to sustain their tenancy.

Linzi can make referrals to various external organisations including; Transform (second-hand furniture etc), Starter Packs and financial support in terms of Crisis/Community Care Grant applications to assisting with Discretionary Housing Payment applications covering overlap of rent payments or under occupancy charges.

Energy advice can be accessed by our tenants to alleviate the impact of fuel poverty by assisting tenants with meter issues, help maximise their

income by applying for warm home discounts, reduce fuel costs, possibly switching supplier and if necessary advocating on behalf of our tenants with energy suppliers.

The Association has a pro-active approach to addressing the varying circumstances of each individual tenant.

## **So far...**

- **194 tenants** were awarded air fryers/slow cookers and provided with energy advice to help cut fuel costs
- **64 tenants** benefitted from having a carpet fitted in a room of their choice that didn't already have floor coverings.
- **263 tenants** benefitted from high tog duvets/throws
- **288 tenants** received fuel funding. This helped them stay on supply and in some cases get back on supply with gas and electricity.

(These beneficiaries included families and retirement housing tenants).


We think this is something worth shouting about. Should you need assistance with any of the issues mentioned in Linzi's remit, please get in touch and if Linzi cannot help, she'll be sure to point you in the direction of someone who can.



# Facebook, Newsletters and Website



**We continue to increase the ways in which you can keep up to date with what's happening at the Association.**

Our Facebook page contains lots of useful posts and is a quick way to contact us. Why not take a look and give us a like 

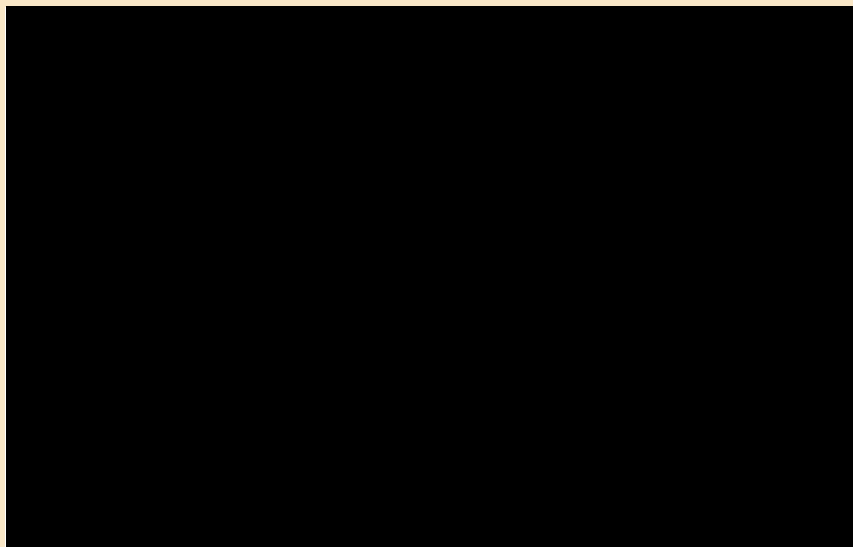
Our newsletters; Our last Tenant Satisfaction Survey told us your preferred method of keeping you informed was newsletters. We send out a Summer and Winter Newsletter to all of our tenants. However, if you would prefer this in an electronic format, contact us and let us know. We can direct you to where they can be found on our website.

Our website is full of information and contains everything you need to know. We have recently upgraded our website, so why not pop along and have a browse and let us know what you think?!



**Spring arrived early at the Association's Fintry Mains... we started planting the first of 10 trees to replace some of the trees that had either outgrown their location, or were affected by disease and had to be cut down over the last few years.**

**A further 9 trees will be planted throughout our Estates as part of this year's Winter Tree Maintenance programme at no cost to residents.**



## New Rules for XL Bully Dogs in Scotland

**As of 23 February 2024 new legislation is in place to regulate the ownership of XL Bully dogs in Scotland.**

**The Scottish Government aims to ensure public safety and prevent Scotland from becoming a 'dumping ground' for unwanted XL Bullies. The two-stage process for the new safeguards:**

- **XL Bully owners in Scotland must ensure their dogs are muzzled and on a lead when in a public place.**
- **Selling, gifting or exchanging XL Bully dogs is also now prohibited.**

The second stage of the new rules comes into force on **1 August 2024**. From that date, it will be against the law to own an XL Bully dog without an exemption. Subject to consideration of the regulations by Scottish Parliament, owners could apply for certificates of exemption between 1 April and 31 July 2024 (full details are available on the Scottish Government website). Owners should have applied for an exemption on or before 31 July 2024 to be able to continue to legally own their dog.

