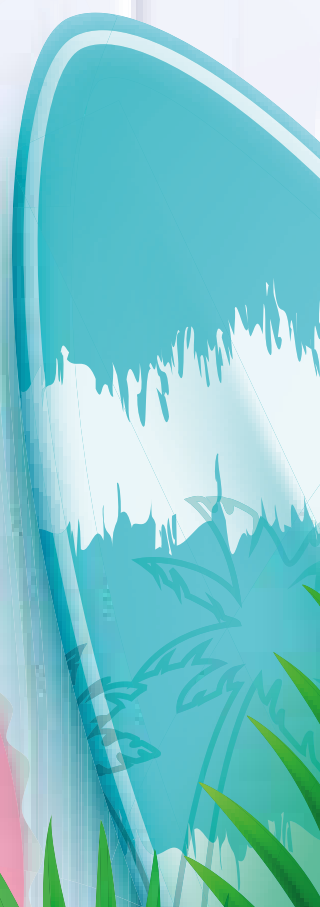


# Abertalk



Hello  
SUMMER



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# Welcome to our Summer Newsletter

I start this introduction on a very sad note. This year, the Association was deeply saddened by the passing of Denis Brown, a long-standing and valued Board Member. Denis was quite a character, in that he could deal with the formal aspects of the Board in a professional way and he could deal with the informal aspects with a terrific sense of humour. From the Association's perspective, Denis' contribution to the Board helped make the Association what it is today and in that context his legacy lives on. Our deepest and sincere sympathy and condolences are with Denis' family and friends.

Since our Winter Newsletter, we have completed the Planned Maintenance Programme 2024/25 (last year's programme), having invested £2.56 million in ensuring that the Association maintains homes to a very high standard; in terms of energy efficiency and in terms of internal and external quality standards.

Again, since the Winter Newsletter, we have started the Planned Maintenance Programme 2025/26 (this year's programme). This year we will invest £2.9 million in ensuring that the Association continues to invest in your homes.

The Annual Planned Maintenance Programmes are in addition to the £1.3 million the Association invests in Reactive Repairs (repairs carried out daily) throughout each year.

One of the Board's main priorities is to ensure that the Association maintains its existing housing stock by investing significant finance in the Annual Planned Maintenance Programmes and Reactive Repairs each and every year – the three immediate paragraphs above bear testimony to this.

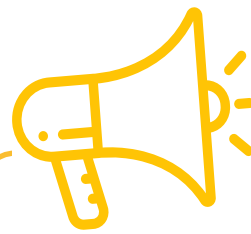
Another of the Board's main priorities is to invest in new housing. On that note, I am delighted to report that this year the Association will start two new developments which will deliver much needed affordable social housing within the communities of Dundee: Angus Street Development and Clepington Road Development. The Angus Street Development is located in the Lochee area and will start on site in August 2025. The Clepington Road Development will start on site later in the year.

In addition to the above mentioned developments, the Oak Gardens Development in Newtyle will complete prior to the Angus Street Development starting.

I hope you have enjoyed the Spring and Summer so far and I hope you find the articles in this Summer Newsletter useful.

Very best regards

**Barry Moore,**  
Chief Executive



## Share Your Good News and Community Stories!

**Got some good news you're bursting to share? We want to hear it! We're always looking for fresh and exciting content for our Abertalk newsletter and we'd absolutely love to feature your stories.**

**Whether it's a personal achievement, a heartwarming act of kindness, or anything else that brings a smile to your face, let's spread the positivity together!**

**Don't be shy. Get in touch and tell us all about your good news. You could be inspiring someone else in the community. We can't wait to hear from you.**

**Get in touch with John to share your stories or to suggest a feature.**

Telephone: **01382 903545**

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

**Stay connected with Abertay Housing Association. Get the latest news, important updates, and inspiring stories directly in your social media feed. Visit our Facebook page, give us a "like" to stay in the loop, and join the community conversation. We value your feedback - take a moment to leave us a review and help us improve.**



# Find the Summer Items in the Newsletter



**Hidden within the pages of this Summer Newsletter, we've tucked away various items that remind us of the sunny season. Keep your eyes peeled as you flip through each page and note down where you spot these hidden treasures. The challenge is on to see who can find them all!**

Send us your list of found items and the page numbers where they appear before the deadline of **Friday 26 September 2025**.

The lucky winner, drawn from all correct entries, will receive a **£25 voucher of their choice**.

*Happy  
Hunting!*

**You can enter the following ways:**

- Email your entry to [queries@abertayha.co.uk](mailto:queries@abertayha.co.uk)
- Complete below and return to Abertay Housing Office on Fintry Drive

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

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

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

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

5. Page Number \_\_\_\_\_

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

Address: \_\_\_\_\_

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

*Good luck!*

# How did we do?

We're constantly striving to improve our services and provide you with the best possible value. We understand you want to know how we're doing, so we're sharing a glimpse of our performance last year (2024/25) compared to the year before. Take a look to see the progress we've made!

Performance update	Target	2023/24	2024/25	
Number of emergency repairs		1246	994	
Emergency repairs completed on time	4 hours	2.35 hours	2.43 hours	😊
Average length of time taken to complete non-emergency repairs	6 working days	8.1 days	5.9 days	😊
Satisfaction with the repairs service	98%	98.1%	98.7%	😊
<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%	1.87%	1.72%	😊
Average length of time to re-let properties	<21	27.3 days	26.0 days	😐
Percentage of tenants satisfied with the standard of their home when moving in	95%	93.26%	90.9%	😐

Our performance in 2024/25 in comparison to other social landlords is Scotland can be viewed in our Annual Report, which will be posted out to you later this year. A copy of the report will also be available on our website and in our reception area, main office – 147 Fintry Drive.

## Complaints

For the year 2024/25, the Association received 103, Stage 1 complaints and 7 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	2024/2025	
Stage 1 complaint	5 days	4.9 days	😊
Stage 2 complaint	20 days	19.2 days	😊



# Mission Christmas

Yes, we do have to mention Christmas this early, and for a truly heartwarming reason. A huge thank you to all our staff, tenants, and contractors who so generously donated to Mission Christmas 2024. Your collective efforts were truly remarkable, resulting in a whole car full of gifts being dropped off at the Mission Christmas Drop Off Point. This incredible contribution undoubtedly brought joy to countless children, and we are immensely grateful for everyone's kindness and support.



We will be collecting again this year and will provide more details when they become available.



## 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.

# Your Safety is Our Priority:

## Verifying Abertay Housing Association Visitors



At Abertay Housing Association, your safety and security are paramount. We want to remind you of the importance of verifying the identity of anyone claiming to represent us.

