

Abertalk



*Hello
Summer!*

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Welcome to our Summer Newsletter

Here at Abertay we hope you and your families have been able to make the most of the “sunshine” as we reach the height of the summer season.

Our commitment to maintaining high-quality homes remains the Association's primary objective.

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 two following paragraphs bear testimony to this.

We successfully completed the 2025/26 Planned Maintenance Programme, which saw an investment of £3.1 million to improve energy efficiency and internal standards of our housing stock - your homes.

We have already commenced our 2026/27 programme, with a further £3.3 million allocated this year, alongside our annual commitment of over £1 million for day-to-day reactive repairs, this investment will ensure your homes remain energy efficient, safe and comfortable.

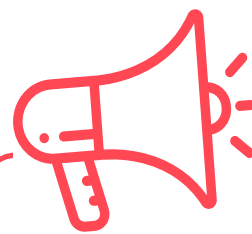
Beyond maintaining our existing homes, we are delighted to be expanding our footprint with new affordable social housing across Dundee. We are thrilled to report that our Angus Street development in Lochee is now complete and has officially welcomed families.

Our Clepington Road development, which will comprise of 31 properties, started in early July 2026, and we are looking ahead to work starting on the Mossiel site later this year, which, when complete, will create 44 properties.

Thank you for your continued engagement with the Association. We hope you find this edition informative and fun and we wish you a wonderful remainder of the summer.

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

Facebook

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!





MEET TAYBEAR

■ Taybear is the newest member of the Association staff and we welcome them onboard.

Taybear also just happens to be an anagram of Abertay.

To introduce you to Taybear, we are asking you to find the five images of Taybear throughout the newsletter.

Once you find them if you could mark the page numbers below:



IMAGE 1: PAGE ?

IMAGE 2: PAGE ?

IMAGE 3: PAGE ?

IMAGE 4: PAGE ?

IMAGE 5: PAGE ?

Please ensure that your entries are with us by **Monday 22 September 2026** for a chance to win a £50 voucher of your choice. You can email your entries to: queries@abertayha.co.uk or either send or hand them into our office at 147 Fintry Drive, Dundee. DD4 9HE.

Name

Address

.....

Postcode

Contact telephone number or email address:

.....

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

Performance update	Target	Year end 2024/25	Year end 2025/26	Target achieved?
Number of emergency repairs		994	777	
Emergency repairs completed on time	4 hours	2.43 hours	1.8 hours	😊
Average length of time taken to complete non-emergency repairs	6 working days	6 days	6 days	😊
Satisfaction with the repairs service	98%	98.7%	99.2%	😊
Value for money				
Gross rent arrears as at the period end as a percentage of rent due for the end of the year	<5%	1.72%	1.72%	😊
Average length of time to re-let properties	<21 days	26 days	28.9 days	😐
Percentage of tenants satisfied with the standard of their home when moving in	95%	90.9%	91.3%	😐

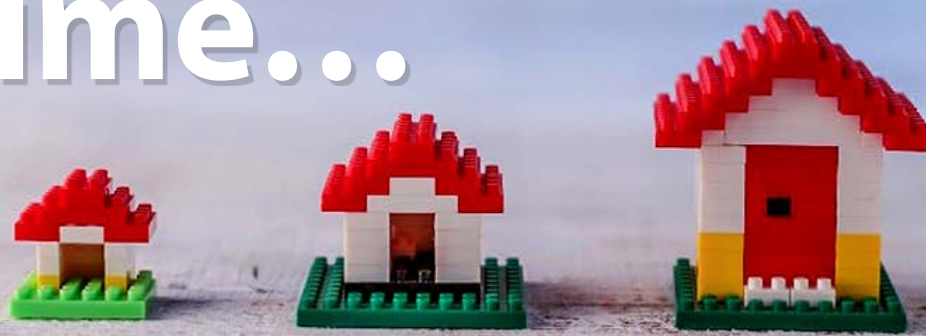
Our performance in 2025/26 in comparison to other social landlords in Scotland can be viewed in our Annual Report, which will be posted out to you later this year. A copy of the report will also be available on our website and in our reception area, main office – 147 Fintry Drive.

Complaints

For the year 2025/26, 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	2025/26	
Stage 1 complaint	5 days	4.1 days	😊
Stage 2 complaint	20 days	15.2 days	😊

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 the construction of new homes, 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.

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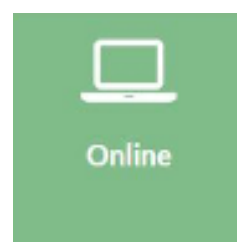
We understand that circumstances can change unexpectedly, and we're committed to finding a solution that works for you, with this in mind, it is vitally important that you contact the income team to discuss your rent account.

- **NATALIE – 01382 513818**
- **ALISON – 01382 513809**
- **LINZI – 01382 513838**
- **CAT – 01382 513807**

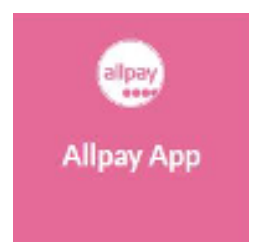


For your rent to go straight onto your account immediately we recommend paying by Direct Debit, My Home or telephone us direct on 01382 903545.

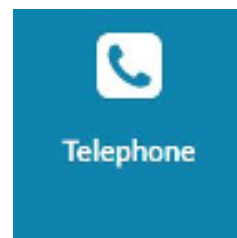
There are different and convenient ways for you to pay your rent which we've listed below. Paying by Direct Debit is the simplest and most convenient way to pay your rent.