Although the XL Bully dog has been added to the list of designated dogs under the Dangerous Dogs Act 1991, any individual XL Bully dog will not be classed as prohibited where an owner of an XL Bully dog obtains a certificate of exemption that enables the owner to legally own the dog.

This information is being given to help tenants and landlords understand the changes. Tenants should refer to their tenancy agreements in relation to keeping of pets.

Helpful and practical support and guidance has been published on the MyGov.Scot website to

ensure dog owners are made aware of how to comply with the new safeguards on XL Bully dogs, with further information to be published in the coming period.

**Please find some resources below that may also be helpful for XL Bully owners.**

- The Scottish Government's website on XL Bully Dog rules: (Scottish Government XL Bullies)
- The Scottish SPCA (Society for the Prevention of Cruelty to Animals): (Scottish SPCA website).
- Dundee City Council Animal Control website <https://www.dundee.gov.uk/service-area/neighbourhood-services/communities-safety-and-protection/animal-control-service>

Should you have any questions about the new legislation or require help rehoming your XL Bully, these resources can provide further guidance.

Tenants can also contact their Housing Officers if they wish via our website. <https://www.abertayha.co.uk/tenants/information-advice/housing-management/>





## 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](mailto: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 2024

The Association held their annual Staff Away Day on 12th June. All members of staff attended the day.

The purpose of the day was to embed our Internal Management Plan and Key Performance Indicators 2024/25, so that we can continue to deliver a quality service to our tenants. The day enabled staff to work with colleagues they normally do not get the opportunity to work with.

The day was rounded off with some good old fashioned team building which involved cracking the code to a Challenge Chest full of mystery tasks and challenges focussing on critical and creative thinking, with lots of fun and laughter thrown in too.

Until next year...





# Retirement Housing News...

## Dryburgh Gardens



We've had a busy few months in Dryburgh kicking off the year with our annual Burns Supper Night. The entertainment was from Rab Clark and in true Dryburgh style a warm burns 'Fàilte' to tenants, family and friends!

There was love in the air in our February celebrations for Valentines Day....Roses are red, violets are blue, a delicious meal from Yorkes and a great get together too!

St Patrick's Day is always a good excuse for an Irish 'knees up' in Dryburgh and this year was no exception. A wonderful demonstration of Irish dancing from the Lochee School of Irish dancing took place in the complex, followed by entertainment from Rab Clark. A few tenants could be found doing their own Irish dancing on the night.

In March the generosity of our Dryburgh tenants saw a huge haul of Easter eggs donated to Lochee Library, who work alongside a variety of local children's groups in the area. These were very well received, benefiting a lot of local children in the Lochee area.



May welcomed some long awaited sunshine, as the tenants had a trip out to Grandtully and then on to Pitlochry, from here it was on to Moulin Moor rounding off the day with a lovely high tea at the Red House Hotel. It was safe to say a great day was had by all.





# Caldrum Street & Rosebank

Caldrum Street started the celebrations early 2024 with their traditional Burns Supper evening.

Closely followed in March by St Patrick's party. A beautiful buffet, followed by entertainment from John McLauchan



Our creative Caldram tenants are busy making tablemats, tables are going to look beautiful!



Bingo and beauty therapy sessions, (including Massage Therapy) remain the firm favourites as regular activities enjoyed by our Caldram Street tenants and our neighbouring Rosebank tenants often come along and join in too, all rounded off with a cuppa and a catch-up.



A grand day out to the theatre took place in June, to see "A Murder is announced" a lovely treat for everyone.

Plans for the remainder of summer include a fish supper evening followed by entertainment. A trip to Lammas Fair at St Andrews, followed by High Tea, will take place in August, fingers crossed for some sunshine!

Caldram Street Estate Walkabout will take place on Wednesday 25th September at 10am, everyone welcome, bacon rolls/refreshments will take place afterwards, why not come along and join us?!