### Here's how to stay safe:

- **Always ask for ID:** Before opening your door to a visitor claiming to be from Abertay Housing Association, **demand to see their Abertay Housing Association ID badge.**
- **When in doubt, call us:** Even if a visitor presents an ID, if you feel uneasy or have any reservations, **please call us immediately at (01382) 903545 to double-check their credentials.** We'd rather you be cautious than risk your safety.
- **We would recommend similar vigilance for other callers you do not know.**

### Suspect a Bogus Caller? Report it!

If you suspect someone is falsely claiming to be from Abertay Housing Association:

- **Do not hesitate to report the incident.**
- **Contact us at (01382) 903545 or via email at [queries@abertayha.co.uk](mailto:queries@abertayha.co.uk).**
- **Crucially, also contact the police to report the potential scam.**

### Remember: When in doubt, refuse entry.

If you have any doubts whatsoever about the visitor's legitimacy, the safest action is to simply refuse entry. Your vigilance is vital in protecting yourself and your community.

## Yearly Gas Inspection



We are delighted that we are 100% compliant on our gas inspection requirements. We are hugely grateful to tenants for understanding the legal requirement to having them and granting access. It really is helpful.

Remember we have a **legal** requirement to carry out a gas inspection in your home every 12 months. Our contractor Sureserve Compliance (formerly WRB Gas) will make an appointment to get this done. Please don't delay or ignore this request, as failure to provide access may result in action to gain entry. If you have any questions about this, please contact: [propertyservicesadmin@abertayha.co.uk](mailto:propertyservicesadmin@abertayha.co.uk)

# Staff Away Day 2025- “Day of Discovery”

Discovery Point in Dundee provided a unique and inspiring backdrop for the Staff Away Day on Wednesday 11th June 2025. The location, renowned for its historical significance as the home of Captain Scott's ship RRS Discovery, offered a stimulating environment for team building and reflection. The day's activities drew inspiration from the spirit of exploration and innovation that permeated the museum. The distinctive setting, combining

history with modern facilities, undoubtedly contributed to a memorable and productive event.

The objective of the day was to uphold and improve the standard of service delivered to our tenants. The event successfully promoted collaboration between staff members from various departments, creating a beneficial environment for teamwork with colleagues they may not typically engage with. Furthermore, we

participated in thorough training focused on Equality, Diversity, and Inclusion (EDI).

To break things up we were unleashed on the unsuspecting city. Armed with cryptic clues and competitive spirits, we were tearing around a very sunny city centre. Forget spreadsheets – we were deciphering riddles and snapping pics with landmarks (and a few slightly confused locals!).



## 5 Yearly Electric Test



Your five-yearly electrical test is a crucial safety measure for your home. It involves a comprehensive inspection of your electrical installation to identify any potential hazards or faults, ensuring the safety of your property and its occupants. If your last test was conducted five years ago, it's likely due for renewal this year. Abertay Housing Association will contact you directly to let you know when your test is due. It is very important that you let our contractor in to carry out this essential test.



# Denis Brown

## 1947 – 2025

The Abertay Housing Association community mourns the loss of Denis Brown, a dedicated and valued Board member who passed away 03 April 2025. Denis was a committed individual who contributed significantly to the Association's work and mission.

Our thoughts are with his family and friends.



The sudden loss of Denis has left a profound void in the lives of those who knew him. A football fanatic and a naturally gifted player, Denis lived and breathed the sport. His passion extended beyond the pitch, finding joy and excitement in the world of horses. Beyond his sporting loves, Denis possessed a remarkable singing talent, a gift he shared freely and brought joy to many.

Denis was a devoted family man, his love for his family unwavering and a constant source of strength. He was equally cherished by his friends, a testament to his warm and generous nature. His dedication to the Abertay community further highlighted his commitment to the place he called home, leaving a lasting legacy of involvement and care.





# Feet on the street

Estate walkabout

## Are you concerned about issues impacting your local estate?

Estate Walkabouts offer a fantastic opportunity for residents to collaborate with Housing and Maintenance Officers to identify and address concerns directly.

During a walkabout, residents and officers will tour the estate together, observing and documenting anything that detracts from its tidiness or safety.

Our walkabouts started off in March and continue right through to September.

Following the walkabout, an action plan is developed, outlining specific steps to resolve identified problems, assigning responsibilities, and establishing realistic timelines.

If you can't make the scheduled walkabout, you can still contribute! Contact us at (01382) 903545 or [queries@abertayha.co.uk](mailto:queries@abertayha.co.uk) to share your suggestions and ensure

your voice is heard in shaping the future of your estate.

Check our website or Facebook page for upcoming dates and times in your area and join us in making a positive impact on your community. You will also be able to see details on our website of any works carried out following the Estate Walkabouts.

**We look forward to seeing you there!**



The Association believes that our customers have a right to be heard, understood and respected.

All Abertay Housing Association staff deserve to be treated with dignity and respect.

Occasionally, the behaviour or actions of individuals using our service makes it very difficult for us to deal with their complaint. In a small number of cases the behaviour or actions become unacceptable because they involve aggressive or threatening behaviour towards our staff.

When this happens, we have to take action to protect our staff. When considering what action, we take into consideration the impact of the behaviour on our

ability to do our work and provide a service to our customers.

The Association will restrict contact with any customer due to their unacceptable behaviour towards staff.

This policy explains how we will approach these situations – the policy can be found by scanning the following QR code or a copy is available to view on our website:



# Staffing Changes

## **Cindy Bids Farewell to the Association After Over 30 Years of Dedicated Service.**

After dedicating over three decades to the Association, Cindy is embarking on a well-deserved retirement. Cindy began her career as a receptionist and has been an integral part of the organisation, witnessing and contributing to significant changes and growth throughout the years.

Cindy has performed various roles in her time with the Association, finishing up with the Customer Services Team

The Association extends its sincerest gratitude and warmest wishes to Cindy as she begins this new chapter. Her unwavering dedication and resilient spirit have been invaluable assets to the team. We are deeply indebted to her for her years of service and the significant contributions she has made to the Association.

As Cindy transitions into retirement, we wish her a future filled with joy, fulfillment, and the opportunity to pursue new adventures. May this be a time of well-deserved relaxation and the realisation of long-held dreams.

Cindy, you will be greatly missed xxx



## **We are pleased to announce the appointment of Heather to the position of Housing Services Manager.**

Heather brings a wealth of experience and a strong commitment to providing excellent service to this vital role. We look forward to the leadership and expertise she will contribute to the Housing Services team.

## **Carly has recently assumed the role of Customer Services Manager.**

This appointment signifies a new chapter in her career, bringing her expertise and leadership to the forefront of the Customer Services Department. The Association anticipates that Carly's skills and vision will help enhance customer satisfaction.



## **Jodi has embarked on an exciting new chapter in her career, stepping into her role in Property Services Administration.**

We wish Jodi the very best as she tackles the challenges and opportunities that lie ahead!