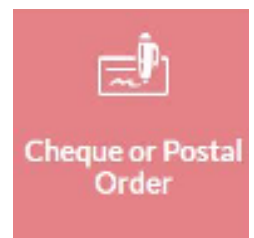
Online



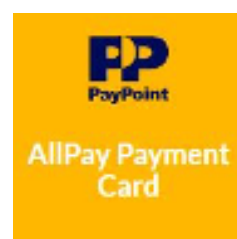
Allpay App



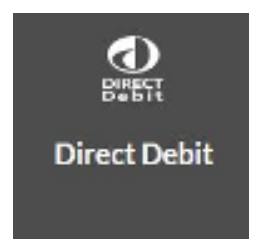
Telephone



Cheque or Postal Order



AllPay Payment Card



Direct Debit

Finmill LMG present

FINTRY GALA DAY

Saturday 5th September
Fintry Parish Church 11am – 2pm

**Book a table
for just £10
by calling
The Finmill
Centre LMG on
01382 438641**

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 FREE entertainment for all ages, FREE exciting rides,
delicious cakes and treats, and much, much more.**





Fly Tipping

Keeping Our Community Clean and Safe

We have recently noticed an increase in bulk items (appliances and furniture) and general waste being left in communal areas, bin stores and dumped throughout our estates. We would like to remind all residents that dumping items in these shared spaces is strictly prohibited and constitutes a breach of your tenancy agreement.

Leaving waste in public areas creates more than just an eyesore; it poses a serious health and safety risk and is also a huge fire risk. Piles of discarded items can quickly attract vermin, harbour pests, and block vital access routes for emergency services and fellow residents. To ensure your neighbourhood remains a clean and

pleasant environment for everyone, we ask that you dispose of all large items responsibly through the local council's bulky waste collection service.

Please be aware that we are actively monitoring these areas. Should dumped items be discovered, we will launch an investigation to identify the source, which may include checking items for personal details, speaking with neighbours, or reviewing available evidence. Please note that if a responsible tenant is identified, the costs incurred for the removal of these items will be recharged directly to them.

We all take pride in our communities and appreciate your cooperation in keeping it safe and tidy.



**Contact Dundee City Council to arrange
an uplift on 01382 434000
or online: [https://www.dundeecc.gov.uk/service-area/neighbourhood-services/
environment/bulky-uplift-service](https://www.dundeecc.gov.uk/service-area/neighbourhood-services/environment/bulky-uplift-service)**

A big shout out to the wonderful staff at the Association who have signed up for the Dundee Kilt Walk on 16 August! Whether you're lacing up for the breezy 4 mile stroll or daring the legendary "Mighty Stride" – a full 20 miles of bag piping, tartan and good natured blisters – they're all set to make the day unforgettable.

Even better, each of them is fundraising for a cause that hits close to home: from Macmillan Cancer Support and Cancer Research UK, to Chest Heart and Stroke Scotland and Alzheimer's Scotland, to name just a few.

We can't thank our staff enough for their enthusiasm, determination, and the generosity of everyone who has donated along the way.

Keep an eye on the next newsletter—we'll be sharing photos of the kilts in action, stories from the trail, and plenty of applause for the tireless effort they will have poured into this challenge.

Go on, keep walking, keep smiling, and keep doing great things for the charities that matter most to you!

MISSION CHRISTMAS 2025

It may seem a little early to be talking about the festive season. However, we want to extend a massive, heartfelt thank you to all our staff, tenants, and contractors who so generously contributed to Mission Christmas 2025.

Your collective kindness was nothing short of remarkable, resulting in a car absolutely overflowing with gifts delivered to the official

drop-off point. Because of your dedication, countless children were able to experience the magic of the holidays with a smile on their faces.

We are immensely proud of the community's spirit that helped make this season a little brighter for those who needed it most.



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



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.

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**
- **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.

ELEVATE YOUR ESTATE

NEIGHBOURHOOD WALKABOUTS

ENHANCING THE QUALITY OF LIFE IN OUR COMMUNITIES

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** 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!



Planned Maintenance

Over the past few years, the Association has made remarkable strides in its planned maintenance projects, investing over £2.5 million last year alone to upgrade our properties. This year, we are building on that momentum with ambitious targets designed to enhance the quality, safety, and energy efficiency of our housing stock.

One of our key focuses this year is roofing. We are set to replace the roofs on at least four tenement blocks, ensuring better protection from the elements and extending the lifespan of these buildings. Additionally, about 70 properties will receive new uPVC windows and doors, which not only improve insulation but also contribute to lower energy costs for tenants.

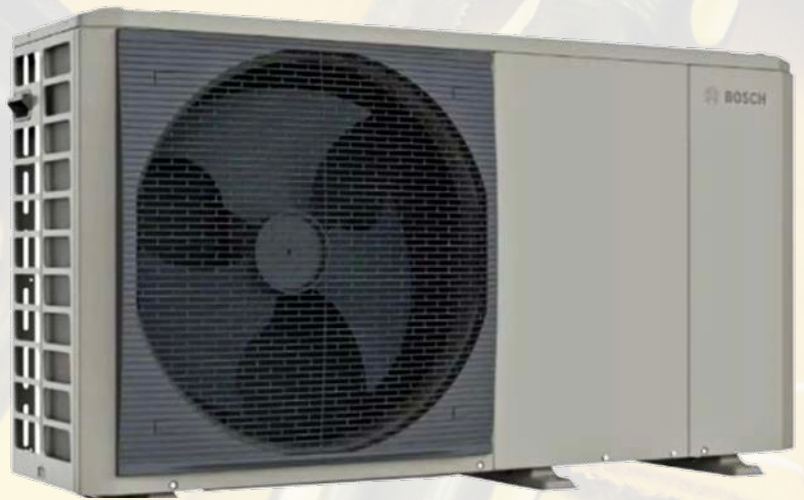


Safety and aesthetics are also high on our agenda. For 23 flats, old metal balcony railings will be replaced with sleek, modern glass balustrades, enhancing both the look and safety of these outdoor spaces. Inside, we plan to replace 75 kitchens and 75 bathrooms, updating these essential areas to meet current standards and tenant expectations.



Energy efficiency remains a cornerstone of our maintenance strategy. We will install 100 new Worcester Greenstar boilers, known for reducing gas consumption and consequently lowering energy bills. Moreover, the final 11 Air Source Heat Pumps will be replaced starting July/August, completing a significant renewable energy upgrade program across our properties. This initiative is a vital step toward our long-term goal of achieving Net Zero carbon emissions.