## A wee Doo for Two

Caldrum Street Retirement Complex was the venue for a special celebration on the 4th June, when a 'Birthday Bash' was held for our residents Jean Gambling age 90 and Margaret Curren age 84 on 4th June.

Both ladies looked fantastic as they celebrated their birthdays amongst their fellow residents and friends in the complex lounge.

Jean told a story that when Margaret first came to live in the area, they had a bit of a 'fall out' over Margaret's wee dog. Jean admitted she got 'the wrong end of the stick' that day, and little did they know then, they would go on to become the very best of pals ever since then!

Residents helped set up the lounge with bunting, and provided the tea (in the best china of course) Caroline McGowan provided the lovely cake and some fizz was on hand to help the birthday girls sparkle and celebrate their special day in style!



In December our Christmas Raffle raised a very healthy sum which was added to the Comfort Funds.

We had our annual Christmas Celebrations with a festive party in the complex which included a lovely Christmas meal provided by Jacques Catering, plus music from Rab Clarke and a surprise visit from Santa! Everyone enjoyed themselves and the evening was a great success!

## Fintry Mains

It has been a busy time at the Fintry Mains complex since the winter issue of the newsletter.



February – Valentines! We held a social evening with a cold buffet and refreshments in the complex.



In January, we celebrated Burns in the complex with a traditional meal of Haggis/Mince, Neeps and Tatties.

# Fintry Mains

**March - St Patrick's Night was celebrated in the complex with singing and dancing and the Irish craic.**



**April – Good Friday we held a prize Bingo evening in complex. We also had an Easter Raffle which again raised a good sum for the funds.**



**May - we had a social evening the complex with music from Rab Clark, Pie and Beans plus a couple of Bingo flyers.**



**The Association (Fintry Mains) were approached in February by Sarah Barham, Community Learning & Development Worker with the Community Empowerment Team at Dundee City Council. Sarah was exploring the setup of groups for older adults across the North East area of Dundee in relation to community engagement.**

**Fintry Mains was suggested as a pilot scheme.**

**A get together with tenants and Sarah was subsequently organised. Those attending enjoyed tea/cake, and games. Sarah spoke with them about what the sessions could entail, such as reminiscence-based meetings, with the option of bringing people in to do talks and explore interests thus perhaps creating family story books. Four further sessions were held in the complex and it is anticipated, a further date is to be confirmed when Dundee University will attend with a "Walk Along Dundee" board game.**



**We continue with our twice weekly Bingo sessions which raises money for the funds and Our Beauty and Massage Therapy Sessions are also a regular occurrence in the complex.**



# Patons Lane

The usual generosity of our Patons Lane retirement tenants with their annual Christmas toy collection which were donated to Homestart, who support local families and children in the Dundee area.

Great Christmas celebrations in the complex with a two course meal provided by Jacques Caterer and entertainment by Alec Mills.



The prize Christmas raffle raised £41.00 for the comfort funds.



A tenant planted bulbs/ seeds in the pots for tenants to enjoy

In March tenants donated to their usual Easter Egg collection, these were also gifted to Homestart



In May a fish supper night was held in the complex with background music, everyone had a lovely evening.





# Gordon Street

## JANUARY 2024

The start of 2024 saw Gordon Street celebrate Burns Night in the lounge with the traditional meal of haggis, neeps & tatties served & entertainment by Rab Clark great night had by all!

## FEBRUARY 2024

Tenants enjoyed usual activities of beauty sessions and bacon rolls.

## MARCH 2024

The tenants went for a get together of a different kind in March by hosting a Spiritualism Evening, a great night enjoyed by all.



## APRIL 2024

Tenants & friends enjoyed a Neil Diamond tribute followed by a meal at Medina

## MAY 2024

A Shopping trip to Edinburgh was enjoyed by all back in May.



Abertay staff Heather & Leif decided to spring a surprise on one of our resident's at Gordon Street complex, by making an unannounced visit.

A little bird had mentioned after the recent AGM held at Gordon Street that Marion Moreland had served on the committee there in various office bearing roles for twenty years.

This was a milestone deserving of some recognition!

Heather & Leif's timing was perfect! Was it just a pure coincidence that their visit happened to be when committee members were busy dishing up the delicious bacon rolls.....?!

