

# Abertalk



*Merry Christmas  
and a very  
Happy New Year  
to all of our  
tenants!*

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## Welcome to our Winter Edition of our Newsletter

It has been another very busy year for the Association. £5.3million of the rental income will be invested throughout this financial year 2025/26, in maintaining your homes, which is essential in allowing us to continue providing our essential services to tenants. These vital funds directly support our very successful and very extensive planned maintenance programme and ensures we can address all repairs and maintenance needs within your homes.

Our very ambitious programme has included kitchen and bathroom installations, boiler replacement, Air Source Heat Pump replacements, window replacements, roof works and electrical checks. We will be investing again in our properties in our planned maintenance programme for 2026/27.

It is the time of year where the Association will contact you on the annual rent consultation. The long-term financial security and stability of the Association and the health and financial wellbeing of our tenants is at the forefront of the Association's decision making. Through consultation we will seek to understand what is important to you, so please have your say when you receive the survey, for the Association wants to hear your voice and ensure we achieve the right balance between affordability and investment.

The need to provide support to our tenants in relation to debt and energy advice is still important. Our Income Management team can provide support and signpost tenants to much needed assistance and advice, benefitting our tenants at a time when they need it most. On page 12 we have provided you with useful money advice information, invaluable at this time of year.

Another very successful Fintry Gala Day was held on Saturday 6th September 2025, working in partnership with various volunteers and vendors from our local Fintry community. The event was free to all with local entertainment, face painters and lots of fun activities for the kids and once again it all happened on one of the hottest days of the year, you can see some photos on page 10.

On a penultimate note, I would like to thank all our Board members for their time and commitment to the Association and for the dedication they provide in assisting us to continually keep moving that Association forward.

Finally, I would like to wish each and every one of our residents a Very Merry Christmas and a Happy New Year,

Barry Moore,  
Chief Executive Officer

## Annual Assurance Statement

As part of the Regulatory Framework for Registered Social Landlords, the Association has to submit an Annual Assurance Statement to the Scottish Housing Regulator.

The Board assessed the Association to be compliant with the Regulatory Framework.

A copy of the Assurance Statement is available on our website or from our office.



### Summer Abertalk Competition (Find the Hidden Items)

**= M Lawrence (Fintry) who won a £50 gift card of their choice.**

### 6 Monthly Rent Direct Debit Draw

**= Ms Leith from Fintry who won a £50 gift card of their choice.**

*Why not change your rent to be paid by direct debit and you too can be entered into the draw.*

### Quarterly Repair Survey Winner

**= Ms O'Donnell from Dryburgh who won a £50 gift card of their choice.**

**Remember you need to be in it to win it. All you need to do is enter one of our competitions or complete a satisfaction survey when your repair is complete.**



# Find the Hidden Presents Comp

Welcome to a very special, festive edition of the Abertalk newsletter! As you journey through these pages, we're inviting you to embark on a delightful holiday present hunt. Keep your eyes peeled, as there are five unique Christmas gifts cunningly concealed within the articles and features. We hope this festive challenge adds an extra sprinkle of cheer to your reading experience and that you have immense fun trying to locate each one. Once you've discovered all five, jot down their page numbers below to prove your keen observation skills! Happy hunting, and may your holiday season be filled with joy and discovery.

You can email your entries to: [queries@abertayha.co.uk](mailto:queries@abertayha.co.uk) or either send or hand them into our office at Abertay Housing Association, 147 Fintry Drive, Dundee. DD4 9HE.

Please ensure that your entries are with us by Monday 26 January 2026 for a chance to win a £25 voucher of your choice.

Name: .....

Address: .....

.....

.....

Postcode:.....

Contact telephone number or email address:

.....

**1**



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**2**



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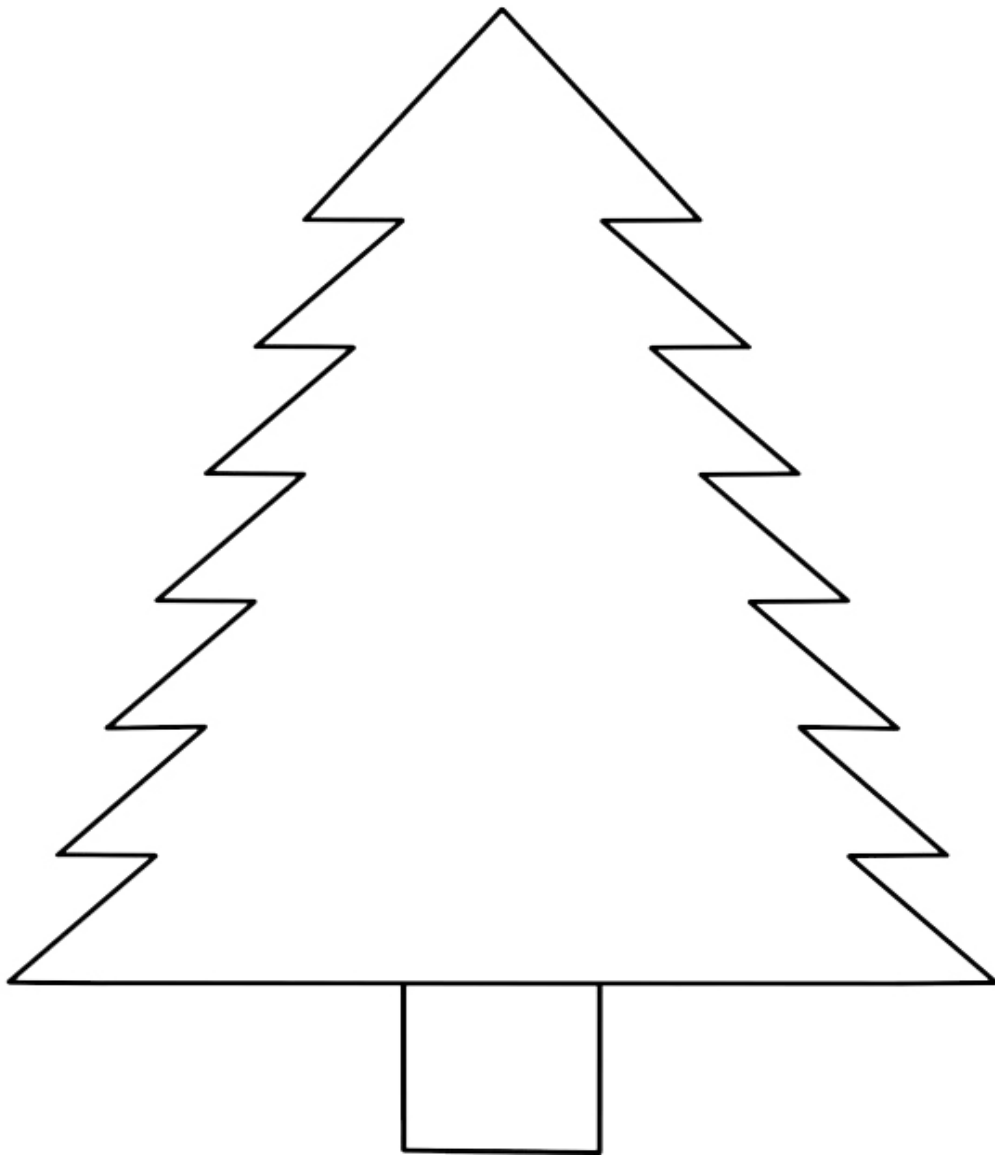
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# ONE FOR THE KIDS (THE REAL KIDS)

## Design your own Xmas Tree



Get ready to sprinkle some serious festive magic because we've got an exciting challenge just for you! Christmas is all about imagination, and this year, we want your incredible ideas to make a tree sparkle. Forget boring old baubles and plain tinsel; we've provided a lovely, plain Christmas tree shape, and it's completely up to YOU to draw on the most amazing, wildest, and wackiest decorations you can dream up!