We also continue to upgrade electrical heating systems, replacing outdated storage heaters with modern electric alternatives in at least 60 homes. Mandatory electrical safety inspections (EICRs) are conducted every five years on all properties, requiring tenant cooperation to ensure timely access for testing. Properties needing rewiring are addressed promptly, especially during kitchen replacements and void property upgrades.



The Association's planned maintenance projects demonstrate a strong commitment to improving living standards, enhancing safety, and embracing sustainability. These ongoing efforts reflect our dedication to providing quality homes while supporting environmental goals.





Thank You!

A few words from our tenants...

I am very happy with the service I get on anything I have to get done. Thank you!

Amazing service from Abertay. Cannot fault the Customer Services Team. Always going above!!!

I think the work you do to houses is really good. I have lived in your house for over 20 years.

Nothing at all, excellent service. The Electrician was very polite and friendly and over all excellent at his job and carried out the removal of the faulty storage heater and installation of the new heater. He cleaned up as he carried out the work a credit to his employer.

ARE YOU CONSIDERING FITTING ONE OF THESE?

The Association has recently received an increasing number of inquiries from residents regarding the installation of video doorbells. To ensure all residents remain compliant with legal requirements, we would like to clarify the data protection and privacy obligations associated with these devices..

If your doorbell is configured to capture footage exclusively within your property boundary and sound recording is disabled, your use of the device is exempt from data protection law. However, please be aware that if your device captures images beyond your boundary—such as a neighbour's home, communal areas, or a public footpath—or records audio, you are legally classified as a "data controller." In these instances, you are required to comply with data protection regulations, which include displaying appropriate signage and providing access to footage if requested by an individual captured on your recording.

We encourage all residents to use these devices responsibly. This includes respecting the privacy of others by not sharing footage with third parties

or posting recordings on social media. Please be advised that the Information Commissioner's Office (ICO) has the authority to issue fines regarding the abuse of privacy rights.

Prior to installing a video doorbell, residents must first seek formal permission from the Association.

Please note that the Association will not mediate in disputes regarding the use of these devices; should we receive complaints, we will direct affected parties to the Police or the ICO and recommend they seek independent legal advice. Ultimately, the management and legal compliance of your device remain a private matter between you and those affected by its use.



UNACCEPTABLE BEHAVIOUR POLICY

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 request. 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:

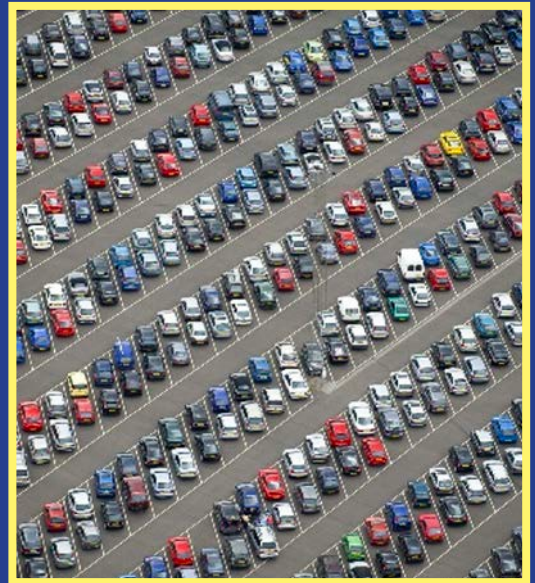


PARKING

– What we can and cannot do.

We understand that finding a convenient place to park can occasionally be a challenge. As your Housing Association, we are committed to helping our neighbourhoods run as smoothly as possible, and we believe that clear communication is the first step toward achieving this.

To ensure fairness and accessibility for all, we kindly ask that you respect all clearly marked parking areas. Where parking is unallocated, please park considerately, leaving ample room for your neighbours and ensuring that emergency vehicles can always gain access. We also remind all residents that parking on grassed areas or pavements, or obstructing driveways, is strictly prohibited, as these actions can lead to costly property damage and significant safety hazards. Please be aware that our authority does not extend to public roads or land outside of our ownership. Most roads and pavements in our communities are owned by Dundee City Council. If you are experiencing issues with abandoned vehicles or obstructions on public roads, we recommend contacting Dundee City Council or the local police, who have the appropriate jurisdiction to intervene. Thank you for your cooperation in keeping our communities safe and accessible for everyone.





Retirement Housing News...

Caldrum Street & Rosebank

DECEMBER 2025

The tenants of Caldrum Street came together to make a meaningful impact on the lives of local youth. Demonstrating incredible generosity, the residents organised a toy drive to support the children at the nearby Maxwell Centre. This thoughtful donation, specifically aimed at aged 5 to 12, brought joy and excitement to the kids.



Some updates on what the residents have been up to since our last newsletter.

Homemade soup made by tenant Caroline, followed by cake continues every Wednesday at 12noon. Huge thank you to Caroline, everyone loves your baking and the effort that you make, it's much appreciated.

Bingo continues on a Thursday at 2pm for fun, the lucky winners enjoy a gift card to spend.

Our tenant Jean has donated Diamond Paintings which are so lovely, bright and creative to help raise money!



OCTOBER 2025

From October, "Indoor Bowling" a new activity started on every Monday at 2pm, tenant Davie has been the umpire, everyone has enjoyed this fun sport. Refreshments available, everyone is welcome to come along if you would like to try.



JANUARY 2026

What a fantastic evening our residents had as they came together to celebrate the timeless tradition of Burns Night! They gathered to honour the life and works of Scotland's beloved national poet, Robert Burns. It was a truly special night that will be remembered for a long time to come and was great to share it with such a wonderful group of people.



MARCH 2026

St Patrick's in March - the caterer provided a lovely buffet, and for the last time Luke Likesyd was the entertainment with his quiz, games and prizes. Luke Likesyd has now retired.



★★★★★★★★★★★★★★★★

MAY 2026

Country and Western night in May, with great entertainment from Charlie. Tenant Caroline provided the delicious, themed catering.