Marion and other committee members put a lot of thought, time & work into ensuring Gordon Street continues to have varied community activities for all the residents to enjoy.

Marion recalled that two decades ago, she had just officially retired from her work, on the Friday, and moved to her new home with Abertay Housing Association on the Monday. Her employers' loss was definitely Gordon Street's gain!



Marion being presented with some flowers as recognition of her commitment to Gordon Street complex.





# Irene Norrie

07/09/1950 – 03/03/2024

If a picture could speak a thousand words these photographs would speak volumes....sadly the Association lost a long standing and dedicated tenant from our Caldram Street Retirement Complex earlier this year.

Irene Norrie held the role as Treasurer of the Committee in Caldram Street Retirement Complex for in excess of 15 years, Irene was a larger than life character survived by her husband, Keith who continues to play a key role in our Caldram Street Retirement Complex.

Irene is a big miss to Caldram Street and it was only fitting to pay tribute to her by sharing some of the memories we have from various events held in the complex over recent years.

On behalf of the Association we want to convey our sincere condolences to Irene's family and friends and a huge thank you for all of your hard work over the years. A big miss to everyone at Caldram Street.





# Garden & Veranda/ Balcony




# Competition 2024

**The ever popular Gardening  
Competition 2024 is back...**

**It's that time of year again where  
you can get out into the fresh air  
and prepare to showcase your  
beautiful gardens.**

**For each category there will be two winners.**

## **The categories are:**

-  • Best Garden
-  • Best Veranda/  
Balcony
-  • Best Communal  
Garden Area

If you wish to enter your  
own garden or nominate a  
neighbour/friend's garden,  
veranda or balcony, please  
contact your Housing Officer/  
Retirement Housing  
Co-ordinator or alternatively  
our Customer Services Team on  
(01382) 903545.

The closing  
date for entries  
will be  
**Friday 30th  
August 2024**



**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.

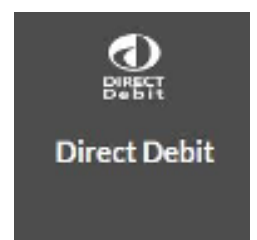
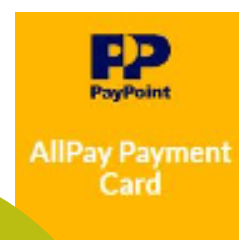
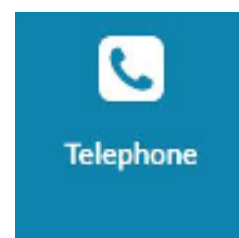
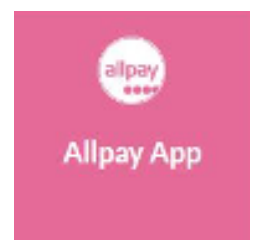
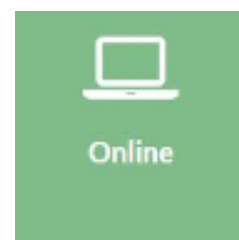
**There are different and convenient ways for you to pay your rent which we've listed below. Paying by Direct Debit is the simplest and most convenient way to pay your rent.**

## 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

The Association is making great progress on our Planned Maintenance Programme and this year is no exception as we continue to deliver another ambitious target this year.

**Roofs** – Roof replacements to 4 tenement blocks so far this year and further replacements in strategic areas throughout the remainder of this year and next year.



**Windows and Doors** – 23 properties have benefitted from New uPVC triple glazed windows to date and another 30 or so scheduled for completion by the end of the financial year.

**Balconies** – We are currently in the process of replacing the old metal balcony railings with new glass balustrades to another 24 flats with a further 2 scheduled later in the year.



**Kitchen and Bathrooms** – 50 kitchen and 50 bathroom replacements planned for this year, we are currently well on the way to achieving this.



**Boilers** – 80 new Worcester Greenstar boilers to be installed which will help to reduce gas consumption and lower energy bills for our tenants.

**Air Source Heat Pumps** – Our contractor is well on the way to completing a programme of replacing another 10 Air Source Heat Pumps.

