

NEWS

SPRING NEWSLETTER

Angus Housing Association Welcomes Tenant to new development in Brechin



Fiona McFarlane,
Housing Officer at
AHA with tenant



(See full story on page 2)



"We would like to wish Mr Halpenny and all the other new tenants lots of happiness in their new homes. We also hope they will help to create and feel part of a new and vibrant community"

New Developments

Angus Housing Association Welcomes Tenant to new development in Brechin



We are delighted to announce that we have welcomed our first tenants to their new homes at the Brechin West development.

Angus Housing Association are working in partnership with Scotia Homes in delivering **14 new affordable homes** to meet the growing demand and diverse needs of the local area. The development comprises of a mix of **4 wheelchair accessible bungalows, 6 3-bedroom semi-detached houses and 4 1-bedroom flats.**

The high-quality sustainable properties are all well insulated with Air Source Heat Pumps supplying the heating and hot water. This will allow tenants to benefit from lower energy costs, which will also help to reduce their home's carbon footprint.

We welcomed the first tenants into the 4 wheelchair

accessible bungalows in February this year. These properties are specially designed to meet tenant's current and future needs, allowing them to remain independent and feel settled in their homes. There is currently a shortage of these properties in the area, with some people waiting a number of years in unsuitable accommodation.

New Tenant, Mr Halpenny (pictured with Housing Officer Fiona McFarlane on the front cover), noted that he has been living in unsuitable accommodation for over 5 years, having to sleep in his living room as unable to manage stairs. Thankfully we were able to offer Mr Halpenny and his 2 children one of the new ground floor adapted bungalows.

We recently had the absolute pleasure of visiting Mr Halpenny in his new property with his Housing Officer Fiona

McFarlane, which he remarks already feels like home.

Mr Halpenny went on to state ***“Being given this new property is absolutely life changing for me and my 2 children. In just 3 weeks since I have moved in, I have already noticed a massive improvement in both my physical and mental well-being. My children are also much happier. I now feel much more positive about the future and look forward to making memories in my new home”.***

Mr Halpenny was provided with advice/support and assistance to apply for grants from our Financial Inclusion Team when moving into the property. He was also gifted a new Air Fryer from our SFHA – Fuel Insecurity Fund to help reduce his energy consumption.



Wheelchair accessible ground floor bungalow properties

New Developments

We are continuing to commit to developing New Build properties over the coming year. Our programme will deliver a range of houses across Angus and Dundee:



Over the last 12 months we have also successfully built:

Crudie Farm, Arbroath
29 properties for social rent

Duriehill, Edzell
10 properties for social rent

St Vincents, Dundee
21 properties for social rent

Glenview in Forfar
7 properties for social rent

Whitfield Drive, Dundee
18 properties for social rent

Gowriehill, Dundee
36 properties for social rent

Dubton Farm in Brechin
14 properties for social rent

Capital Works Programme for 2024/25

We plan to deliver a busy Capital Work programme over the coming 12 months, replacing things like Heating, Kitchens and Bathrooms that are now at the end of their lifecycle.

Our Capital Works team will be in touch with you over the coming months if your property is to have work carried out.

Mid Craigie - Heating Kitchens and Bathroom replacements

Arbroath, Brechin, Forfar, Letham and Whitfield - General Boiler replacements

Kingsmuir, Kirriemuir, Forfar and Froickheim - Kitchen and Heating replacements

Victoria St, Wharf, St and Castle Street - Heating, Kitchen and Bathroom replacements

Russel Sq and Leonard Street - Electric Storage and Hot Water Cylinder replacements

Arbroath - Window replacements

Argyll St - Heating Kitchen and Bathroom replacements

Forfar - Kitchen replacements

Over the last 12 months we have:

- ☺ Completed Reroofing and external improvements in Brechin
- ☺ Completed Heating, Kitchen and Bathroom replacements in Arbroath
- ☺ Completed Window and Door replacements in Letham
- ☺ Completed gas boiler replacements across Arbroath and Dundee
- ☺ Commenced a programme of window and door replacements in Barnhill
- ☺ Commenced Kitchen and Bathroom replacements in Ferryden
- ☺ Commenced Heating Kitchen and Bathroom replacements in Arbroath
- ☺ Commenced Kitchen and Boiler replacements in Kirriemuir

Capital Works Projections for 2025 - 2027 (In order to provide tenants with information on up and coming projects over the next couple of years)

Unable to provide this due to Scottish Govt guidance on Energy Retrofit targets is still to be published 'Rent Consultation - Contact Log Update'

'As part of the rent consultation, all tenants who raised queries in relation to Asset Management, were contacted to discuss matters and were either given advice or an explanation to their query.'