There are no rules, no limits, just your brilliant imagination. So, grab your crayons, your felt-tips, your pencils, or whatever you love to draw with and let's see what incredible, one-of-a-kind Christmas tree you can create. The best, most imaginative entry will win a fantastic £25 gift card of their choice! Good luck, budding artists!

**Entries should be in no later than  
Monday 26 January 2026.**

Name: .....

Address: .....

.....

Age:.....

Contact number:.....

You can take a photo of your entry and email it to queries  
@abertayha.co.uk or pop your winning entry into our office at  
147 Fintry Drive Dundee DD4 9HE.

# Abertay Housing Association's Annual General Meeting 2025

Abertay Housing Association was delighted to host its 29th Annual General Meeting on Wednesday 17th September 2025, a successful hybrid event held both at our welcoming Dryburgh Gardens Complex and conveniently accessible online. The meeting provided a wonderful opportunity for members to engage, reflect on the past year's achievements and look ahead to future plans.

We're pleased to confirm a strong sense of continuity and stability within our leadership, as the Board membership remains unchanged from the previous year. This means we continue to benefit from the dedicated guidance of Ron Neave, who retains his invaluable role as Chair, alongside Kath Mands, who continues to serve diligently as Vice Chair. Their ongoing commitment, and that of the entire Board, ensures Abertay Housing Association remains firmly focused on delivering excellent services and fostering thriving communities.



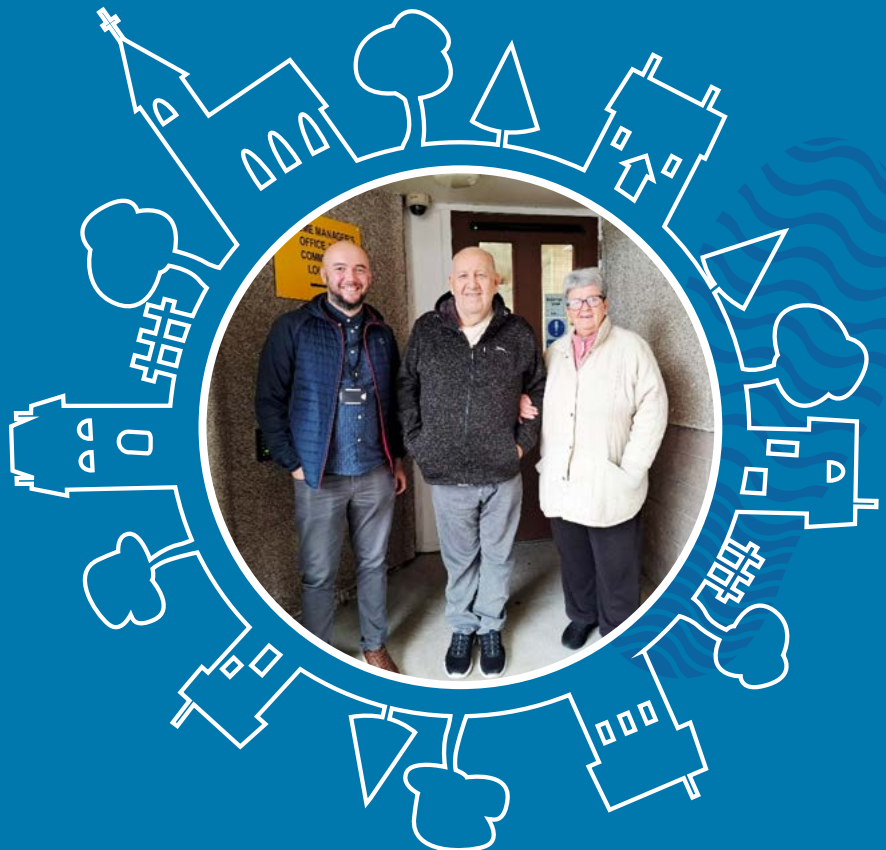
## The Estate Walkabouts have now finished for 2025/6.

A huge thank you to all residents who joined our recent Estate Walkabouts with our Maintenance and Housing Officers!

### Why do we carry out Estate Walkabouts?

It's vital for:

- Ensuring high maintenance standards for properties & communal areas.
- Keeping our neighbourhoods safe.
- Giving you a voice on community matters.



While this year's walkabouts are finished, our repair services continue! If you spot an issue, please contact us: Call: 01382 903545  
Email: [queries@abertayha.co.uk](mailto:queries@abertayha.co.uk) Look out for details on next year's walkabouts on our website and Facebook page!

**We look forward to seeing more of you in 2026.**





# 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 so far this year (2025/26) compared to the year before. Take a look to see the progress we've made!

Performance update	Target	Quarter 1 Performance 2025/26	Quarter 2 Performance 2025/26	Year end 2024/25	Year to Date 2025/26	Target achieved?
Number of emergency repairs		176	160	994	336	
Emergency repairs completed on time	4 hours	1.71 hours	1.61 hours	2.43 hours	1.66 hours	😊
Average length of time taken to complete non-emergency repairs	6 working days	7.4 days	5.3 days	5.9 days	6.4 days	😐
Satisfaction with the repairs service	98%	98.2%	100%	98.7%	99.1%	😊
Value for money						
Gross rent arrears as at the period end as a percentage of rent due for the end of the year	<5%	1.53%	1.63%	1.72%	1.63%	😊
Average length of time to re-let properties	<21 days	37.5 days	22.1 days	26 days	27.8 days	😐
Percentage of tenants satisfied with the standard of their home when moving in	90%	90%	96.2%	90.9%	93.5%	😊

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

## Complaints

For the year to date, the Association received 51, Stage 1 complaints and 4 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	2025/26	
Stage 1 complaint	5 days	4 days	😊
Stage 2 complaint	20 days	10 days	😊