**Electrical Testing** – Every Housing Association is required to have an electrical safety inspection (EICR) carried out in every one of their properties every 5 years. Testing 370 properties every year means that we rely on tenants being safety conscious and contacting the Association for a suitable appointment, as soon as they receive a reminder from either, one of our appointed contractors or the Association. This 5 yearly inspection is mandatory and therefore, access into tenants' homes is vital for the safety of our tenants in their properties.

**Upgraded Electrical Heating systems** – The Association has already installed a completely new, modern electric heating system in one of our Operational Buildings as a Pilot Project with a view to expanding these upgrades to other properties should this prove successful.

**Rewiring** – We are already carrying out rewiring in properties in need, as part of our Kitchen Replacement Programme and plan to continue with this plan throughout the coming years, as well as upgrading the electrics in empty properties.



**SAVE THESE DATES....**

**AUGUST 14 & SEPTEMBER 11**

**BINGO SESSION 13:30-16:00**



**£1 per person**

**SOCIAL FAIRMUIR CLUB 1976**

# Community Afternoon

Come along and enjoy an afternoon of fun and dancing.

And what about a "wee" bingo session. This is a chance to get out of the house. Get rid of that lonely feeling, and make new friends. Enjoy a chat, a dance, and maybe meet old friends.

[www.fairmuirsocialclub.co.uk](http://www.fairmuirsocialclub.co.uk)

**PUT THIS on YOUR CALENDAR!**

Finmill LMG present

# FINTRY GALA DAY

in partnership with **CRF** **Aberlary**

**Saturday, 7th September 2024**  
**Fintry Parish Church 11am - 2pm**

Get ready for a day of making memories and enjoying a range of fun activities. Here's some of what you can expect:



Rides



Cake and Candy



Live Entertainment

01382 438641 | [finmilladmin@dundee.gov.uk](mailto:finmilladmin@dundee.gov.uk)

# Congratulations to our Winners

## COMPETITION TIME

### Design a Christmas Jumper



The winner of our 'Design a Christmas Jumper' was **NJ Gibbs**, age 6 of **Fintry**, who won a **£50 Smyths Toy Store** voucher. A big thank you to all who entered the competition and congratulations to our well-deserved winner!

### Rent Consultation Winner

Thank you to all of the tenants who completed the Rent Consultation Survey earlier this year. The winner of the Rent Consultation Draw was **L Ross**, Dundee, who won a **£50 Tesco Voucher**. Well done!

### Reactive Repairs Quarterly Draw

Well done to **Mr and Mrs May** of **Fintry** who won a **£50 voucher** of their choice! Thank you for completing our Reactive Repairs Tenant Satisfaction Survey.

We would like to encourage all of our tenants to complete our surveys as your views are important to us, and, help improve the services we provide. You can complete these surveys whilst the tradesperson is at your home, return by post, phone our Customer Service Team and on My Home - your online tenant portal account.

### Our 6 Monthly Direct Debit Draw

A huge well done to **Mr Green**, Dundee who won a **£50 Tesco voucher** for entering our direct debit draw.

**Well done to all our lucky winners!**



# GET INVOLVED

We are constantly looking at areas of service and new ways to work with tenants and owners 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 and owners 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](mailto:queries@abetayha.co.uk)



## Chocolate sandwich cookie ice cream cupcakes

### Method

#### STEP 1

Line eight holes of a 12-hole cupcake tin with paper cases. Tip the cookies into a food processor and blitz to a fine crumb, or do this in a bowl using the end of a rolling pin. Measure 215g of the crumbs into a bowl and mix in the melted butter. Divide the mixture between the paper cases, pressing it into the bases slightly.

#### STEP 2

Pour the cream, condensed milk and 55g of the remaining crushed cookies into a bowl, and whisk until just starting to thicken, about 5 mins. Spoon the mixture evenly over the chocolate cookie bases, then freeze for at least 2 hrs or overnight until solid. Will keep frozen for up to two days.

#### STEP 3

Just before serving, make the topping. Whip the cream with the icing sugar using an electric whisk until it's a pipeable consistency. Spoon into a piping bag fitted with a star nozzle and pipe a swirl of whipped cream over each cupcake. Decorate each with a whole cookie and remaining cookie crumbs. Serve immediately.