★★★★★★★★★★★★★★★★



MARCH 2026

Dryburgh really knew how to bring the craic this March, hosting a fantastic St. Patrick's Day celebration that had everyone in high spirits. The atmosphere was absolutely buzzing as guests tucked into a hearty, traditional meal that hit the spot perfectly. It was a brilliant way to mark the occasion, leaving everyone with full bellies and a smile on their face.



APRIL 2026 The residents of Dryburgh enjoyed a delightful afternoon of fun and friendly competition this April, hosting an afternoon tea, followed by a quiz. The event provided a warm, welcoming space for tenants to gather, enjoy a variety of refreshments, and catch up with neighbours over tea and treats. Later the tenants put their general knowledge to the test during the quiz. Thanks to our incredible residents who really stepped up to spread some seasonal joy! They put out the call for Easter egg donations to support the wonderful kids at the Lochee Library, and the response was heartwarming. A massive thank you to everyone who dropped off a chocolatey delight; your kindness helped make sure the children at the Hub had a cracking Easter to remember!



JUNE 2026

In a delightful outing in May, the residents of Dryburgh enjoyed a nostalgic evening at the Whitehall Theatre for a performance of A Night with the Everly Brothers. The production, which pays tribute to the iconic musical duo, was loved by all that attended, who were thoroughly impressed by the quality of the show. It was a memorable night out for the tenants, who left the theatre in high spirits after experiencing what they described as a truly fantastic performance. In May the residents also spent time soaking in the sights at Brechin Castle, enjoying the fresh air and

the beautiful surroundings. After working up a good appetite, they hopped back on the bus and headed over to The Bell Rock for a fantastic meal. Dryburgh tenants welcomed the World Cup and completely decorated the complex with Scotland flags in support of their home team



JULY 2026

A trip has been organised up to the Brechin Castle Centre followed by a bit of shopping in Arbroath then onto The Bellrock for a delicious tea. Afternoon tea followed by a quiz is also booked in for July.



Fintry Mains

JANUARY 2026

January got off to a fantastic start at the complex as residents gathered to celebrate Burns Night in style! Everyone enjoyed a hearty, traditional Burns Supper courtesy of Jacques Catering, which went down a treat. With the plates cleared, the evening

kept the energy high with a lively game of bingo, leading to plenty of laughs and a bit of friendly competition. It was a wonderful way to beat the winter blues and bring the whole community together for a night of good food and great company.

FEBRUARY 2026

Our residents held a Valentine's Bingo Night! It was such a fun way to spend the evening, with everyone vying for lines and full houses while enjoying the cozy community vibe. Of course, no bingo night is complete without great food, so we tucked into a delicious "chippy tea" that went down a treat, paired with plenty of refreshments to keep the spirits high.

MARCH 2026

March was a month to remember at the complex as we got into the spirit of

St. Patrick's Day! It was such a treat to have Rab Clark join us, filling the air with great music that really

got everyone in a festive mood. Of course, no celebration is complete without a hearty meal, and Jacques Catering certainly delivered with an absolutely delicious Irish stew that hit the spot perfectly.



APRIL 2026

We are thrilled to share that our annual Easter Raffle, held in April, was a resounding success! The residents managed to raise a very respectable £361 for the Comfort Funds. Whether you donated a prize or picked up a ticket (or five!), we want to send out a huge thank you for your support. It's wonderful to see our community come together like this, and every penny will go a long way toward making a real difference. We also held an Easter Bingo in the complex with Pie & Beans, plus refreshments.

MAY 2026

May was a month to remember for our residents, who enjoyed a delicious meal at Bertie Mooney's. Everyone tucked into some truly lovely food, providing the perfect energy boost before heading over to the Whitehall Theatre. The highlight of the day was undoubtedly the show, "A Date with the Everly Brothers," which had everyone tapping their toes and humming along to those timeless classics. It was a wonderful day filled with great company, good eats, and plenty of music—a real treat for all involved!



JUNE 2026

With June finally upon us and the long-awaited summer sun hopefully making an appearance, it's the perfect time to head out for a day of retail therapy. We're planning a trip over to the Livingston Shopping Centre to browse the stores. To make the day even better, we've decided to treat ourselves to a relaxed meal at the Lion and Unicorn in Thornhill on our way back home. There's nothing quite like rounding off a busy day of shopping with some good food and a chilled atmosphere and we can't wait.

DECEMBER 2025

December – this proved to be a month of warmth and celebration as residents gathered for their much-anticipated annual Christmas lunch. The festive spirit was in full swing, with guests enjoying a three-course meal expertly prepared and served by the team at Sweet Delights. The delicious dining experience was perfectly complemented by the wonderful musical entertainment provided by Alex Strachan, whose performance kept spirits high and filled the room with holiday cheer. The afternoon concluded on a high note with the traditional Christmas raffle, leaving everyone with fond memories.

Gordon Street



JANUARY 2026

January brought a wonderful sense of community as we gathered to toast the arrival of the New Year and honour the spirited traditions of Burns Night. The highlight of the festivities was undoubtedly the celebratory feast, where our dedicated Committee took to the kitchen to prepare and serve a classic, hearty meal of

piping hot haggis, neeps, and tatties. The warm, home-cooked fare set the perfect scene for an evening of lively fun, which was brought to life by the musical entertainment of Rab Clark. His performance provided the perfect soundtrack to the evening, leaving everyone in high spirits.



FEBRUARY 2026

February –marked Brenda’s retirement, residents came together to host a warm and festive celebration breakfast in her honour. The full breakfast was carefully prepared by the residents themselves. As Brenda walked into the gathering, she was met with beaming smiles, heartfelt

congratulations, and a sense of gratitude for the incredible impact she had made

during her time with the community. The celebration was a testament to the strong bonds and friendships that Brenda had formed over the years, and it was clear that she would be deeply missed. As everyone sat down to enjoy the breakfast together, the atmosphere was filled with laughter, stories, and well-wishes for Brenda’s future, making the occasion a truly unforgettable one. The residents’ thoughtful gesture was a wonderful way to show their appreciation for Brenda’s dedication and commitment, and it made her retirement celebration all the more special and memorable.