# Be part of



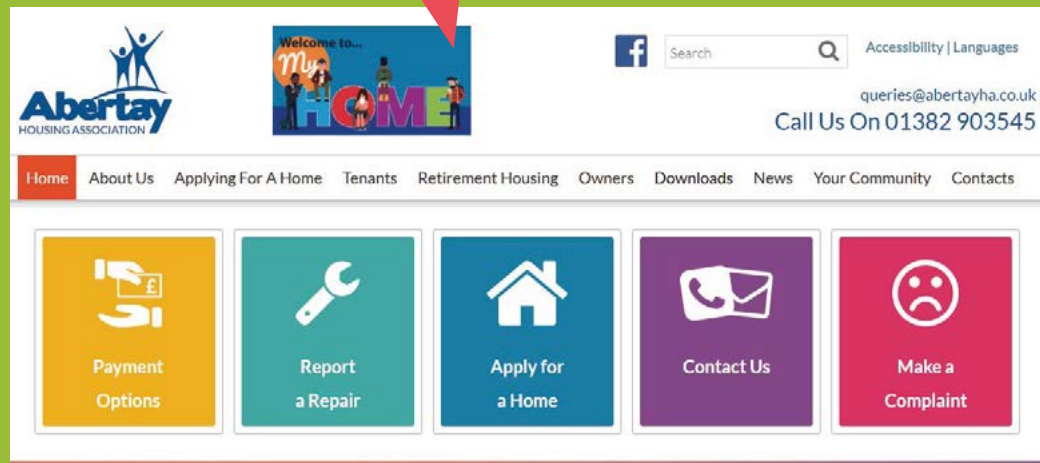
**Not signed up yet?  
It is so easy to do. The service  
now includes our new and  
improved repairs service.  
Sign up today!**

**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)**



# Planned Maintenance

The Association is making remarkable strides in its annual Planned Maintenance program, moving towards another ambitious target for the year. Various projects are underway, designed to enhance the quality, safety, and energy efficiency of properties for our tenants. Considerable progress has been made on essential upgrades, with roof replacements completed on 5 tenement blocks so far,



and one more programmed for completion this year. Residents are also benefiting from upgraded external fabric, with new uPVC windows and doors installed in 32 properties, complemented by additional window and balcony door replacements in 12 properties through the External Fabric Works project. Furthermore, 12 flats have seen their old metal balcony railings transformed with modern, safer glass balustrades.

Inside homes, the impact is equally impressive. The Association has already improved 35 kitchens and 40 bathrooms, with plans to complete at least another 20 of each before the financial year ends. Energy efficiency remains a key focus, evidenced by the installation of 65 out of 100 new Worcester Greenstar boilers,

a move expected to significantly reduce gas consumption and lower energy bills for tenants. Our contractor is also well on the way to replacing 10 Air Source Heat Pumps, continuing the strategic integration of energy efficient solutions.







Crucially, resident safety is paramount, highlighted by the ongoing Electrical Testing (EICR) program. As every Housing Association is mandated to conduct these inspections every five years, approximately 370 properties must be tested annually. This critical safety measure relies heavily on tenant cooperation in scheduling appointments upon receiving reminders from Abertay or appointed contractors. It is imperative that access is granted for these mandatory inspections to ensure the safety of all residents. Beyond testing, the Association has implemented upgrades to electrical heating systems and continues its program of rewiring properties as part of void works and kitchen replacement projects, ensuring modern and safe electrical infrastructure throughout its homes.

We are delighted that we are 100% compliant on our gas safety 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 North (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@abertyaha.co.uk](mailto:propertyservicesadmin@abertyaha.co.uk)







# FINTRY GALA DAY

What a fantastic day it was! The weather played ball beautifully, keeping the rain clouds at bay and rendering umbrellas entirely unnecessary.

Fintry Parish Church's grounds transformed into a vibrant hub of fun and laughter for the Gala Day, a true testament to the power of community spirit. Youngsters were delighted

by an array of rides, including a thrilling bungee trampoline, while entertainment was provided by captivating performances from dancers, a mesmerizing magician and a lively DJ.

It was truly heartwarming to witness the sheer joy on the children's faces as they embraced the festivities.



This successful event would not have been possible without a massive thank you to all the dedicated volunteers who poured their energy into organising and executing the day; their tireless efforts are precisely what makes such occasions truly special.

If you want to get involved in next years Gala Day. Please contact the Finmill Centre to volunteer your services on 01382 438641 We can't wait until next year.....



# Christmas Quiz

**Just a bit of fun**

1. Who brings presents to children on Christmas?
2. What is the name of the snowman in "Frozen"?
3. What is the name of Santa's wife?
4. Who wrote "How the Grinch Stole Christmas"?
5. What is the name of the famous Christmas ballet?
6. In what country did the tradition of decorating Christmas trees originate?
7. What do children in Ukraine hang on Christmas trees?
8. How many reindeer pull Santa's sleigh?
9. What is the traditional Christmas flower?
10. What is the most popular Christmas movie of all time?



Answers:  
1. Santa Claus 2. Olaf 3. Mrs. Claus 4. Dr. Seuss 5. The Nutcracker  
6. Germany 7. Cobweb decorations 8. Nine 9. Poinsettia  
10. It's a Wonderful Life

# Condensation

## Winter is Coming

Condensation is a common winter nuisance, appearing as moisture on windows and cold surfaces when warm, moist indoor air meets a colder surface.

To effectively combat this, we need to be focusing on both reducing humidity and managing indoor temperatures is crucial.

Firstly, prioritising good ventilation is key: even a few minutes of opening windows daily, particularly after showering, bathing, or cooking, can significantly refresh the air and expel excess moisture. Always use extractor fans in kitchens and bathrooms, and ensure your vents are clean and nothing is blocking them.

Secondly, maintaining a consistent, moderate ambient temperature throughout your home helps prevent surfaces from becoming too cold, thereby reducing the causes condensation. Avoid drastic temperature drops overnight if possible.

Thirdly, minimize internal moisture sources: dry laundry outdoors or in a well-vented tumble dryer rather than on radiators, cover pots when cooking, and avoid over-watering houseplants.

For persistent problems, a dehumidifier can be an effective tool to actively remove excess airborne moisture. By proactively balancing ventilation, heating, and managing humidity sources, you can create a drier, healthier, and more comfortable indoor environment all winter long.





# WELFARE **ADVICE**

■ Should you find yourself struggling with your finances, we have included some useful contact details for your information.

## CONNECT TEAM:

The Connect Team can help you access benefits, deal with any benefit issues and support with income maximisation (including identifying in-work benefits and any benefits you may be entitled to). They can also help you to complete benefit claim forms and challenge decisions and we work alongside the Welfare Rights Team to ensure you can get help with longer term problems. They offer face to face appointments across Dundee and can discuss issues over the phone. Please call to make an appointment.

**Tel:** 01382 431188 (select option 2)  
Mon - Fri 9.30am – 4.30pm

## CITIZENS ADVICE BUREAU:

CAB gives free, confidential and impartial advice on a wide range of topics, including benefits, energy, housing, employment, NHS complaints, debt and income maximization, including budgeting. They can help with applying for benefits and challenging benefit decisions, including representation at tribunal and they offer FCA registered debt advice and support including statutory debt options. They can also help with energy grants, discounts, disputes and reducing fuel debt, and they have dedicated Armed Services and Older Persons advice projects. Appointments are available Monday - Saturday by phone, email, video or face to face.