Prep: 20 mins  
Plus at least  
2 hrs freezing

### Ingredients

- 280g crème-filled chocolate sandwich cookies, plus 8 whole cookies for decorating
- 60g unsalted butter, melted
- 300ml double cream
- 200g condensed milk

#### For the topping

- 100ml double cream
- 1 tbsp icing sugar





## SCOTTISH **HOUSING DAY** 18 SEPTEMBER 2024

The Association supports Scottish Housing Day. This year, Scottish Housing Day will focus on **Homes for Life**, encouraging people to think about how the housing sector can better support people in later life as needs and priorities change.

Our population is ageing faster in Scotland than in the rest of the UK, and as people grow older their housing needs can change. This might require some simple adaptations to make homes more accessible, technology to support day-to-day activities, or planning to move to a more suitable home that's closer to family or local amenities, or easier to manage.

Age Scotland's National Housing Survey 2023 survey found that:

- 37 per cent of respondents didn't think that their home would be suitable in the next ten years.
- 20 per cent said they needed an adaptation to their home and over half of these had waited more than four months.

But we know that many people don't think about their housing needs or plan for the future, and that it may not always be easy to find the right information and advice about housing or other support that's available. This year, we want to encourage people to think about housing for people in later life as we facilitate a nationwide discussion on housing needs and how we can plan for the future – as individuals, communities, housing organisations and policy makers.

**This survey is aimed at people up to the age of 60**

Scottish Housing Day is an annual event run by partners across the housing sector to encourage discussion about housing needs. This year the theme is "Homes for Life" and this short survey will help

us to understand how people can be better supported to live well in later life.

Your response will help to shape a report and recommendations to be published on Scottish Housing Day, 18 September 2024.

Should you wish to have your say, please scan the QR Code and complete the short survey with your feedback.



*If you have any questions about Scottish Housing Day or this survey, please contact [scotland@cih.org](mailto:scotland@cih.org)*

# Oak Gardens, Newtyle



The Association (in conjunction with the Hadden Group) are delighted to announce the development of 10 much needed affordable homes.

Located on the edge of the rural Angus village of Newtyle, the development will comprise of ten one, two and three bedroomed semi-detached and cottage flat style homes.

As detailed in the photographs, great progress is being made on this development. The development is currently on target for the properties to be handed over later this year.



Watch this space for further updates...



# LET'S WORK TOGETHER



The Maryfield Community Empowerment Team organised a get together at the Association's Dura Street Complex earlier this year. This was a drop in from 13.30 – 15.30 with some hot drinks and yummy cakes provided by Enjoy Café on Albert Street. At this event, Kiera, (Community Learning and Development Worker), with Dundee City Council told the story of the fairness initiative so far, what has been developed from what people have said initially. Val was looking to speak with families to find out what they would like to see happening in the local area. Financial Inclusion Worker Chris Adams based at Morgan Academy was available to support people with benefits checks and advice. Abertay Housing Association, Boomerang, Dundee International Women's Centre and Shelter were available throughout the drop in, with all hands-on deck offering advice and support, promoting their services and different groups / clubs they have going on in Maryfield.

The conversation was flowing, people received help and support, got to know services they hadn't spoke to before. Overall, a success!

As part of an on-going local fairness initiative, community workers from Dundee City Council are looking to speak to people in the local area. The focus of these conversations are about the community and what services people might need and anything people might like to get involved in locally.

If you would like to know more about the on going initiative in your area, have any thoughts or ideas on what you'd like to get involved in in your community,

**please contact**

**[kiera.orourke01@dundeecity.gov.uk](mailto:kiera.orourke01@dundeecity.gov.uk)**

**or phone 07342 080381.**





Introducing Uniting for Uniforms, a registered Charity set up to help families across Dundee and Angus struggling to buy school uniforms for the start of the new school year.

All clothing donations received are cleaned prior to distributing the uniforms to families most in need before the school year starts.