## **New Staff**

### **We are delighted to welcome Kirsty and Caroline to our Customer Services Team.**

Since their arrival, Caroline and Kirsty have consistently demonstrated a strong work ethic and a dedication to providing exceptional service. We are thrilled to have them on board and are already witnessing the positive impact they are making within the department.

We are confident that their skills and experience will be a valuable asset to the department. We are also committed to providing Kirsty and Caroline with the resources and support necessary for them to excel in their roles and look forward to fostering their professional development within the Association.







# Retirement Housing News...

## Fintry Mains

**January** - Well, we had a right brilliant Burns Night shindig here in the complex! Jacques Catering really knocked it out of the park with the Supper - haggis, neeps, and tatties galore! And to top it all off, Mike Lees kept us entertained with some proper Scottish tunes and tales. A grand night was had by all!

**February** - Valentine's night wasn't just for fancy restaurants! We had a blast right here in the complex. Think Bingo, a mountain of Pie & Beans (yes, really!), and plenty of refreshments. Good times and good company – who needs a date when you've got this?!

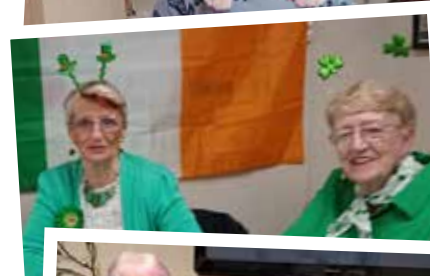
**March** - Well, St. Patrick's was definitely a night to remember! We had Rab Clark providing the entertainment, which was fantastic. And to top it all off, we munched on a delicious buffet supplied by Clarks Bakery. A truly lucky and yummy St. Paddy's!

**April** - Easter Bingo evening in the complex! It was fantastic seeing everyone's competitive spirit (and hearing those shouts of BINGO!). Also, massive thanks to everyone who participated in the Easter Raffle. We managed to raise a fantastic £337 for the Comfort Fund! That's egg-cellent news!

**May** - we celebrated VE Day in style on 8th May with a fantastic buffet lunch at Bingo! It was a great way to mark the 80th Anniversary.

We keep our Comfort Fund topped up with all sorts of fun stuff like Bingo nights, raffles, and the bonus ball – plus, we're super grateful for all the donations we receive! A big thanks to Dundee City Council's "Older People Engaging Needs" fund too, which means we can keep the Beauty and Massage Therapy sessions going strong!

Looking ahead, we're really excited about our upcoming Fish Supper night, and our trip to see "Chicago"! We are also trying to organise a trip to see "Legends of the 60's" - fingers crossed!





# Gordon Street

**January** kicked off with a bang thanks to a New Year's party in the lounge! We had the awesome Billy Gee laying down some tunes and Rosebank Bakery kept everyone fuelled up with a fantastic buffet. Good times were definitely had by all!



**February** We had a lovely afternoon tea in the lounge, and it was a total hit! Think delicious goodies, endless tea/coffee, and lots of laughs. The afternoon was a complete success, and everyone had a ball. Can't wait to do it again!

**March** Wow, what a night! March Nostalgia Night was a total blast. Great music from back in the day, and everyone was having an amazing time. Good vibes all around!



**April** was a blast! We kept our traditions going strong. Of course, there were the delicious bacon rolls – a must-have! We also had our usual Bingo night, which is always good for a laugh. For some relaxation, we settled in for a movie night, and we also treated ourselves with a beauty & massage session. All in all, a great month



**May** - We kicked things off with a fantastic fish supper night – always a winner! Then, to keep the good times rolling, we followed it up with a fun quiz night. Hope everyone enjoyed testing their knowledge (and maybe enjoying a little friendly competition!).

**June** - We're sending the warmest congratulations to Angus and Betty Sawers, who celebrated their incredible 60th Wedding Anniversary on 5th June! What a fantastic milestone! We're wishing you both continued happiness, health, and love in the years to come. Cheers to 60 years of togetherness!



# Patons Lane

The residents of Patons Lane have reached a poignant turning point, deciding to dissolve their tenants' committee. While the collective spirit that once fuelled their communal efforts may have waned, their sense of community remains strong. In a final act of generosity, they resolved to donate the remaining funds from their comfort fund to Macmillan Cancer Support. This heartfelt gesture speaks volumes about their compassion and desire to make a meaningful contribution to a cause that touches the lives of so many, ensuring their legacy at Patons Lane is one of kindness and support for those in need.



# Caldrum Street & Rosebank

January saw a spirited celebration of Burns Night, highlighted by a delicious three-course seated meal meticulously prepared by Jackie McKenzie. The evening's entertainment was provided by Debz, and the karaoke proved to be a major hit, with attendees enthusiastically belting out their favourite tunes.

Our recent beauty and massage treatment event was a resounding success! Local tenants thoroughly enjoyed the opportunity to relax and be pampered. It was a wonderful chance for everyone to come together, catch up, and indulge in some much-needed self-care. The atmosphere was filled with laughter and relaxation as everyone enjoyed the treatments. We received overwhelmingly positive feedback, with many expressing their appreciation for the event and the opportunity to de-stress.



Our St. Patrick's Day celebration was a brilliant success. We want to thank everyone who came out to join us and helped to make the day so special. We're already looking forward to next year's celebration!







In April we had a heartwarming Spring Afternoon Tea where we unveiled a plaque in memory of loved ones who have passed. Lynda, Nan Honeyman's daughter, had the honour of unveiling the plaque, making it a truly special and emotional afternoon. We invited the families of past tenants to share in this occasion. A heartfelt thank you to tenant Keith, who beautifully read the names of all the tenants who have passed away and delivered a wonderful tribute.



May - Our tenants recently enjoyed a delightful day out, basking in the sunshine and exploring the charming Abernethy Antique Arts & Craft. The excursion provided a wonderful opportunity to discover unique treasures and appreciate the artistry. Following their antique adventures, everyone gathered at the café for a tasty lunch. Laughter and conversation filled the air as they savoured delicious food and shared stories from their morning finds. It was a truly enjoyable day, filled with sunshine, beautiful crafts, and the simple pleasure of good company and good food.

June gave us a blooming lovely afternoon at Dobbies with afternoon tea and some green-fingered shopping.

We extend our sincere gratitude to Maureen for her dedicated service to the Caldum Street Committee over the past 10 years. Maureen has decided to step down and her commitment and contributions have been invaluable to our community although we are sure she will still be involved in some way.