**Tel:** 01382 214633 Mon - Fri 10.00am – 4.00pm  
Saturday is advice appointments only  
E: [Bureau@DundeeCAB.casonline.org.uk](mailto:Bureau@DundeeCAB.casonline.org.uk)

## ENERGY ADVICE:

Dundee Energy Efficiency Advice Project DEEAP provides advice on fuel tariffs, how to reduce bills, energy efficiency measures, benefit checks, advocacy work resolving debts with energy suppliers, and other advice and referral work. DEEAP Tel: 01382 434840 Scarf (Home Energy Scotland) Scarf delivers the Home Energy Scotland (HES) service, which offers free and impartial advice on a variety of energy saving matters, including help with accessing financial assistance, lowering fuel bills, and making your home more energy efficient.

Scarf (HES) **Tel:** 0808 808 2282

## WELFARE RIGHTS:

The Welfare Rights Team can help Dundee residents sort out a wide range of benefit and tax credit problems. They can identify what benefits you may be entitled to, assess the merits of your case if you want to challenge a decision, and represent you at tribunal if you have a case - e.g your claim for benefit or tax credits may have been refused, your benefit may have stopped, you may want to see if benefit can be backdated or report a change in circumstance.

**Tel:** 01382 431188 (select option 2)  
Mon - Fri 9.30am – 4.30pm  
E: [welfare.rights@dundeecity.gov.uk](mailto:welfare.rights@dundeecity.gov.uk)

## BROOKSBANK CENTRE

They can help you with a range of issues, including benefit checks and challenging benefit decisions. They also offer various debt solutions and can help people complete a range of forms and access housing, legal and energy advice. They host drop-in sessions on Tuesdays (9.30am to 3pm) and Thursday afternoons (1.30pm to 4.30pm) at the Brooksbank Centre. In addition to drop-in sessions, they have a range of bookable appointments, please call us to arrange. They also have advisers co-located at the following GP surgeries: Terra Nova, Hillbank Health Centre, Newfield Surgery and Coldside Medical Practice and they can offer debt & benefits advice to inpatients at Carseview Centre as needed.

**Tel:** 01382 432450 Mon - Fri 9.00am - 5.00pm  
Brooksbank Centre, Pitairlie Rd,  
Mid Craigie Rd

## CHRISTIANS AGAINST POVERTY:

They provide free advice and support for local people in Dundee who are struggling with unmanageable debt. They also have a befriending service and emergency aid fund (only available for those receiving support from our Dundee Debt Centre). Please phone the CAP team to book an in-person appointment with the centre and find more information and advice on our website.

**Tel:** 0800 328 0006

## FUNERAL LINK:

They are here to help the bereaved save money on all things funeral. If you are planning a funeral and struggling to meet the costs, their friendly team provide one-to-one support and independent advice.

**Tel:** 01382 458800



# Retirement Housing News...

## Finlry Mains

Well, July absolutely flew past, but we certainly took time out to enjoy the star attraction of the month: Fish Supper Night! There's nothing quite like the smell of vinegar and fresh batter filling the air, and watching everyone tuck into their cod and chips, all wrapped up perfectly. To top off the incredible food, we had some fantastic local entertainment that really got the atmosphere going, turning a simple supper into a proper social event.

What a glorious June day it was for our coach trip to Pitlochry! The sun beamed down on us for a day of exploring. Pitlochry itself, a picture-postcard highland town, had charming shops to treat ourselves and everyone certainly made the most of it. On the relaxed journey home, we made a stop at The Birkhill Inn ready to tuck into a proper High Tea. It was the perfect, comforting end to a truly grand day out amongst good company and beautiful scenery.



August, as always, turned out to be a brilliant month, kicking off with a lively few days away embracing the unique charm of Blackpool. There's nothing quite like that seaside air, the buzz of the promenade, and all the classic attractions for a refreshing change of scenery. But the fun didn't stop there! Later in the month, we had an evening out. We started with a truly delicious pre-theatre meal at the lovely Fort Hotel! Afterwards, it was just a short hop to the Gardyne Theatre where we settled in to see the musical Chicago. And what a show it was!





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**We decided to kick off September with a mismatched yet comforting combination: Free Bingo paired with a bellyful of savoury pies and steaming baked beans. Sometimes the best things in life are free.**

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**October brought a fantastic splash of Halloween spirit to our complex this year, making for an unforgettable evening for all! Residents gathered in their spooky best. The buffet, supplied by the excellent team at Clarks, offered an array of treats and eats that satisfied everyone. Adding to the joyful atmosphere, Rab Clark kept spirits high with his engaging entertainment, ensuring there was never a dull moment.**

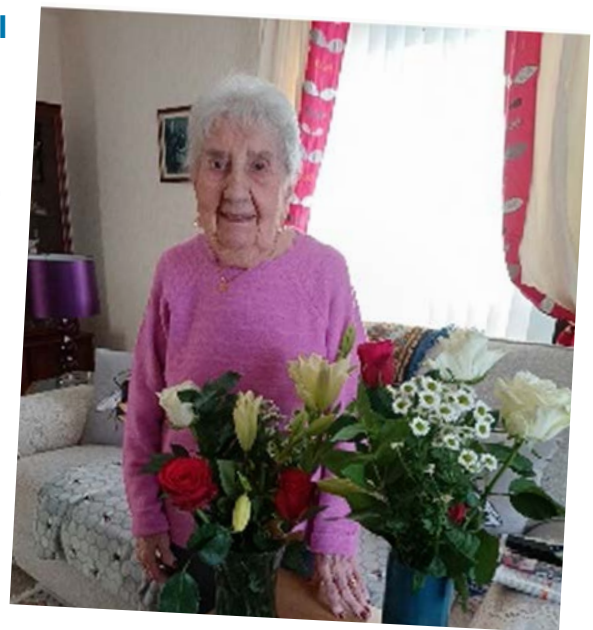


**We had an absolutely fantastic trip in November with an evening of music, delicious food, and wonderful company! There was a special trip to the Webster Theatre in Arbroath to see the highly anticipated "Legends of the 60s show." To make our evening truly special, we gathered beforehand for a delightful pre-theatre meal at the charming Forbes of Kingennie.**



**As November drew to a close, marking that transition from autumn's crispness to winter's gentle embrace, our complex had one last wonderful celebration to share before December truly kicked off: St. Andrew's Day! It was absolutely fantastic to see so many neighbours gather, embracing the spirit of Scottish cheer right here at home.**

**What a truly special year it's been for our wonderful community, filled with remarkable milestones! We were absolutely delighted to extend our warmest wishes and a huge cheer to our beloved tenant, Grace, who marked her incredible 90th birthday this year. Her spirit and smile continue to be an inspiration to us all.**



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**Frank celebrated a very special birthday this year. You can see him in the photo proudly showing off his favourite mug**

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**Our tenants Cathy and Billy reached an extraordinary landmark, commemorating their Diamond Wedding Anniversary and 60 years of marriage! Their enduring love story is a beautiful testament to commitment and companionship, and we couldn't be happier for them.**





# Caldrum Street & Rosebank

A wee treat in August for the ladies at Caldrum Street getting some treatments with a cuppa. We managed to get a photo of some of them before they left feeling good.