APRIL 2026

An outing in April began with a scenic bus trip to the McArthur Glen Shopping Centre, where everyone enjoyed the crisp spring air while browsing the diverse array of shops and enjoying the lively atmosphere. After a productive afternoon of retail therapy and leisurely strolls, the group ended the day

with a delicious meal at the Invergowrie Inn. The warm hospitality and hearty food provided the perfect backdrop for residents to share stories and laughter, making the trip a truly memorable highlight of the month.



MAY 2026

As the month of May unfolded, our complex held one of its most anticipated traditions: the monthly Fish Supper night. Once everyone had finished their final bites, the atmosphere shifted from relaxed dining to spirited competition as the evening changed into a lively quiz.

The coming months at our complexes promise a mix of community and adventure, with a busy social calendar that includes exciting bus trips, giving residents the chance to explore new places and enjoy a change of scenery.



Joyce – Finance Officer. Retires after 35 years!

After an incredible 35-year tenure that has left an indelible mark on our organisation, Joyce has officially decided it is time to hang up her badge and embrace a well-deserved new chapter. Her commitment, wisdom, and steadfast dedication have been an important part of our team for over three decades, and while she will be missed, we are thrilled to see her prioritise herself and enjoy some long-overdue “me time.”

As she transitions into this exciting season of life, we thank her from the bottom of our hearts for the countless contributions she has made throughout her remarkable career.

We wish her a long, healthy, and joy-filled retirement, and we look forward to hearing all about the special adventures and bucket-list dreams she is now finally free to pursue.



Brenda – Housing Co-ordinator Retires.

After a decade of dedicated service, Brenda—one of Abertay’s Retirement Housing Coordinators—hung up her badge in February 2026.

Over ten years, she quickly became a reassuring presence for residents across the community. While her warm, down to earth personality made residents feel truly at home.

Now, as she steps into retirement, Brenda will trade the early morning alarm for long lies. While Abertay definitely will miss her, we celebrate the well earned freedom she now enjoys—knowing that every day ahead is hers to shape, free from the clock and full of the relaxation she so richly deserves.

Lesley – Finance & Admin Officer. Retires after 37 years!

After an extraordinary career spanning 37 years, Lesley is officially hanging up her hat and bidding farewell to Abertay Housing Association.

Since joining us nearly four decades ago, she has been a constant presence, witnessing the Association’s evolution through countless chapters of growth and change. A true pillar of the Abertay community, Lesley’s dedication has left an indelible mark on both her

colleagues and the thousands of tenants she has met along the way. As she steps into this well-deserved retirement, she leaves behind a legacy defined by unwavering professionalism, institutional wisdom, and a spirit of kindness that will be deeply missed by all who had the pleasure of working alongside her. We wish Lesley nothing but joy and relaxation as she embarks on this exciting new chapter.



WILDLIFE INSPIRED GATES FOR NEW HOUSING DEVELOPMENT

The design of the new gates for Angus Street, commissioned by Abertay Housing Association, is rooted in the local landscape, wildlife and heritage of the area. The initial inspiration came from the biodiversity features already incorporated into the development plans, including hedgehog domes, bat boxes and wildflower meadow planting. As both hedgehogs and bats are most active at night, this naturally led to a theme celebrating local nocturnal wildlife.

A key aim of Louise’s artwork is to help people notice and appreciate the nature that often goes unseen. She is particularly passionate about encouraging children to observe and connect with the natural world to help foster a lifelong appreciation.

The artwork features a variety of creatures, including pipistrelle bats, moths, hedgehogs, foxes, rabbits, beetles, slugs, snails and earthworms. The planting scheme is also reflected in the design, incorporating buttercups, yarrow, burnet-saxifrage (Pimpinella saxifraga), dandelions and wild strawberries.

The composition of the gates celebrates the many layers of life, from the skies above to the soil below. Wildflowers attract pollinating insects and moths, which support bats and other wildlife. Hedgehogs rely on earthworms and beetles for food, while earthworms enrich the soil and help plants grow. Every plant and animal plays a role in helping biodiversity thrive, highlighting the interconnected relationships that exist within healthy ecosystems. The design uses pattern to give a nod to the heritage history of the area.

The gates were designed by local artist and designer Louise Kirby and fabricated by local businesses AS Fabrication and Tayside Powder Coating.

Louise Kirby is a local visual artist and designer based in Dundee. You can find out more about her artwork here www.louisekirby.com



ABERTAY SUMMER CROSSWORD



Across

1. I can be an admirer but I can also keep you cool. (3)
3. A two piece swimsuit. (2)
4. The hottest season. (6)
6. Feeling from the sun. (4)
8. Where you go to cool down or for a swim. (4)
9. The big yellow thing in the sky. (3)
11. I am made using a bucket and spade. (10)
12. What factor do you use? (9)
14. Green outside and red inside fruit. (10)
15. Seat for soaking up the sun. (9)
17. Can be mock or alcoholic (9)
18. A song by Madonna or another word for a vacation. (7)
21. Eyewear that can protect from sunlight. (10)
23. Can be found on the beach (4)
24. We have a competition for the best one at the moment. (6)

Down

1. Footwear that go slap-slap. (4-5)
2. Rhianna's accessory that keeps you dry. (8)
3. Where burgers meat flames in the summer. (8)
5. Where waves meet land. (5)
7. The month the schools go back. (6)
10. Summer footwear but should they be worn with socks? (7)
11. Delicious with cream at Wimbledon. (12)
13. UV-made makeover.(6)
16. I go with a spade. (6)
17. A house on wheels behind a car. (7)
19. On a cone or out the tub. What am I? (3-5)
20. These can be found in the garden in all colours. (7)
22. Making waves in the pool. (8)

ANSWERS ON P23

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

● Abertay Housing Association receives many calls from tenants requesting help and advice on dealing with many annoying insects and pests. However, although Abertay is responsible for ensuring that properties are fit for human habitation at the start and throughout the tenancy, some responsibility also lies with the tenant to ensure that they are doing everything they can to prevent infestations.