Should you wish to make a donation please see the drop off points detailed below:

- **The MAXwell Centre** 9am-5pm, Mon-Fri
- **Coldside Community Wardrobe**, 11am-1pm, Tues or by appointment (call 07488369649)
- **St Mary's Community Church** 9am-12pm, Tues & Wed, 9am-2pm Thursday
- **IYN Strathmartine**, 9am-8pm Mon-Thurs, 9am-7pm Fri
- **Whitehall Theatre** 10am-3pm Mon-Fri
- **Menzieshill Community Hub** – Local Management Group 9am-9pm Mon-Fri, 9am-5pm Sat, 9am-8pm Sun
- **Douglas Community Centre**, Balmoral Avenue, DD4 8SD – 9am-8pm Mon-Thurs, 9am-5pm Fri
- **Charleston Community Centre**, 66 Craigowan Road, DD2 4NL, 9am-5pm Mon-Fri
- **The Crescent**, Lothian Crescent, DD4 0HU – 9am-6pm, Mon-Fri
- **Finmill Centre**, Findcastle Street, DD4 9EW – 9am-5pm Mon-Fri
- **Menzieshill Community Hub**, 9am-9pm Mon-Fri, 9am-5pm Sat and 9am-8pm Sunday

• **Eastern Primary School**, Camperdown Road, DD5 3AE – school hours in term time, by appointment during holidays by calling 07488369649, emailing [I\\_fenton@icloud.com](mailto:I_fenton@icloud.com) or through our Facebook page.

• **Co-op Store Barnhill**, Unit 7 Campfield Road, Broughty Ferry, DD5 2PU, 7am-10pm daily

**If you want to get involved then please contact [I\\_fenton@icloud.com](mailto:I_fenton@icloud.com) or 07488369649.**



Every year the staff at the Association decide on a worthy local organisation who would benefit from a donation rather than sending Christmas cards.

The staff were unanimous in their decision that 'Uniting for Uniforms' was the worthy cause and £213.00 was donated to support local families in the area (and beyond) with school uniforms and other essential items.



# We've Changed!



**But it's all good...**  
we launched our new look website back in April. It's now even easier (we hope!) to find all the various services we offer and discover some new aspects of the website too. With better navigation, we hope you love it as much as we do.

We would love to hear your feedback, why not have a browse and get in touch and let us know what you think. You can drop us an email at [queries@abertayha.co.uk](mailto:queries@abertayha.co.uk)

## Are you covered in your home?

**As your landlord, the Association provide a buildings insurance policy. This covers the property and the fixtures and fittings in your home. We don't however, cover your items or personal belongings. This is where you need to get contents insurance.**

A contents insurance policy covers goods in your home, such as furniture, clothing and electrical items. For example: Your toilet leaks onto your vinyl flooring and through to your kitchen below, causing damage to appliances, like your toaster. We would repair the leak and any ceiling damage, but not the vinyl flooring or toaster. This is where your contents insurance would help.



The Thistle Tenants Risk Home Content Insurance Scheme is specifically designed for social housing tenants, has minimum requirements and flexible payment options. You can visit their website at [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk) for more information. There are lots of other Insurance providers and comparison sites out there who can also provide home contents insurance, the important thing is to have the insurance to protect your personal belongings.

# Welcome to



**At Abertay Housing Association, we always aim to improve our services to help you manage your home and tenancy.**

**When you log into My Home, your online Tenant Portal, you will notice we have recently launched the new user friendly Repairs Picker feature for reporting the repairs you may need in your home.**

**Why not log onto your My Home account and check out this new addition?!**

**If you currently do not have a My Home account, we would encourage you to so to benefit from this online service. Take a look at the other benefits of having a My Home account...**

## **Once registered you can access the following tenant services:**

-  **Manage aspects of your tenancy**
-  **Log a repair**
-  **Check your rent account and make payments**
-  **Send us letters, photos, feedback, comments and complaints**
-  **Access your tenancy letters and documents**
-  **View and send us updates of your family details**
-  **Have your voice heard as part of our Tenant Involvement**
-  **Go paper-free and get a faster, greener and more cost effective service**

**Need help? Get in touch today and activate your *My*HOME account.**

**Our friendly Customer Services Team are happy to assist you with setting up your account, please contact [customerservice@abertayha.co.uk](mailto:customerservice@abertayha.co.uk) or phone us on (01382) 903545.**

**You can also scan the QR code below or access through our website [www.abertayha.co.uk](http://www.abertayha.co.uk)**



**Please feel free to provide any feedback on My Home as would love to hear your thoughts on this, and, we would like to know what other services you would like to see on My Home in the future.**

**What are you waiting for ...get signed up today!**