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The residents really turned out in force at the end of August to squeeze every last drop of fun out of the season. Debz absolutely rocked the entertainment, getting everyone in the mood for a good time and let's not forget the incredible spread put on by Jackie McKenzie – that buffet was seriously delicious! It was a truly lovely afternoon, with plenty of dancing and some brave souls even belting out tunes on the karaoke machine. A huge shout-out to everyone who generously donated to the raffle; your contributions made it even more special. What a way to wrap up summer!



Life in the Rosebank complex has a steady, quiet heartbeat, and it often comes from the gentle click of a jigsaw puzzle piece finding its home.



September, tenant Keith Norrie organised a memorable evening that truly brought residents together. The main event was a lively quiz, where competitive banter filled the air as teams vied for victory, with the eventual winners happily claiming their prizes, and the good-natured “wooden spoon” recipients accepting their consolation. Following the quiz, the atmosphere shifted to one of poignant nostalgia with a touching slideshow of photos featuring both past and current tenants. This visual journey through shared memories proved to be a deeply emotional yet utterly lovely experience. To cap off the delightful occasion, a delicious buffet, generously provided by the local Ukrainian café conveniently located just opposite, ensured everyone left with full hearts and satisfied appetites, a perfect blend of camaraderie and communal joy.

It is with a heavy heart that we acknowledge the passing of Jane Gambling, who left us in September. Jane was a truly integral and cherished figure within our local community, her warmth and dedication touching countless lives. Her absence will be profoundly felt by everyone who had the privilege of knowing her, especially those at Caldrum Street, where her presence was a constant source of comfort and connection. Jane will be sorely missed, but her legacy of kindness and community spirit will undoubtedly live on in the hearts of those she leaves behind.



As the chillier months draw in, why not warm up and connect at the weekly soup lunches. Starting October at 12 noon each Wednesday, these relaxed mid-day gatherings offer a welcome respite from the cold. For a modest contribution of just £1.50, attendees are treated to a wonderful spread: the star is the delicious, homemade soup, lovingly prepared by tenant Caroline, served alongside fresh bread, a tasty slice of cake, and piping hot drinks. More than just an affordable meal, the soup lunch is proving to be a lovely get-together, offering a valuable opportunity for everyone to share stories, forge connections, and ensure no one has to face the winter afternoons alone.



There was a scream of a time this Halloween with the most spooktacular fancy dress party. Residents attended in creative costumes for a night of classic fun and frights. They worked up an appetite and sank their teeth into a

spine-tingling spread from the brilliant Nicoll's. And to keep the party alive, the incredible Johnny Duncan provided the tunes with his sensational 60's entertainment. It was a real monster mash enjoyed by all.



Our residents celebrated St. Andrew's Day with a fantastic function on Saturday, November 29th! Everyone pulled out all the stops to bring a night of pure Scottish delight. There was a delicious Scottish dinner that definitely warmed the cockles, alongside a full evening of lively entertainment. There was traditional Scottish tunes courtesy of an accordionist, plus plenty of

fun with games and a quiz hosted by the one and only Luke Likesyd.

The festive fun starts for the residents at The Barrels on Thursday 11th December followed by festive tunes provided by Jon McLauchlan back at the complex. We are sure there will be many photos to share of the day's celebrations.

Gordon Street

Angus and Betty, who celebrated their incredible 60th Wedding Anniversary this year. What a fantastic milestone. We wish you both continued happiness, health and love in the years to come. Cheers to 60 years of togetherness.







In July tenants and their guests recently enjoyed a wonderful community bus trip to the picturesque town of Pitlochry. The day offered a fantastic opportunity for residents to socialize and explore the beautiful Highland Perthshire landscape. The undoubted highlight of the excursion was the traditional “chippie tea” enjoyed by all at the renowned McKay’s Fish Bar before the final journey home. A brilliant time was had by everyone who attended, making it a truly memorable day out. The photos show our enthusiastic group both waiting patiently for the coach and settled in enjoying the scenic ride!



August proved to be another fabulous, bustling month here at the complex. We saw a brilliant turnout for all our regular favourites, reminding us why community life is the best life! The delicious smell of sizzling bacon wafted through the hall every morning as residents gathered for their essential pre-lunch bacon rolls and morning coffee. Evenings were packed with high spirits (and high stakes!) thanks to our wildly popular bingo nights, complete with plenty of laughs and shouted numbers. For those needing a little relaxation, the weekly beauty therapy sessions offered a wonderful escape, leaving everyone refreshed and perfectly pampered for the transition into autumn.

September certainly brought a delightful afternoon of camaraderie to the lounge! Residents gathered for a wonderfully social event, enjoying a hearty and comforting lunch of classic pie and beans. The buzz of friendly chatter filled the air, as plates were cleared in anticipation of the sweet treats to come. And what a treat they were – a fantastic array of yummy cakes that provided the perfect sweet ending to a truly pleasant gathering. It was a lovely opportunity for everyone to catch up, share a laugh, and simply enjoy good company and delicious food.

A delightful evening unfolded in October for a group of tenants and friends. The night began with a warm and inviting tea at Bertie Mooney’s, where laughter and lively conversation filled the air as everyone caught up over comforting brews and delicious treats. Feeling refreshed and in high spirits, the group then made their way to the Whitehall Theatre. There, they settled in for a highly anticipated performance of “The Provy Wummin,” a show that promised and delivered an evening of fantastic entertainment and shared enjoyment. It was a perfect blend of good company, good food, and great theatre, leaving everyone with fond memories and smiles all around.





# Dryburgh Gardens

During the month of July, the complex hosted a well-attended afternoon tea, providing a social occasion for its residents. This gathering offered a pleasant opportunity for community interaction amongst those present.

The refreshments were followed by a stimulating quiz, which engaged participants in a spirited yet friendly competition which ended in a notable joint win, adding an element of excitement to the proceedings.



August kicked off with a brilliant outing to the Gardyne Theatre, where a few of our residents enjoyed an unforgettable night watching "Chicago the Musical." Everyone who went absolutely raved about the show – a truly great performance and a fantastic night out that certainly added a bit of Broadway sparkle to our social calendar!

We're also thrilled to announce the start of our new yoga class in August right here in the complex. It's been a big hit already, with tenants telling us how much they're enjoying the sessions. It's wonderful to see everyone embracing the opportunity to relax, stretch, and connect.

The tenants really showed their community spirit this October by hosting a delicious coffee morning dedicated to raising funds for Macmillan Cancer Support. The tables were absolutely laden with incredible homemade cakes. Along with plenty of hot coffee and other generous donations, the morning was a buzzing success, giving everyone a chance to catch up while supporting a vital charity. We are absolutely thrilled to announce that, thanks to everyone who baked, bought, and donated, a brilliant £200 was raised!