Pests can spread diseases, damage tenants' homes and belongings, sting or bite, aggravate asthma, eczema and other allergies and cause intolerable interference with a person's use or enjoyment of a property. Pests and infestations may also constitute a statutory nuisance, as set out in section 79 of the Environmental Protection Act 1990 or the Public Health etc.(Scotland) Act 2008.

Abertay Housing Association responsibilities:

- Abertay is only liable for ensuring that all properties, including gardens, are pest free before a tenant moves in. Wasp/bee hives and treatment of fleas etc. becomes the tenant's responsibility as soon as the property is occupied.
- is only responsible for carrying out repairs and treating the infestation (regardless of the pest) if it is apparent that an infestation is caused by disrepair or lack of action on our part.
- will intervene on the most serious vermin infestations promptly (i.e. rats and cockroaches) as they can spread disease and are a risk to public health. Additionally, we may also intervene if there is an infestation of bed bugs, as if they are

not treated promptly, they can spread into the fabric of the whole building and can become very difficult and expensive to eradicate.

- is not responsible for dealing with an infestation caused by the tenants' own negligence (i.e. if food has been left out or rubbish has not been disposed of correctly). In these cases the tenant will be held liable for the cost of treating such infestations and will be recharged any costs incurred by Abertay.
- will not be held responsible for any damage caused by pests to tenants' belongings.
- will make all tenants aware of their responsibilities at the start of their tenancy through the Tenancy Agreement, information packs and leaflets.

- Abertay will impose preventive measures to reduce the likelihood of harm arising from pests, to include housekeeping checks of our Estates to ensure the risk of pests and infestations is minimised.

Tenants' responsibilities:

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

Advice to follow when dealing with the following nuisances:

- **Ants** - Ants and other insects, although not classified by Environmental Health Officers as a 'Public Health' threat, are a nuisance and can be difficult to get rid of. They will return, usually to the kitchen time and time again. However, Abertay would usually advise the tenant about stricter cleaning regimes and advise them to purchase treatments available from supermarkets or hardware shops. Garden ants usually nest outdoors in grass, under slabs and in flowerbeds. Although they live outdoors they can and do find their way indoors through gaps in brickwork, at windows and doors etc. in search of foods. Removing any spillages of foodstuffs and by making sure that sweet foods in particular are stored securely in containers will discourage ants from entering your home.
- You can treat areas affected by ants and other crawling insects, however you have to be thorough in your methods. Apply a residual insecticide for crawling insects, available from DIY stores and garden centres, to the entrance to the nest if you know where it is, or at the areas where you find ants entering your home.
- **Vermin** - if this problem was not apparent on the day of sign up, the cost of removal measures are at tenants cost. Again ensuring that no food debris is left lying around will discourage them.
- **Wasps** - if a nest appears in the middle of a tenancy, removal is at the tenants cost. Wasp hives and treatment of fleas etc. becomes the tenant's responsibility as soon as the property becomes occupied. Dundee City Council will deal with wasp problems, but this will be charged to the tenant. If you discover wasp nests you

should not disturb the nest in any way, as you may provoke an attacking swarm. However, some insecticide placed at, or near, the entrance to the nest will kill off the insects inside usually within a 24-hour period. Extreme care should be taken if you decide to take such a course of action. Most wasps' nests are located in isolated areas of buildings such as in the eaves of a roof and the best advice would be to leave these nests alone if the insects are not causing any harm, or creating a serious nuisance.

- **Bees** - Bees are a protected species and swarms should only be removed by a professional bee-keeper. It is the responsibility of the tenant to pay for removal of a bee hives.
- **Bats** - Any nesting of bats will have to be ignored as they are a protected species, and it is illegal to kill, injure and capture a bat or deliberately damage its roost. Generally they will not cause too much damage, but their droppings are a problem and in such cases tenants should contact Scottish Natural Heritage.
- **Squirrels** - these are a real nuisance and are known to chew through just about anything, including electrical wiring. However, it is illegal to trap and kill squirrels during their breeding season which is also usually the time when they want to inhabit a property. Tenants are advised to contact a local pest control company so they can advise the best way to proceed.
- **Birds** - Birds are protected by the Wildlife and Countryside Act 1981. While the Act does allow for the destruction of birds under certain circumstances, this action is only permissible where it can be demonstrated that the birds pose a risk to public safety or public health, and only when all other non-lethal methods of control have been investigated and discounted. Again, Abertay will only become involved if it can be proved that the birds have gained access into areas such as loft spaces through a defect in the building fabric or the roof.

Be part of



our Tenant Portal

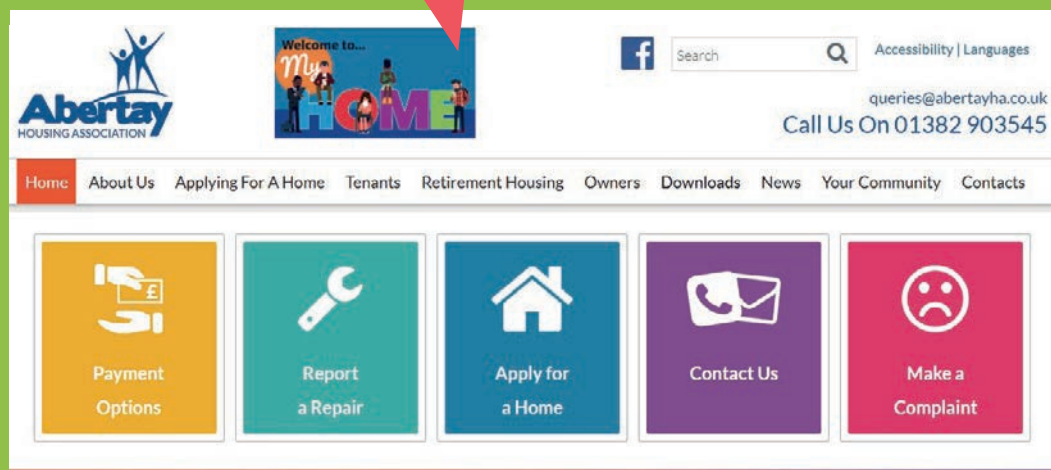
Not signed up yet?
It is so easy to do. The service
now includes our new and
improved repairs service.
Sign up today!