# Dryburgh Gardens

**February - our Valentine's Day celebration in the complex. We had a wonderful turnout from tenants, their friends, and families!**

**The evening started with a delicious buffet, followed by fantastic entertainment from the one and only Rab Clark. It was a night filled with good food, good company, and plenty of laughs. Thanks to everyone who came out to celebrate with us! We're already looking forward to the next event!**

**March – Some of our current tenants paid a heartwarming visit to a former resident who called Dryburgh Gardens home for over 40 years. The occasion? Her 100th birthday!**

**It was a wonderful opportunity for generations to connect and share stories about life at Dryburgh Gardens. Our centenarian was delighted to see them, and everyone enjoyed hearing about her experiences and memories. We're so happy we could help make her milestone birthday even more memorable!**

**Our St. Patrick's evening in the lounge it was a blast! We had a delicious, hearty Irish stew simmering away, filling the air with amazing aromas. And to top it off, the fantastic Rab Clark provided the entertainment, making it a night to remember. Thanks to everyone who came out and made it such a successful and fun-filled evening! Sláinte!**



**April - some egg-cellent news from Dryburgh!**

**The tenants held an Easter egg collection, and it was a huge success! We were overwhelmed by everyone's generosity and received so many delicious donations.**

**We're thrilled to announce that all of the collected Easter eggs were donated to the Lochee Library. They do amazing work with local kids in the Lochee area, and the eggs were very much appreciated! It's great to see everyone come together to spread some Easter joy to the community. A big thank you to everyone who participated!**



**April showers bring...curling sets to Dryburgh Gardens!** Our tenants loved trying out curling so much during our previous hire that they decided to invest in their own set. Get ready for some friendly competition, lots of laughs, and a fun way to stay active together. Who knew sliding stones could bring so much joy and fitness? We're thrilled to see our community embrace this unique and engaging activity!



**May - The residents of Dryburgh Gardens really know how to throw a party!** They celebrated VE Day in style, decking out the complex inside and out with celebratory banners.

The highlight of the day? A delicious fish supper, enjoyed by tenants who fully embraced the spirit of the occasion, dressing up in amazing 1940s outfits. A fantastic effort went into the costumes!



To top it all off, Rab Clark provided the entertainment, transporting everyone back in time with classic tunes from the 40s. Sounds like it was a brilliant and memorable time for everyone involved!

One of our oldest residents, Bertha. Really got into the spirit of things dressed as a firefighter.



# Staffing News



February was a month filled with joy and celebration for the Retirement Housing Coordinators family as they marked a special milestone: our very own Brenda's 65th birthday! The occasion was undoubtedly filled with warmth, laughter, and cherished memories.

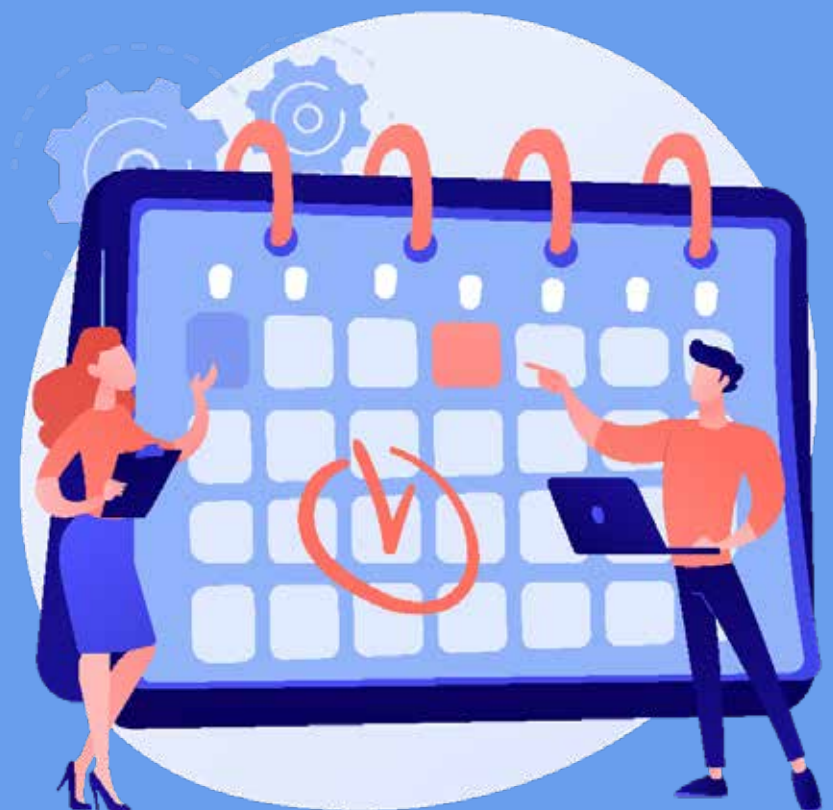


Our cleaner, Pat, who ensures our complexes remain clean, tidy and welcoming celebrated a special birthday this year. She reached a remarkable milestone, turning 70. To celebrate this significant birthday, Pat treated herself to a well-deserved wee trip away. We were all thrilled for her, knowing how much she deserved a relaxing break from her hard work and dedication.

## Key dates coming up:

Saturday 6th September 2025 – Fintry Gala Day

Monday 6th October 2025 – Office is closed for the Autumn holiday.





# ABERTAY WORDSEARCH

I	P	O	L	E	P	A	R	K	S	N	D	A	P
M	Y	G	O	R	D	O	N	N	T	N	S	N	R
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**Abertay**

**Balcony**

**Caldrum**

**Discovery**

**Dryburgh**

**Fintry**

**Forfar**

**Garden**

**Gas**

**Gordon**

**Kirkton**

**Mains**

**Maintenance**

**Patons**

**Pitalpin**

**Polepark**

**Recycling**

**Rent**

**Rosebank**

**Street**

**Summer**

**Sunshine**

**Tenant**

# Paying your Rent on time...



**These are undeniably challenging times, with rising costs impacting everyone, including our tenants who are working hard to manage their finances and meet their household bills. As landlords, we too are experiencing these rising prices and understand we all need to balance what we do and how much we spend.**

Experiencing difficulty paying your rent can be incredibly stressful, but please know you're not alone and help is available. Don't panic or feel overwhelmed; our dedicated staff are here to support you through this challenging time.

Timely rent payments are crucial; the rent we collect directly funds the services we provide, such as our repairs service, planned home improvements, and ultimately benefiting the entire community.

Our commitment remains firm: to offer good quality homes and services that meet your needs while representing genuine value for money. We believe our rents reflect this commitment, and we are dedicated to maintaining our core services and promises to our tenants.