At the end of October, our complex was buzzing with spooky excitement for a fantastic Halloween party. The air was filled with ghoulish laughter and the delicious aroma of mince rolls and chips – the perfect comfort food for a chilly autumn evening. And who kept the party spirits high? None other than Alex Mills, who spun some seriously awesome tunes and had everyone on the dance floor.



November brought our St Andrew's Day Ceilidh! It was the perfect excuse to kick up your heels, whether you're a seasoned dancer who knows the steps to the Gay Gordons blindfolded or a beginner just hoping to avoid stepping on too many toes during the Strip the Willow. And once the residents had worked up a truly serious appetite from all that whirling around the hall, there was the ultimate comfort food on the menu: hearty, crispy fish suppers, ensuring everyone is well-fed and ready to jump back onto the dance floor.

We're kicking things off in December with a bus trip to Livingstone for all your Christmas shopping needs – get those gifts sorted and soak up the holiday cheer. Then, we'll be winding down that shopping spree with a delightful high tea at the Inchtute Hotel. But that's not all! Our main Christmas party is all booked up within the complex for our tenants and their guests. We've got a delicious meal sorted, with tasty treats being brought in fresh from Yorke's Butchers. To keep the party going, the brilliant Rab Clark will be providing the entertainment and of course, there'll be a cracking Christmas raffle with some fantastic prizes up for grabs! It's going to be a December to remember!

For the years she resided at Dryburgh Gardens, Jessie McFadden made an indelible mark on the community. She was a deeply engaged resident, serving actively on the Committee of the Dryburgh Gardens Residents Association and providing invaluable help in organising countless complex events. Jessie's generosity was legendary, often expressed through her passion for knitting. She regularly produced comforting hats and blankets for SCBU in Ninewells, and knitted dozens of Trauma Teddies for the Fire Service to assist children during emergencies. Additionally, her handcrafted characters were always a highlight of the Christmas craft stall, helping raise vital funds for the complex. When not serving others, Jessie loved the social side of Dryburgh Gardens, always ready for a dance and a good sing-along. She will be greatly missed for her dedication, kindness, and boundless help to everyone around her.



The residents gathered to honour Bertha on her remarkable 94th birthday. Far more than just another year, the milestone was marked by a celebration at the complex. Bertha was gracious and the undeniable star of the afternoon, her eyes sparkling as she shared laughter and memories with friends of some of whom have known her for decades within the community.



**One Parent Families Scotland**  
changing lives, challenging poverty

**Abertay Housing Association is proud to partner with One Parent Families Scotland (OPFS) Dundee, providing dedicated premises at Families House in Grampian Gardens, Fintry. This collaborative effort enables OPFS Dundee to deliver vital support services to single-parent families with children aged 0-16 across the city of Dundee.**

OPFS's overarching vision is to foster a Scotland where single-parent families are celebrated in their diversity, treated fairly, and live free from discrimination and poverty.

#### **KEY SUPPORT SERVICES OFFERED BY OPFS DUNDEE:**

OPFS Dundee delivers comprehensive support through one-to-one work, group activities, and various events, focusing on six key priority areas identified as crucial for single-parent families:

- Children
- Health & Wellbeing
- Home
- Money
- Relationships
- Work, Education & Training

#### **MAKING A REFERRAL:**

Parents can self-refer to any OPFS Dundee service. Referrals can also be made by any agency, with the agreement of the parent, by contacting OPFS Dundee directly on 01382 501972 or via email at [referrals.dundee@opfs.org.uk](mailto:referrals.dundee@opfs.org.uk).

This comprehensive range of services, in partnership with Abertay Housing Association, underscores OPFS Dundee's commitment to empowering single-parent families and enhancing their overall wellbeing.



# DEVELOPMENTS

## Angus Street

On 14 August 2025, a significant milestone was reached for our new development at Angus Street in Lochee, as the official "Sod Cutting Ceremony" took place. We were truly blessed with brilliant weather for the occasion, providing a perfect backdrop just before the heavens opened and we had thunderstorms. The event saw a strong turnout, with our Board Chair, Ron Neave, and Vice Chair, Kath Mands, leading the proceedings. They were joined by dedicated members

of Abertay staff and our valued partners from Campion Homes, who will be bringing this vision to life. Beyond the ceremonial turning of the first soil, a moment of pure joy unfolded as one of our enthusiastic staff members fulfilled a long-held ambition: to sit in the mighty cab of a JCB. Thankfully, strict health and safety protocols meant she wasn't allowed to drive it, but the sheer delight on her face was absolutely unmistakable and lit up the site.



## Clelington Road

With the plans all approved to bring 31 affordable new homes to Clelington Road. 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!



## Na Daraich - Newtyle

With the Association's part of this development now formally complete, we reflect on the successful delivery of ten high-quality new properties. We are immensely pleased to confirm that the new tenants have moved in, marking the successful culmination of months of meticulous planning and cooperation

across all teams. The true reward for this effort, lies in observing joy of our new residents, who have successfully settled into the comfort and security of their new homes. We extend our warmest wishes to all the new families and are delighted to know they will be enjoying the warmth, stability, and joy of celebrating their first memorable festive season in their permanent new homes.



# Spotlight on **CRAIGIEBANK**

Nestled within the vibrant city of Dundee, Craigiebank stands as a well-established residential district, renowned for its peaceful atmosphere and strong community spirit. The Association has a number of homes in this area which is characterised by its tree-lined streets and a mix of housing styles, from charming inter-war bungalows to more modern family homes, it offers residents a tranquil retreat without sacrificing urban convenience. The area is particularly popular with families, boasting

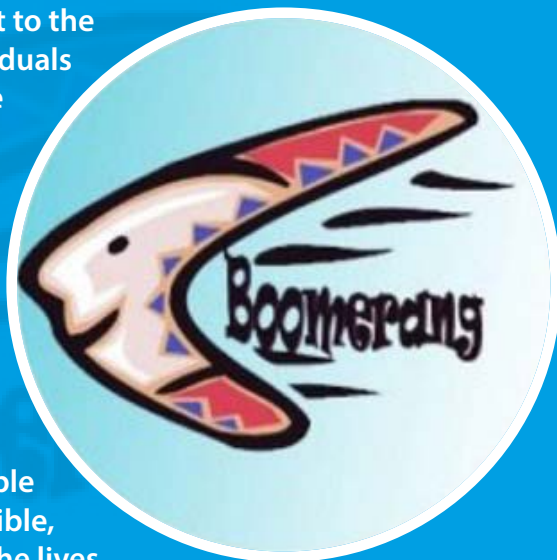


local schools, accessible green spaces, and a range of essential amenities that foster a high quality of life. Its strategic location provides easy access to Dundee's bustling city centre, the scenic beauty of the surrounding Tayside area, and major transport links, making Craigiebank an ideal blend of suburban tranquility and urban connectivity. More than just a collection of houses, it represents a cherished corner of Dundee, where community bonds thrive amidst everyday life.