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 *MyHOME*;

- 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



Do you need more support at home?

There is help out there.

Navigating daily life while managing a health condition, disability, or mobility issue can present significant challenges, but you do not have to face them alone. Your local council's Occupational Therapy (OT) team is dedicated to helping residents maintain their independence and safety within their own homes.

By conducting a personalised assessment, they can identify specific barriers and recommend tailored home adaptations—such as the installation of grab rails, ramps, or other accessibility modifications—designed to make your living space more functional and secure.

If you believe your quality of life could be improved through these changes, reaching out for an assessment is the first step. You can contact your local service directly to discuss your needs at the following numbers:

- **Dundee:**
01382 307645
- **Perth & Kinross:**
01738 476753
- **Angus:**
01241 465271



ONLY
5
INGREDIENTS

Lemon Eton Mess

METHOD

- **STEP 1**
Beat the cream in a bowl until soft peaks form (use an electric whisk or hand whisk). Fold in 160g (1/2 cup) curd and three-quarters of the marshmallows. Crumble 4 meringues and half the biscuits over the cream mixture. Stir gently to combine.
- **STEP 2**
Spoon one-third of the cream mixture into a 2L (8 cup) serving bowl. Drizzle over half of the remaining curd. Crumble over 2 of the remaining biscuits. Add half of the more crumbled biscuits.
- **STEP 3**
Top with the remaining cream mixture. Crumble over the remaining meringue and biscuits. Scatter over remaining marshmallows to serve.

ALLERGENS:
Recipe may contain gluten, wheat, egg, milk and lactose.

Ingredients

- 900ml thickened cream
- 400g (1 1/4 cups) bought lemon curd
- 20 vanilla marshmallows, halved
- 5 (70g each) bought meringue nests
- 210g pkt shortbread fingers

A circular inset photograph showing a glass bowl filled with the Lemon Eton Mess dessert. It features layers of white cream, yellow lemon curd, and is topped with crumbled golden-brown biscuits and white meringue nests.

DEVELOPMENTS

Angus Street - Dundee

We are pleased to announce that this development was officially handed back to us on 26 May 2026. It is a significant milestone to report that every property is now fully occupied, marking the successful completion of this project. We would like to extend a sincere welcome to our new residents and wish them a wonderful experience as they settle in; we truly hope they enjoy many happy years making these new houses their homes.



Cleington Road - Dundee

Abertay Housing Association is set to expand affordable housing options, with work scheduled to commence on the Cleington Road development in June 2026.

This upcoming project marks a significant addition to the association's stock of properties, promising the delivery of 31 high-quality homes to the area. By transforming this site, Abertay continues its commitment to addressing local housing needs and fostering vibrant, sustainable communities, ensuring that dozens of families and individuals will soon have access to modern, comfortable living spaces.



Mossgiel - Dundee

We are pleased to announce that our upcoming Mossgiel development is scheduled to break ground in September/October 2026. This marks an exciting chapter for Abertay, as the project will see the addition of 44 high-quality properties. By expanding our housing stock, we continue our dedicated commitment to providing sustainable and comfortable homes for our community, further strengthening our mission to meet local housing needs and enhance the neighbourhoods we serve.



Summer Crossword Solution

Across:

1.Fan 3.Bikini 4.Summer 6.Heat 8.Pool 9.Sun
11.Sandcastle 12.Sunscreen 14.Watermelon
15.Deckchair 17.Cocktails 18.Holiday
21.Sunglasses 23.Sand 24.Garden

Down:

1.Flipflops 2.Umbrella 3.Barbecue 5.Beach
7.August 10.Sandals 11.Strawberries 13.Suntan
16.Bucket 17.Caravan 19.Ice-Cream 20.Flowers
22.Swimming

IMPORTANT LITTLE MESSAGES

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 (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



5 Yearly Electric Test

Your five-yearly electrical test is a crucial safety measure for your property. It involves a comprehensive inspection of your electrical installation to identify any potential hazards or faults, ensuring the safety of your home 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.

The Importance of Ventilating Your Property

Everyday activities like cooking, showering, and drying clothes produce moisture that lingers in your home. If this moisture isn't properly ventilated, it can lead to unwanted problems such as condensation, dampness, and mould growth. These issues not only damage your property but also affect indoor air quality and your family's health.

Proper ventilation allows fresh air to circulate, reducing excess humidity and preventing moisture buildup. Simple steps like using extractor fans in bathrooms and kitchens, opening windows regularly, and ensuring vents are unobstructed can make a significant difference. Additionally, consider installing trickle vents on windows or mechanical ventilation systems for better airflow.



Giving Access

We wish to address a recurring issue that impacts the efficiency of our repair services and the responsible use of Association funds:

instances where tenants, having requested a repair or scheduled mandatory maintenance—such as gas servicing or electrical testing—then 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 challenges. Not only do they result in wasted time and travel for our contractors, but the Association remains liable for these visit fees. This represents a direct loss of funds that could otherwise be invested in property upgrades and service improvements. Furthermore, these missed slots inevitably lead to longer wait times for your essential repairs.

To make things better and to avoid unnecessary costs, we provide convenient two-hour appointment windows. We urge all tenants to notify us at the earliest opportunity if you are unable to provide access as arranged. Please be advised that for those who repeatedly fail to provide access without prior notice, we may regrettably be forced to pass on any associated costs incurred by the Association. A quick phone call is all it takes, ensuring our resources are spent where they are needed most and that your home maintenance needs are addressed as promptly as possible.

Tenant Responsibilities for Minor Repairs

While the Association carries out many repairs, tenants are responsible for some minor repairs and day-to-day maintenance. This includes replacing light bulbs, smoke, toilet seats, and sink plugs or chains. Tenants may also be responsible for issues such as blocked sinks or toilets if it is a minor blockage or caused by misuse, as well as damage caused by tenants, household members, or visitors.