**We understand that circumstances can change unexpectedly, and we're committed to finding a solution that works for you, with this in mind, it is vitally important that you contact the income team to discuss your rent account.**

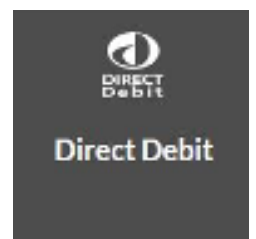
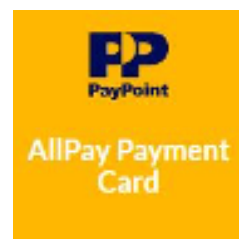
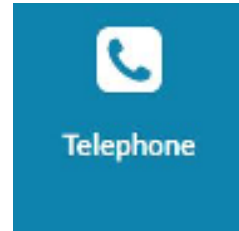
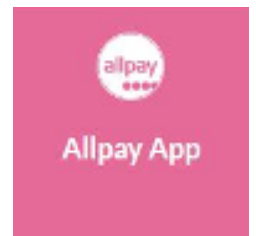
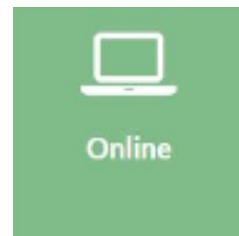
**Natalie –  
01382 513818**

**Alison –  
01382 513809**

**Linzi –  
01382 513838**

**Cat –  
01382 513807**

**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.**



**For your rent to go onto your account immediately we recommend paying by Direct Debit or My Home or telephone us direct on 01382 903545.**

# Planned Maintenance

The Association is pleased to report significant strides in our Planned Maintenance projects over the past two years. Building on this momentum, we have established another ambitious target for the current year and are already off to a strong start. This update provides a brief overview of several key contracts planned this year. We remain committed to proactive maintenance strategies that enhance the quality and longevity of our properties while ensuring the safety and comfort of our residents.



**Roofs** – We are planning to replace the roofs to at least 5 blocks this year.

**Windows and Doors** – At least 44 properties will have new uPVC windows installed by the end of the financial year.

**Balconies** – We will replace the old metal balcony railings with new glass balustrades to 13 flats.

**Kitchen and Bathrooms** – This year, we are undertaking a significant renovation project involving the replacement of 50 kitchens and 50 bathrooms.

**Boilers** – As part of our ongoing commitment to providing comfortable and sustainable living environments for our



tenants, we are pleased to announce the installation of 80 new Worcester Greenstar boilers. These modern, energy-efficient boilers will replace older models, resulting in a significant reduction in gas consumption and, consequently, lower energy bills for our tenants. This investment reflects our dedication to both environmental responsibility and the financial well-being of our residents. We are confident that these new boilers will provide reliable and efficient heating for years to come.

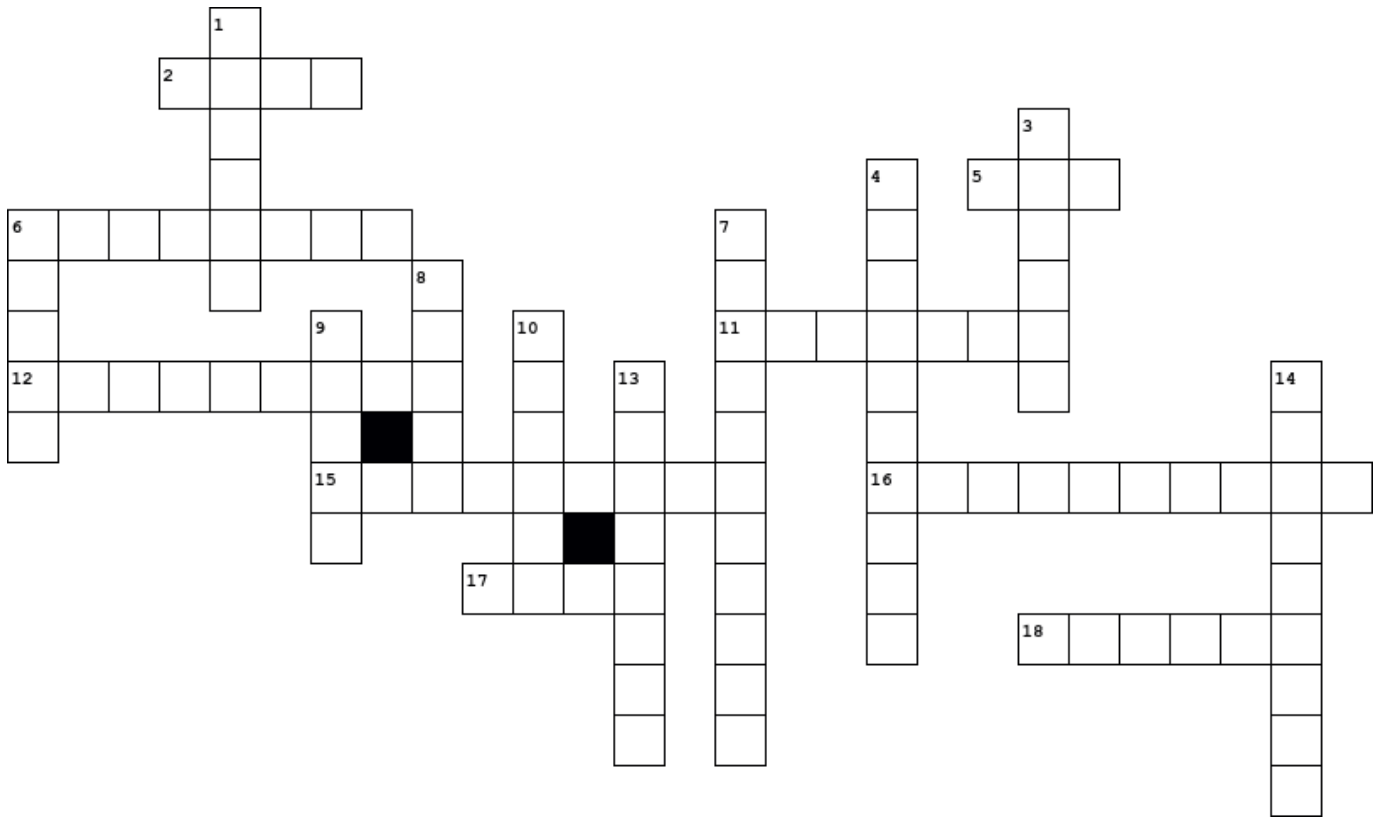
**Air Source Heat Pumps** – We intend to upgrade 10 Air Source Heat Pumps during this financial year with more economical and energy efficient units. This will continue our road towards the ambitious prospect of installing renewable energy to achieve Net Zero in future.

**Upgraded Electrical Heating systems** – Having successfully installed new electrical heating systems during last year's planned maintenance programme, we are currently bringing together the properties that will benefit from the upgrade this year.