## **BOOMERANG DUNDEE**

Abertay Housing Association expressed immense pride in contributing to the vital fundraising efforts of Boomerang, a cherished community project in Stobswell, Dundee. Demonstrating their commitment to local welfare, Abertay enthusiastically sponsored a couple of holes at Boomerang's highly anticipated Golf Tournament, held on 17 August 2025. This event served as a crucial platform to generate much-needed funds for Boomerang, an organisation dedicated to providing essential

assistance and support to the most vulnerable individuals and families within the community. Abertay Housing Association's sponsorship not only highlighted their corporate social responsibility but also directly bolstered Boomerang's mission, ensuring they can continue their invaluable work in making a tangible, positive difference in the lives of those who need it most.





# Garden Competition 2025

A massive thank you to everyone who participated or nominated someone for our highly anticipated Garden and Balcony Competition 2025! We've been truly inspired by the incredible dedication and talent displayed by our tenants.

Despite the challenging dry summer this past year, your commitment to nurturing your gardens and balconies shone through, transforming communal spaces and private havens alike into vibrant showcases of floral beauty and thoughtful design.

Our esteemed panel of judges, including representatives from our generous sponsors QAPM, alongside our own Chair and Vice Chair of the board, faced an incredibly difficult task in selecting the winners, a testament to the exceptionally high standard of all entries. So much so that they could not decide between 1st and 2nd in each category. So, they decided to make them joint first.

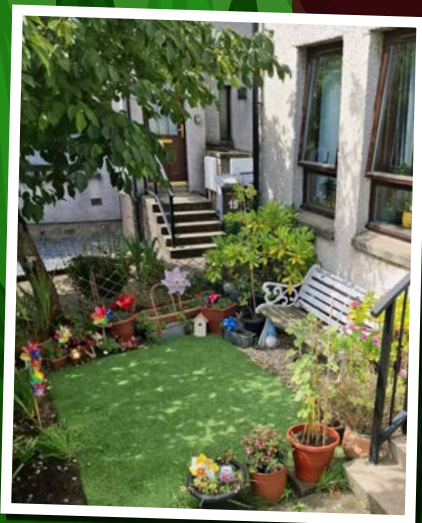
This beloved competition is a cherished annual tradition, and we're already looking forward to next



year's entries! So, as the seasons turn and the colder weather beckons, we encourage all our residents to get their green fingers ready and start envisioning their next garden or balcony masterpiece. Keep an eye on our next newsletter, where we'll provide all the details on how you can enter. Who knows, with a little passion and hard work, you could be next year's deserving winner!

*Good luck to all our budding horticulturalists.*

## BEST GARDEN CATEGORY



Joint first winners in the garden category are Mrs Warden from Hilltown...

1st

...And Mr McIntosh from Fintry:



## BEST VERANDA/BALCONY

The Bonnie Balcony joint winners are Mr & Mrs Duncan and Ms Kennedy both from Fintry:



1st





# Avoid arrears this Christmas

It's that time of year for buying presents, party nights, adding new decorations to the tree, and there's no doubt about it, Christmas is a very expensive time for most of us. But there's good reason to put paying the rent at the top of your Christmas to-do-list.

Paying the rent over the Christmas period can sometimes be a problem for tenants. Some tenants feel that the Christmas period shifts their priorities to presents and parties.

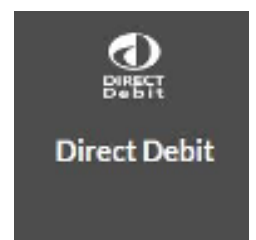
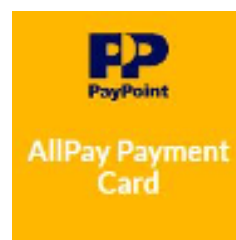
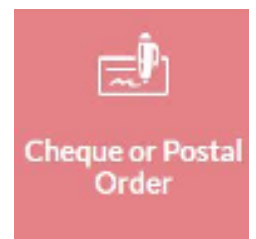
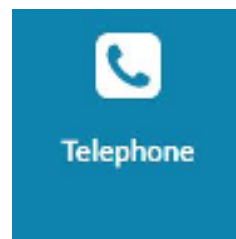
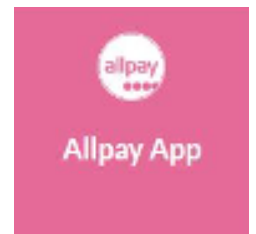
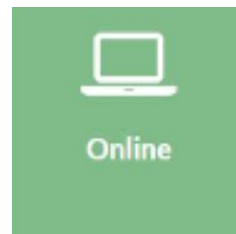
Putting a plan in place to prevent rent arrears will help to ease some of the financial stress associated with the Christmas and New Year period.

## 3 easy money tips to help you relax this Christmas

- 1. Get Ahead.** Where possible, try to pay an additional week/month's rent early in December so you're not caught out as Christmas draws closer. The festive season carries us away at the best of times, but if you've paid an extra week/month of rent in advance, it removes the burden of extra financial pressure.
- 2. Pay extra.** Should paying an additional week/months rent in advance be a struggle? Continue paying your rent as normal but consider adding a little extra each week/month. Some people do this, and it means by the time December has come they have already paid that months rent or are even a little bit ahead.
- 3. Communication is key.** It is important to stay in touch with us if you feel you might be under some financial pressure towards the end of the year (or indeed any other time of the year for that matter). Are you already worried about being able to pay your rent? You can contact our Income Team for advice, who can also signpost you on to specialist agencies who may also be able to help.



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.



### Experiencing difficulty paying your rent?

**Don't panic, our staff are here to help, just contact our Income Team direct:**

**Natalie – 01382 513818**

**Alison – 01382 513809**

**Cat – 01382 513807**

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

# Action For Children



**Action for Children marked a momentous milestone in September, celebrating their 70th birthday with a rip-roaring garden party with Dundee Youth Housing joining in the celebrations!**

The event was a vibrant affair, filled with the joyous sounds of live music that had guests tapping their feet. Laughter echoed through the grounds as attendees of all ages enjoyed a variety of fun activities, creating cherished memories.

Delicious refreshments ensured everyone was well-catered for, adding to the festive

atmosphere. The day was a resounding success, a testament to the vital work Action for Children has undertaken for seven decades and a wonderful way to honour their incredible legacy.



**Action for Children in Dundee provides Dundee Individualised Support, including a youth housing service for young people aged 16-25 at risk of or experiencing homelessness. The service offers housing advice, financial support, counselling, and help with employability skills. For general enquiries, you can visit their website at [www.actionforchildren.org.uk](http://www.actionforchildren.org.uk) or use the phone number 01382 450052.**

## Privacy Notice

Our Privacy Notice has been updated following the passing of the Data (Use and Access) Act 2025, which received Royal Assent in June 2025. The updated version is available on our website or on request from our office.







## Clares' Great North Run

We're incredibly proud to shine a spotlight on our fantastic Corporate Services Officer, Clare! Amidst her busy schedule, our lovely Clare took on the formidable challenge of the Great North Run, not just for a personal achievement, but for a cause incredibly close to her heart: Dementia UK.