Key dates coming up:

- Saturday 6th September 2026 – Fintry Gala Day
- Wednesday 16th September 2026 – Abertay Housing Association Annual General Meeting.
- Monday 6th October 2025 – Office is closed for the Autumn holiday.

CUSTOMER SERVICE UPDATE

38,679

(approx. 155) calls daily)

The total number of calls going through Abertay Housing Association Customer Services Team between April 2025 & March 2026



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 Friday 6th September 2026. Let your garden's beauty be recognised! Please see the back page.

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.



The Association recognises that each of our tenants is unique, with different needs and circumstances. We strive to deliver excellent customer service to everyone. One of our core values is keeping customers at the heart of our service and decision making, and we take this very seriously.

WINNERS CORNER

BE IN IT TO WIN IT!!

Quarterly reactive repair survey, Quarter 3 –

J Hughes from Charleston who received a £50 voucher of choice.

Quarterly reactive repair survey, Quarter 4 –

M Phillips from Fintry who received a £50 voucher of choice.

Hidden presents in the Winter Abertalk –

Winner was **M Lawrence** from Fintry who received a £50 voucher of choice.



The random winners of the Rent Consultation who each received a £50 voucher of choice were:

- **F Mitchell** – Fintry
- **L Ross** – Dryburgh
- **J Brady** – Hilltown

The winner of our 6 monthly prize draw for people who pay their rent by Direct debit was:

- **S Waude** from Paton's Lane who won a £50 voucher of choice.

Design Xmas Tree in the Winter Abertalk –

J Wright (8) from Fintry who received a £25 voucher of choice.



Wut Diz Dundee Mean Tae Me?

Standin' high upon the Laah,
This city fuuls meh hert we ahhh.
Wut diz Dundee mean tae me?
Listen up 'n' yull soon see.
Eh feel alev here, this place is me,
The tongue, the humour the air
Eh breathe.
Oh meh goad this place is braah,
Builds ye up if ye tak a fah,
Grown fae talents across the board,
In every aspect we hae hoards.
In sport we hae olympic medallists,
Swimmers, runners, cycle padelists.
Twa tap league teams fir heavens' sake!
World class pehs, 'n' Dundee cake.
Botanic Gardens, V&A,
If ye want tae see it, come this way.
Free observatory, Science centre,
Twa Uni's tae if ye need a mentor.
Web designers oors are tops,
Eh tell ye now wiv got the lot.
Teachin' hospitals, fir teeth ana,
Gin distillers mmmm – jist braah.
Engineers, designers, hands
on sculptors,
Crafted oot o' Dundee's culture.
A mass abundance o' lifes' achievers,
In music, film TV 'n' Theatre.
Writers, poets, script 'n' prose,
Dundee's, skelpt it, on the nose.

Bands 'n' singers, "Party Fears Two"
In the summer time we hae the Blues.
Furst class pubs, wee furst class bands,
Hote cuisine, fir dinin' grand.
Slessor Square, tae see the stars,
Tom Jones, Pink 'n' Bruno Mars.
Cocktail bars, 'n' coffee houses,
The overgate, fir shirts 'n' blouses.
Designer shops fir elite attire,
Evn grab a kilt fir hire.
Ship buildin', whalin' adhesive stamps.
The printin' press wiv got it clamped.
Castles, bridges, we build the docks,
'N' a chimney stack for Mr Cox.
Auldist Scottish cathedral,
wiv got it here,
Eh hope yer seein' this picture clear?
Unicorn 'n' Discovery Ship,
Wiv certainly shown how tae
crack the whip.
Electric Taxi's fae a Dundee Man,
Comics, journals, jute 'n' jam.
Golden sands, the beach, the sea,
Ah o' this yev got tae see.
Em a Dundee wumin, 'n' Eh
shout it loud,
Fir ah wiv got, you should a be proud.
Meh pride, the Honour,
the air Eh breathe,
That's wut Dundee means tae me.

By **Caroline McGowan** one of our very talented residents at **Caldrum Street**

BOARD TOUR OF SCHEMES

On a rainy summer's day, our Board members embarked on a "Tour of Schemes," witnessing firsthand the improvements and developments the Association is actively pursuing. Despite the drizzle, the atmosphere was upbeat as everyone toured various sites, discussing progress and future plans.

This hands-on experience allowed board members to appreciate the tangible impact of their decisions and reinforced their commitment to enhancing community living. Such tours not only showcase ongoing projects but also inspire collaboration, ensuring that every scheme reflects the Association's dedication to growth and excellence.





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 SHR is engaging with the Association in relation to development due to the level of development we plan to carry out in 2026/27. Abertay's Engagement Plan is available on both Abertay's and the SHR's website.

HOMEMASTER

As you may have noticed if you have been in touch with us recently, we have officially transitioned to our new housing management system, HomeMaster. We sincerely appreciate your patience during this change and hope that the move has been a smooth experience for you. We are confident that this new system will allow us to provide a more efficient and enhanced service to all our residents.

Alongside this upgrade, we are pleased to introduce the improved "My Home" online portal. Designed with a more user-friendly interface, this new version offers greater transparency and control over your tenancy. Through the portal, you can now view a detailed

breakdown of your rent account, track the history of repairs, and submit new repair requests directly.

Additionally, you will

have easy access to important documents and correspondence related to your home. Notably, we have also updated the system to ensure that joint tenants can now enjoy the convenience of their own individual login credentials.

If you have not yet registered for "My Home," or if you are a joint tenant who would like to set up a personal account, we encourage you to get started today. You can contact our team at 01382 903545, email us at queries@abertayha.co.uk, or simply scan the QR code provided to sign up.



"Photo of the HomeMaster Implementation Team".
Our mentor James from HomeMaster is on the right of the photo"



2026 GARDEN COMPETITION

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:
Friday 4th
September
2026**



**We are looking forward to seeing all your entries...
We are so happy to have QAPM again
as our proud sponsors.**