Role of the Maintenance Officer

The Maintenance Officer is responsible for the delivery of a customer focused, reactive maintenance service; proactively engaging with tenants and service users to provide support and advice.

Part of the role requires property inspections to be carried out ensuring that properties are effectively maintained, and all repairs are undertaken promptly to high standards.

A key responsibility of the Maintenance Officer is managing/liasing with our approved contractors to ensure all works/repairs are carried out efficiently, achieve value for money and contractor performance meets the Associations required standards.

Other key responsibilities of the maintenance Officer include:

- **Management and inspection of void properties ensuring all work is completed within agreed timescales to minimise rent loss.**
- **Respond to and resolve property insurance claims including inspecting and directing work after major/minor fire/flood damage.**
- **Process and co-ordinate medical adaption referrals from**

Occupational Therapists

- **Provide advice and guidance to tenants who have requested permission to carry out alterations within their property, post inspect and complete all documentation.**
- **Assist in the management and delivery of planned and cyclical maintenance programmes.**

The Maintenance Officer will also carry out estate management visits at least twice a year.



Right to Repair Housing (Scotland) Act 2001

The Right to Repair Regulations will comply with the Scottish Secure Tenants (Right to Repair) Regulations 2002.

Under the Right to Repair Regulations you have the right to have certain small repairs (up to a value of £350) carried out within fixed time limits and instruct contractors specified by us if they are not done within those time limits. You may also have a right to compensation in the case of delay. We will tell you when you report a repair, whether that repair is covered by the Regulations. The Regulations do not cover defects during the 1st year of a new scheme.

If we have failed to carry out repairs within the required timescale under this agreement, you have the right to instruct our back up contractor to complete the repair.

However you may only do so if:

- **you have provided suitable access for the repair.**
- **our primary contractor has not started the work before the end of the timescale set by the Regulations.**
- **where the work is not completed within the set timescale.**

You may also be entitled to be paid compensation as set out by the Regulations.

An information leaflet has been provided by Scottish Government on this subject and can be provided upon request.



Repair categories

Office Hour Emergency repairs

To be completed or made safe within 3hrs.

Monday-Friday 09.00am to 17.00pm

Emergency repairs are situations that are potentially dangerous or a risk to your health, safety, or security.

Our approved contractors will attend within the 3hr timeframe and at the very least make safe the situation.

Follow up work may be required to complete the repair.

See table below for examples of emergency repairs.

Out of hours Emergency repairs

To be completed or made safe within 3hrs.

Monday - Friday 09.00am to 17.00pm.

Emergency cover is also provided for weekends and public holidays.

Emergency repairs are situations that are potentially dangerous or a risk to your health, safety or security.

Out of Hours Contractor Dundee City Council will attend within the 3hr timeframe and at the very least make safe the situation.

All Gas Heating related emergencies are recorded by Dundee City Council then passed to our Gas Servicing and Maintenance Contractor WRB.

Follow up work may be required to complete the repair.

See table below for examples of emergency repairs.

Urgent

Contractor to attend and complete the repair within 24 hrs of the repair being reported or at the very minimum be required to put an

alternative or temporary service in place if a full repair cannot be carried out.

Urgent repairs are defined as being when faults cause service disruption which lead to unnecessary hardship which may place the health or security of the tenant or the security of the building open to potential risk.

See table below for examples of urgent repairs.

Essential

Contractor to attend and complete the repair within 3 working days from the time of the repair being reported.

Essential repairs are defined as work required where a failure to respond quickly would potentially cause a worsening of conditions for the tenant or would have a detrimental impact on the building.

See table below for examples of essential repairs.

Standard

Contractor to attend and complete the repair within 10 working days from the time of the repair being reported.

Standard repairs are those defined as repair work that does not require a prompt response but cannot wait the full 20 days for a Routine repair.

See table below for examples of standard repairs.

Routine (20 working days)

Contractor to attend and complete the repair within 20 working days from the time of the repair being reported.

Routine repairs are defined as those where there are no short term or adverse problems for either the tenant or the building.

See table below for examples of Routine repairs.