**Rewiring** – We are already carrying out our 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 Void properties.



# Abertay Crossword



## Across

2. Who are the sponsors of the garden competition? (4)
5. Which safety check must be done every year? (3)
6. What's the name of the dance company we are proud to sponsor? (8)
11. Our new Oak Gardens development is located here . (7)
12. This is the process of converting waste into reusable material. (9)
15. What's the name of the ship that the staff saw on their away day? (9)
16. Which retirement complex sadly dissolved it's committee this year? (6,4)
17. This is due on the first of every month. (4)
18. Which staff member celebrated their 65th birthday? (6)

## Down

1. Which fruit is needed in the newsletter recipe? (6)
3. We are running a competition now for the best \_\_\_\_\_? (6)
4. What is the illegal dumping of waste called? (3,7)
6. What is the surname of the Chief Executive? (5)
7. What's the street name the Association office is located on? (6,5)
8. What street will Abertay start a new development on this year? (5)
9. What's the name of the staff member who retired this year? (5)
10. What's the name of the Association's portal? (2,4)
13. What is the name of this newsletter? (8)
14. What primary school did we supply eggs to at Easter? (9)

**This newsletter holds the key to answering all the clues.  
Delve into its pages, and you'll uncover the solutions you seek.**

## Answers:

Down - 1: Banana, 3: Garden, 4: Fly Tipping, 6: Moore, 7: Finty Drive, 8: Angus, 9: Cindy, 10: My Home, 13: Abertalk, 14: Longhaugh  
Across - 2: QAPM, 5: Gas, 6: Momentum, 11: NewVie, 12: Recycling, 15: Discovery, 16: Patons Lane, 17: Rent, 18: Brenda

# FINTRY GALA DAY

**Saturday 6th September 2025**

**Fintry Parish Church**

**11am – 2pm**



**Get ready, because the Fintry Gala Day is just around the corner!**

**Mark your calendars for a day filled with fun, laughter, and community spirit. Finmill LMG are planning a spectacular event packed with entertainment for all ages, exciting rides, delicious cakes and treats, and much, much more.**



Abertay Housing Association, working together with some amazing external funders, really stepped up to help ease winter hardship. Thanks to their joint efforts, 101 families received much-needed support during those tough winter months. An additional 28 families were also provided with cosy items to help them stay warm and comfortable throughout the cold season.

We're always working to find ways to help our tenants throughout the year with various funding initiatives. While we strive to assist everyone, there might be times when we're unable to directly provide the support you need at that moment. But don't worry! If we can't help directly, we'll do our best to connect you with other resources and organisations that might be able to lend a hand. We're all about making sure you have the best support possible!





Please take time to complete the short online survey. To take part scan the QR code.

## SAVE THE DATE **17 SEPTEMBER 2025**

On Wednesday, September 17, 2025, Scottish Housing Day will mark its tenth year by focusing on the importance of good neighbours and strong communities in fostering wellbeing and enhancing the experience of home.

Scottish Housing Day is an annual initiative dedicated to raising awareness of both the challenges and achievements within Scotland's housing sector. The event serves as a platform to encourage participation from both industry professionals and the public through various activities,

including the organisation of events, hosting Q&A sessions, and the sharing of personal stories and informative blog posts on social media channels.

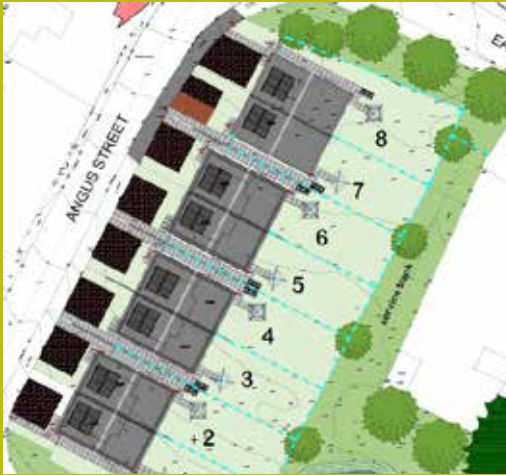
As we approach this significant milestone, Scottish Housing Day 2025 aims to stimulate a nationwide conversation about

the crucial role that positive neighbourly relations play in our overall quality of life. We invite everyone to participate in celebrating the local initiatives and community involvement that contribute to vibrant neighbourhoods across all housing tenures in Scotland.

## SPOT **7** DIFFERENCES



# Developments



## Angus Street Dundee

This year marks an exciting new chapter as we commence construction on our Angus Street development in the Lochee area. We are thrilled to be bringing 8 thoughtfully designed semi-detached houses to the area, each boasting three comfortable bedrooms. Residents will also enjoy the privacy of their own rear garden, ideal for relaxation. Furthermore, convenience is key, with each home including two dedicated parking spaces. We believe these homes will provide a wonderful living experience and contribute positively to the community.

## Cleington Road Dundee

Plans have been officially approved to construct 31 new homes, bringing much-needed accessible living options to the community. The development will feature a diverse range of housing choices, including both two and three-bedroom semi-detached houses perfect for families, as well as convenient two-bedroom flats ideal for individuals or couples. This project aims to provide quality, affordable living spaces for a variety of needs, contributing to a stronger and more inclusive community. Stay tuned for further updates as the project progresses!



## Oak Gardens Newtyle

10 much needed affordable homes. Abertay's part of the development is nearing completion and we should have the new tenants their new homes very shortly.

The promise of affordable housing is becoming a reality for ten families thanks to a development nearing completion. Abertay's contribution to the project is almost finished, and anticipation is building as we prepare to welcome the new tenants. These much-needed homes will provide security and stability, offering a foundation for brighter futures as individuals and families settle into their new homes very shortly.



# STOP FLY-TIPPING!

See it  
Report it!  
STOP it!

Let's keep our city beautiful. Fly-tipping (that's illegal dumping of waste) is a real problem and Dundee City Council is working hard to tackle it, investigating and going after the culprits!

See something that shouldn't be there? You can easily report fly-tipping to Dundee City Council online. Their Rapid Response Team takes these reports seriously, dealing with anything that's spoiling our public spaces.

Reporting is so easy! Just go to the Dundee City Council website and fill out the online form. Or, if you're on Facebook, you can report it directly through the #TakePrideDundee Facebook page. Let's work together to keep Dundee looking its best!

We want to keep the Association and tenant's shared spaces beautiful! If you see any fly-tipping on Association land, please let us know right away. We'll investigate it then get it cleared up promptly to maintain a clean and pleasant environment for everyone. If you are unsure if the land belongs to the Association just let us know and we will report it on your behalf. Let's all help each other to make the areas we live in cleaner and healthier.

**Any un-authorised deposit of waste will be investigated and persons found to be responsible would be liable for a Fixed Penalty Notice or a report sent to the Procurator Fiscal where fines can reach up to £40,000.**

## Recycling



Ever thought about how much stuff you throw away? It's crazy, right? But here's the good news: recycling at home is a simple way to make a BIG impact. Every can, bottle and cardboard box you recycle helps conserve our planet's precious resources. It means less pollution in the air and water, and less waste piling up in landfills. Plus, recycling can actually save your city money on waste disposal, which could mean lower taxes for you! So, let's all do our part and make recycling a habit.