Her dedication truly paid off, as she successfully raised an outstanding £1227 for this vital charity – a testament to her passion and hard work. But the triumphs didn't stop there! Demonstrating incredible grit and determination and in what can only be described as a remarkable feat, she even

looked refreshed and invigorated at the finish line, defying the usual exhausted runner's appearance! Clare's commitment, both to her personal goals and to a cause she so passionately believes in, is truly inspiring to us all. Well done, Clare – we're immensely proud of everything you've achieved!

## CUSTOMER SERVICE UPDATE

# 19,454

(approx. 153) calls daily)

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



### NEW ADDITIONS TO THE TEAM:

We are pleased to formally acknowledge Louise's exceptional start within the Customer Services Team. Having joined us a few months ago, she has very quickly integrated into her role and is already proving to be a highly valuable addition. We are confident that Louise will continue to be an excellent asset to the Association. With the benefit of ongoing training and development, we are certain Louise will become an integral and lasting part of the team.



Welcome

### Giving Access

We are reaching out to address a recurring issue that impacts the efficiency of our repair services and the responsible use of Association funds: instances where tenants, having reported a repair themselves, subsequently fail to provide access to contractors at the agreed-upon time.

While we understand that unforeseen circumstances can occasionally arise, these missed appointments create significant problems. Not only do they lead to a wasted journey and time for our contractors, but the Association is still charged for these visits. This results in a direct waste of money – funds that could otherwise be invested in upgrading tenants' homes and improving our services. Furthermore, it inevitably means a longer delay for you to get your essential repair completed.

To enhance efficiency and prevent unnecessary costs, we offer convenient 2-hour appointment slots. We urge all tenants to simply notify us if you are unable to provide access as arranged.

For those who continually fail to give access without prior communication, we may regrettably be forced to pass on any costs incurred by the Association. A quick call is all it takes to help us manage appointments effectively and ensure our resources are spent where they're most needed.



# HOME AND CONTENTS INSURANCE

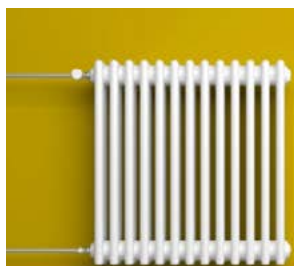
## Are you covered in your home?

**As your landlord, the Association provides a robust buildings insurance policy which safeguards the physical structure of your home, including essential fixtures and fittings. However, it's vital for all residents to understand that this policy does not extend to your personal belongings or household items. This is where contents insurance becomes essential. A dedicated contents insurance policy provides crucial protection for the goods within your home, covering items such as furniture, clothing, and electrical appliances against unforeseen events.**

Consider this example: if a toilet leak damages your vinyl flooring and seeps through to your kitchen, damaging an appliance like your toaster, our buildings insurance would cover the repair of the leak and any structural damage to the ceiling. However, the cost to replace your vinyl flooring and the damaged toaster would fall under your contents insurance.

To assist our social housing tenants, Thistle Tenants Risk Home Content Insurance Scheme, is available, which is specifically designed with minimum requirements and flexible payment options. You can learn more and apply by visiting [www.thistletenants-scotland.co.uk](http://www.thistletenants-scotland.co.uk).

While Thistle is a tailored option, many other reputable insurance providers and comparison sites also offer home contents insurance. The most important step is to ensure you have coverage in place to protect your valuable personal belongings and provide peace of mind.



## WARM HOME DISCOUNT

**Some of the major energy providers still have their Warm Home Discount schemes available. This could mean that you qualify for £150 added to your energy account if you meet your energy suppliers qualifying criteria.**

Normally the Warm Home Discount is applied to your Electricity account. However, some suppliers can add this to your gas account if you prefer. This would be entirely up to your energy provider. Have you applied for yours yet? We would recommend that you contact your energy supplier as soon as possible as these schemes are only available for limited times.



YOUR RENT...

YOUR SAY...



## RENT CONSULTATION 2026/27

Abertay Housing Association is commencing a rent consultation for the 2026/27 period, demonstrating its unwavering commitment to tenant involvement on matters directly affecting residents

Launching in the coming weeks this consultation invites tenants to share their views on what makes a fair and consistent rent increase.

Tenants will receive information detailing the allocation of rent money, the operational costs of delivering housing services, the impact of rising inflation and an overview of planned maintenance programmes, including a summary of works already completed.

To ensure broad participation, tenants can submit their feedback through various channels: digitally, via a pre-paid paper consultation form, or securely through the 'My Home' online portal.

Tenants who wish to use 'My Home' but have not yet activated their account are encouraged to contact Abertay Housing Association at (01382) 903545 for assistance, ensuring everyone has the opportunity to contribute their valuable insights.



Scan here. Have your say today and complete the consultation online.

What did the salt say  
to the pepper?

Season's Greetings!

### CHRISTMAS CRACKER JOKES

What's Santa's  
favourite pizza?  
One that's deep-pan  
crisp and even.

Why was the  
snowman  
looking through  
the carrots?

He was picking  
his nose.

WHO HIDES IN  
THE BAKERY AT  
CHRISTMAS?  
A MINCE SPY.

WHAT'S A REINDEER'S  
FAVOURITE SINGER?  
BEYONSLAIGH

Why is it getting  
harder to buy advent  
calendars?

Because their days  
are numbered!

## Lynn's Terrific Tablet Recipe



Our staff member Lynn has graciously shared her family Tablet recipe. We hope that you will have fun making it but remember to be careful with hot food and pots.

### INGREDIENTS

- 55g of butter
- 250ml Of Milk
- 900g of sugar
- 1 tin of Condensed milk

### METHOD

- **STEP 1**  
Melt milk and butter together. Gradually add the sugar. Make sure sugar is melted.
- **STEP 2**  
Then add the tin of condensed milk gradually, careful not to burn.
- **STEP 3**  
Bring to boil (minimum temperature 118C), continuously stirring until thick and a honey caramel colour. Approx 20-30 mins.
- **STEP 4**  
Take off heat and leave for 5 mins. Then give it a good beating and pour into a suitable tin.
- **STEP 5**  
Leave to cool, can put in fridge. Best to mark it to cut just before fully set, as cuts better.

Have fun and enjoy.





## 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!



Opening Hours	Phones	Office
Monday 22 December	08:30 – 16:30	10:00-16:00
Tuesday 23 December	08:30-12:00	10:00-12:00
Wednesday 24 December	CLOSED	CLOSED
Thursday 25 December	CLOSED	CLOSED
Friday 26 December	CLOSED	CLOSED
Monday 29 December	08:30-16:30	10:00-16:00
Tuesday 30 December	08:30-12:00	10:00-12:00
Wednesday 31 December	CLOSED	CLOSED
Thursday 01 January	CLOSED	CLOSED
Friday 02 January	CLOSED	CLOSED

**Should you require urgent assistance please call 01382 903545**

*Wishing all our customers a very Merry Christmas and a Happy New Year!*