EMERGENCY REPAIRS	ESSENTIAL REPAIRS
Burst pipes	Repairs to mechanical extractor fans
No water supply	Partial loss of power
No power / lights	Roof leaks
Blocked WC (1 no. In property)	Blocked WC (2 no. Toilets in property)
Broken windows - board ups.	Faulty door entry handset
Insecure property - windows/doors	Unsafe flooring / stair treads
Blocked drains	Partial loss of water supply
Severe roof leak	Faulty tap
No heating (Oct-April).	
Loss/partial loss of gas supply	STANDARD REPAIRS
Choked bath/sink/WHB.	Choked rainwater goods
Unsafe access path/steps	Faulty socket / light fitting
Unsafe electrical fitting	Kit unit repairs
	Faulty shower (bath available)
URGENT REPAIRS	ROUTINE REPAIRS
No hot water	Roughcast repairs
Loose handrail/banister	General footpath repairs
WC Cistern not flushing	General roof repairs
Faulty CCU	Boundary walls
Faulty shower (no bath)	Boundary fences
	Communal TV aerial repairs

DAMP & MOULD GUIDE

Tips to prevent mould and dampness in your home.

Please scan the QR code below to give information & top tips in preventing mould and dampness in your home.



SCAN ME



Check if your Housing & Maintenance Officers have changed

You may have noticed a change to your Housing Officer and Maintenance Officer recently. As the Association continues to develop and our stock levels continue to increase the Association needed to restructure the areas to maintain service provision. To find out which Housing and Maintenance Officer is covering your area and looking after your home please refer to the chart below.

Area	Housing Officer	Maintenance Officer
Arbroath: 50 High St, Abbot St, East & West Abbey St, Abbey Area, Sidney St, Stanley St, Leonard St, Barngreen, Lordburn, Palmer St, Hill Place	Fiona McFarlane	Robin Bell
Arbroath: All Cliffburn, Russell Square, Russell St, Fergus Square, Elliot St Forfar: John St, The Glens, Chapel St, Kirkton Place, Sir James Duncan Gdns/Montrose Rd, Ritchies Wynd, Market Street, Lochside Rd, Thornton Park, St James Rd, Merlin Gdns/Grove, Pinewood & Princess Alexandra Drive	Gill McWalter	Robin Bell
Arbroath: Old Baths Building, Marketgate, Brechin Rd, Chalmers St/ West Grimsby, Hamilton Green, Railton Crescent, Steading/ Steading Place, Keptie St/ Lochland St, Sheriff Stein/Montrose Rd, Millgate Loan, Mount Zion Brae, Timbergreens, Westnewgate, 77-79 High St, Provost Chapel Road Montrose, Ferryden & Hillside: All Areas Auchmithie: All Areas Inverkeillor: All Areas	Gemma Wyllie	Rod Ferrier
Arbroath: All Strathairlie Brechin: All Areas Letham: All Areas	Fiona McFarlane	Jim McIntosh
Friockheim: All Areas	Gemma Wyllie	Jim McIntosh
Kirriemuir: All Areas	Gill McWalter	Steve Falconer
Monifieth: All Areas	Fiona McFarlane	Lyall Clark
Dundee: Whitfield, Kirkton Road	Sharon Tkaczyk	Steve Falconer
Dundee: Mid Craigie, Barnhill Carnoustie: All Areas	Theresa Leiper	Lyall Clark
Dundee: Whitfield, Kirkton Rd Airlie & Dykehead: All Areas	Sharon Tkaczyk	Steve Falconer
Forfar: Pitreuchie, Caledonian Way, Threewells, Dunnichen Ave Kingsmuir: Cunninghill View, Summerhill	Gill McWalter	Jim McIntosh

HOW ARE WE DOING

As an organisation we are working hard to improve our services to you. We are always striving to improve our performance, so we set ourselves targets for what we want to achieve throughout the year, so are we doing well?



Below is our Figures for the last Quarter 1st October 2023 to 31st December 2023.

HOUSING MANAGEMENT	Actual Qtr 3	Target
Rent Arrears as a percentage of the gross rental income as at end of December	2.38%	2.00%
Average length of time taken to re-let properties in the last quarter	27.4 Days	20 Days
Percentage of rent due lost through properties being empty during the last quarter	0.45%	1%
Percentage of Anti Social Behaviour Cases resolved in the reporting period.	95.30%	14 Days



ASSET MANAGEMENT - REPAIRS

Category	Timescales	Actual Quarter 3	Target
Emergency	3Hrs	2.23 Hrs	3 Hrs
Non-Emergency	Urgent 24Hrs, Essential 3 Days Standard 10 Days Routine 20 Days	3.9 Days	8.5 Days
Emergency Contractor's Performance	3Hrs	89%	95%
Non-Emergency Contractor's Performance	Urgent 24Hrs Essential 3 Days Standard 10 Days Routine 20 Days	92%	93%

Across all non-emergency categories, 91% of reactive repairs are completed right first time.

COMPLAINTS

Quarter 3, Between 1st October 2023 and 31st December 2023 the Association received 93 of Stage 1 Complaints, these related to Maintenance, Administration & Other Departments Complaints. Received 2 of Stage 2 Complaints, these related to repairs Complaints. The association is committed to improving it’s services and records any expressions of dissatisfaction and we use these to either improve or change our processes or procedures in the future.