### Recycling Bin Information for Dundee City Residents

For residents of Dundee City who do not have recycling bins at their property, please contact Dundee City Council to request delivery of bins to your home.

If you reside in a flat, you can locate your nearest recycling bins by visiting the Dundee City Council website or by contacting them directly at 01382 434000.





# Quick Banana Ice Cream Sandwiches

## Method

### STEP 1

Heat oven to 180C/fan 160C/gas 4 and line two large baking sheets with baking parchment. Put the peanut butter, sugar, ¼ tsp fine table salt and chocolate chunks in a bowl and mix well with a wooden spoon. Crack in the egg and mix again until the mixture clumps together and forms a dough.

### STEP 2

Break off chunks of dough (about the size of a cherry tomato) and arrange them, spaced apart, on the sheets. Press the cookies down with the back of a fork to squash them a little. (The cookies can be frozen for up to two months – to cook from frozen, add an extra 1-2 mins to the cooking time.) Bake for about 12 mins until golden around the edges and paler in the centre. Leave to cool on the trays for 5 mins.

### STEP 3

Meanwhile, put the bananas, cream and vanilla in a food processor and blend until they make a thick ice cream. Scoop into balls with an ice cream scoop, and sandwich between the cookies. Serve immediately.

## Ingredients

- 200g peanut butter (crunchy or smooth is fine)
- 175g golden caster sugar
- 75g dark chocolate chopped into chunks
- 1 large egg

### For the ice cream

- 3 bananas peeled, chopped and frozen in advance
- 2 tbsp double cream
- 1 tsp vanilla essence

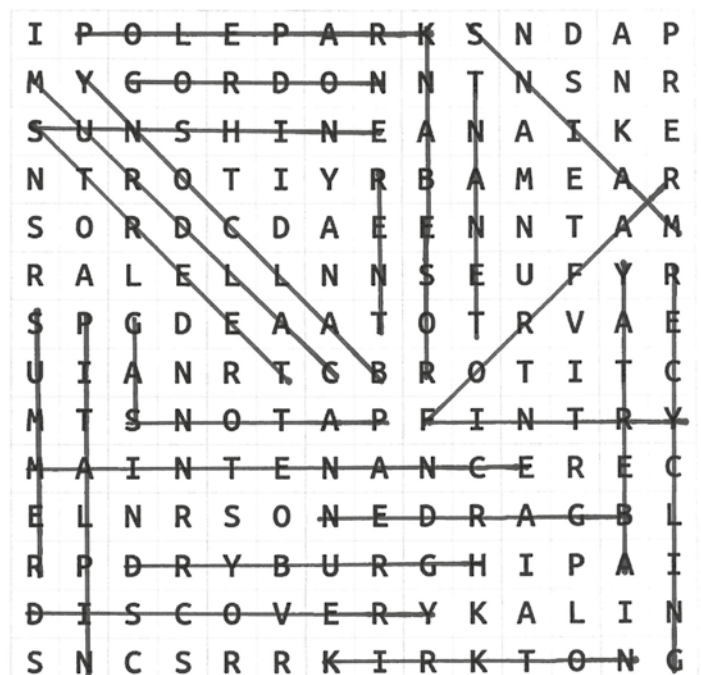
## Hey Foodies!

### Got a recipe you're just itching to share?

We're on the hunt for delicious dishes to feature in our upcoming winter newsletter! Think cosy comfort food, festive treats, anything that warms you up from the inside out.

If you have a go-to recipe (that isn't a closely guarded family secret, of course!), we'd love to hear from YOU. Get in touch and let's spread some culinary cheer this winter!

## ABERTAY WORDSEARCH SOLUTION





# Winners Corner

In this edition, we are thrilled to announce a long list of winners! Congratulations to each and every one of you. And remember, you've got to be in it to win it! Keep an eye out for upcoming surveys and competitions in the next few months – your name could be the next one listed right here. Don't miss the opportunity to participate and potentially become our next lucky winner!



**Design a Christmas Bauble Winner** – This was a very hard decision, but someone had to win. **J Wright of Fintry** aged 7, won a £25 voucher of their choice. Congratulations on your striking and winning design. Many thanks to all that took part.

## Rent Consultation Winners:

Thank you to all the tenants who completed the Rent Consultation earlier this year. The winners of the draws were: **W Tolman (Paton's Lane)**, **D Easson (Fintry)** and **M Milne (Fintry)** all won a £50 voucher of their choice. Well done.

## Find Bertay Winner

**W Towns (Fintry)** who won a £25 voucher of their choice. Congratulations and thank you to everyone who took part.

## Reactive Repairs Quarterly Draw 2024/25

**E Thain (Fintry)**, **L Telfer (Fintry)**, **S Glenday (Hilltown)** and **D Barclay (City Centre)** each won a £50 gift card of their choice.

We value your feedback! As a tenant, your views are important and help us improve the services we provide. We encourage you to participate in our surveys, which can be completed in several convenient ways:

- **During the tradesperson's visit:** Complete the survey while the tradesperson is at your home.
- **By Post:** Return the survey using the provided postage information.
- **By Phone:** Contact our dedicated Customer Service Team to complete the survey over the phone.
- **Online:** Access and complete the survey through My Home, our online portal

## Our 6 Monthly Direct Debit Draw:

We're pleased to announce **Mrs. Skelly** as the winner of our 6-monthly rent direct debit competition! Mrs. Skelly has been awarded a £50 gift card of her choice. Congratulations, Mrs. Skelly!

## Tenant Satisfaction Survey Draw:

We'd like to extend a sincere thank you to all of our valued tenants who took the time to participate in our recent Tenant Satisfaction Survey. We truly appreciate you sharing your valuable feedback! Your views are incredibly important to us as we continually strive to improve our services and create a better living experience for everyone.

And now, we're thrilled to announce the winners of our prize draw! Congratulations to the individuals who each won a £100 voucher of their choice:

**B Warden (Craigiebank)**  
**A Ramsay (Forfar)**  
**I Smith (Hilltown)**



# Customer Services Update

For convenient access to a range of services and information, we encourage you to utilise our My Home tenant portal. Through the portal, you can easily manage many aspects of your tenancy. If you haven't yet registered for a My Home login, please get in touch with us today to get started.



# 36,617

 (approx. 146 calls daily)

The total number of calls going through Abertay Housing Association Customer Services Team between April 2024 & March 2025

Be part of



**My HOME**  
our Tenant Portal

**Not signed up yet?**  
It is so easy to do. The service now includes our new and improved repairs service. Sign up today!

This service is designed to make everyday things, such as paying rent or logging repairs easier and convenient 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>
- Accessing our website at <https://www.abertayha.co.uk/> and click on the My Home icon at the top of our home page as shown below

• Or scan the QR code below



Needing help to get started, or are already registered, and need assistance with the services? John is our dedicated member of staff, on hand to help. John can assist with all your options and getting the most out of your My Home account.

Give John a call today on (01382) 903545 or drop us an email at: [queries@abertayha.co.uk](mailto:queries@abertayha.co.uk)



As the summer sun continues to shine (hopefully!), we're thrilled to announce the launch of our highly anticipated garden competition! This annual tradition has become a highlight for the entire Association, bringing joy and showcasing the remarkable talent of our green-thumbed community. Our esteemed judges, the Chair and Vice Chair of the Board, along with our generous sponsors at QAPM, eagerly await the opportunity to admire your creative gardening contributions. The bar is always raised each year, making the selection process a delightful challenge. Don't hesitate to submit your entry or nominate a deserving friend or neighbour before the closing date on Monday 01 September 2025. Let your garden's beauty be recognised! Please see page back page.



# You said, we did



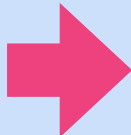
Thank you to everyone who left us feedback. We take your feedback seriously and here are some examples of action we have taken from issues that you have raised.

Complaint made after boiler installed, that contractor did not leave property in good condition.



We took swift action to address the issues raised regarding the initial workmanship. We arranged for the contractors to return to the site and rectify all areas that did not meet our required standards. Following their return visit and subsequent corrections, we are pleased to confirm that all previously unacceptable work has now been brought up to standard and the issue is entirely resolved.

A complaint was made of mattresses being dumped beside the Eurobins outside tenements.



We conducted an inspection of the area and observed several items dumped next to the Eurobins situated on Dundee City Council property. We promptly contacted the council to report the issue. We are pleased to report that, following our notification, the council acted swiftly to remove the dumped items.

We received a complaint that the top landing of a close was being missed when close being cleaned.



Following initial contact and assessment of the area by our contractors, they promptly returned the subsequent day to successfully resolve the issue.

## SPOT 7

### DIFFERENCES

SOLUTION





# One Parent Families Scotland

*changing lives, challenging poverty*

## **Abertay Housing Association work closely with One Parent Families Scotland.**

One parent families in Dundee can access various support and resources, primarily through One Parent Families Scotland (OPFS). OPFS offers advice and practical support on a range of topics including healthy eating, budgeting, and finding fun, low-cost activities in Dundee. They also provide assistance with food bank applications and small grants during crises. Furthermore, OPFS focuses on helping single parents achieve a decent standard of living and contribute to society through various services.

Abertay Housing Association, in collaboration with their dedicated contractors, is undertaking a significant transformation of the Grampian Gardens premises. The ongoing project includes the installation of new, energy-efficient windows and doors, alongside comprehensive interior and exterior decoration. These improvements aim to enhance the overall quality and aesthetic appeal of the properties while providing users with modern, comfortable, and well-maintained surroundings.

# Momentum Dance Company

**Abertay Housing Association is absolutely delighted to support Momentum Dance Company with a donation! We recognise the vital role they play in our Dundee community. As a competitive dance school, Momentum is all about fostering confidence, fitness, and teamwork in young dancers, and their dedication truly shines.**

Their hard work and talent earned them a well-deserved spot at the UDO World Championships in Blackpool this year, and we couldn't be prouder! A huge congratulations from all of us at Abertay Housing Association! And guess what? They attended the Scottish Dance Event Weekender earlier this year and smashed it and brought even more trophies home! Way to go, Momentum!



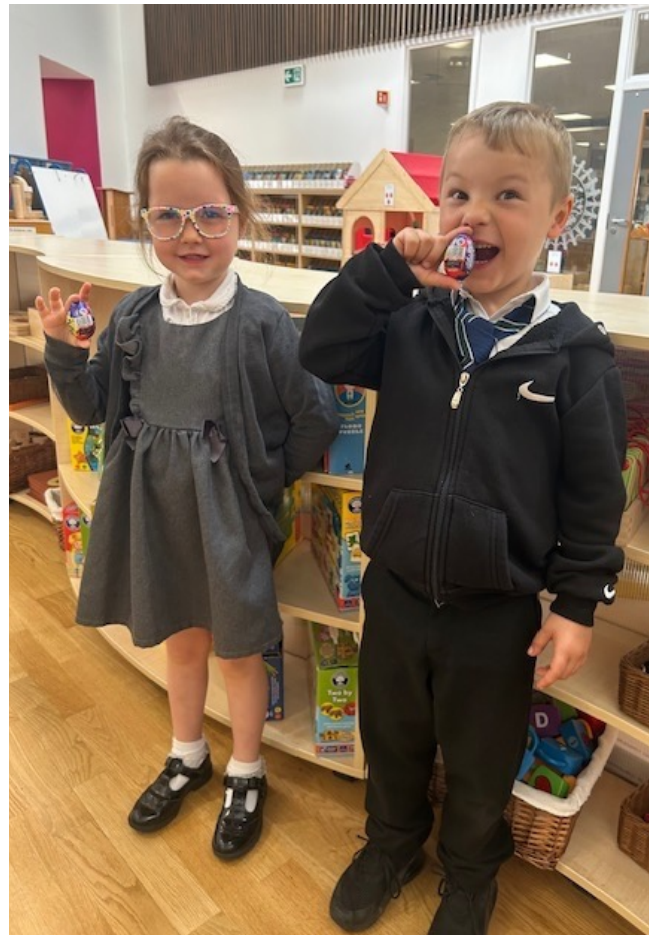


# Longhaugh Primary School

Longhaugh Primary School likes to keep their pupils on a healthy diet normally. However, when they asked if we could help with some Creme Eggs we could not refuse. Just look at the big smiles on their faces. They also sent us a little poem as a way of saying thanks:

In springtime's glow, where laughter plays,  
We thank you, Abertay, for your generous ways.  
With Easter eggs bright, a delightful surprise,  
You filled the children's hearts and lit up their eyes.

Your kindness and spirit brought joy and cheer,  
We're grateful for friends who keep us near.  
So here's our thanks, from the children and me,  
For the love you've shared so generously!



You said  
**Thank You!**

## A few words from our tenants

The level of service you guys in the Abertay office give is unreal. Just want you to know we appreciate all that you do and the service you guys provide.

Thank you Abertay for your wonderful service, and please keep it up!!!

The workies did an amazing job, and are really nice guys. They deserve a pat on the back.

I have been living in Abertay Retirement Housing for the second year and I want to thank you for the comfortable conditions, friendliness of the staff and support. But, unfortunately, I have health problems. I need a hip replacement surgery. After the surgery I will have to walk with crutches for a long time



# Garden & Veranda/ Balcony

## Competition 2025

**There will be prizes for tenants in each of the following categories:**

- **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

**Closing Date for entries: Monday 01 September 2025**



**We are looking forward to seeing all your entries...**

**We are so happy to have QAPM as our proud sponsors.**