Complaints	Received Stage 1 Complaints	Actual Qtr 3 Complaints Dealt with within	Target	% Within Timescale	Procedures Reviewed
Stage 1 Complaints	93	4.6 Days	5 Working Days	71%	0
Complaints	Received Stage 2 Complaints	Actual Qtr 3 Complaints Dealt with within	Target	% Within Timescale	Procedures Reviewed
Stage 2 Complaints	2	11 Days	20 Working Days	50%	0

There were no Stage 1 or Stage 2 Equality Complaints for this Quarter.

The Association is committed to improving and will continue to work on improving the above figures throughout the year.

Quarter 3, Between 1st October 2023 and 31st December 2023

71%

of **Stage 1** complaints responded to on time

50%

of **Stage 2** complaints responded to on time



You can also

communicate with us:



Facebook



Twitter



Email: admin@aha.org.uk
www.angusha.org.uk

Meet the Board

Jimmy Black is the new Chair of Angus Housing Association's Board of Management. A resident of Dundee, Jimmy has a long background in housing, having worked for Shelter Scotland, the Scottish Federation of Housing Associations and Servite Housing (now Caledonia HA) among others.



Jimmy was also the Convener of Dundee City Council's Housing and Environmental Services Committee, and served ten years as the local councillor for the Coldside area. Currently semi-retired, he makes podcasts and writes blogs for the Scottish Housing News.

In the past he has been the tenant of four socially rented flats; two were in Edinburgh and two were multi storey flats in Glasgow and Dundee.

He says, **“Part of our job on the Board is to make sure everything is done correctly, and in line with the Scottish Housing Regulator’s guidance. We also set policy and make the hard decisions about rent levels and investment.**

“I think our biggest challenge in the coming years will be the change to new, efficient, affordable heating systems which don’t use fossil fuels.”

Jimmy paid tribute to Hazel Farquhar, who stepped down from the Chair at the last Annual General Meeting. **“Hazel did a great job and made sure everyone had their say. She’s still on the Board and all the sub committees, and we all benefit from her advice and experience.”**

Jack Nicol

At the end of February, AHA staff joined with family and friends to honour the life of Jack Nicol who passed away recently. Jack served on the Board of Angus Housing Association from 1996 to 2018, only stepping down when he reached his 80th birthday. Jack was born in Dundee and his first job was working for the then, Dundee Corporation at the age of 15. Following his National Service, he started his career in Housing, with jobs in Carnoustie, East Lothian and finally in Stonehaven where he became the Director of Housing and Property for Kincardine and Deeside Council. Jack was a Committee Member of Castlehill Housing Association

in Aberdeen before joining the Committee at Angus on his retirement. By then he had moved to Brechin where he lived until moving to Aberdeen to be closer to his family shortly before his death.

Our CEO Gail said **“I first met Jack when I was still at University and was just starting my career in Housing. When I started work at Castlehill, Jack was on the Board. He had an eye for detail and often noted things in our policies that others had missed. Through my 16 years at Castlehill and the 4 as CEO at Angus, Jack encouraged and supported me in developing my career and ensuring that the focus was always on the tenants and how we could deliver affordable social housing**

to as many people as possible. Mainly though, I will remember him as being a kind and fun gentleman who could engage with anyone and never saw anyone left out”.

Jack was a valued member of the Committee of Management for 22 years. He was hugely supportive of the work of the Association and the staff and he is sorely missed.



Meet the Staff

My name is Karen Gibb.

I started work with Angus Housing Association in November 2023 as a new member within the Customer Service Team. I have lots of customer service experience previously working for Tayside Contracts and Dundee City Council. I am looking forward to taking on this new role and providing a first class service to our tenants and customers. Outside work I enjoy walking my dogs and spending time with my family and friends.



My name is Kat Kell. I have

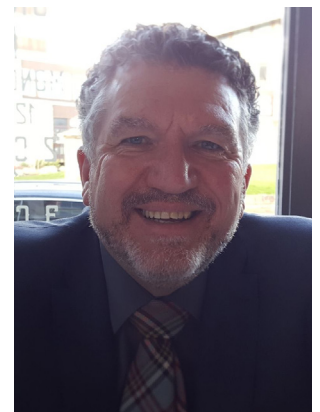
worked in housing for over 10 years and joined Angus Housing in October 2023 as a new member within the Customer Service Team. I have lots of Housing knowledge from previously working with Home Group and Hillcrest Housing. I am looking forward to taking on this new role and providing a first class service to our tenants and customers. Outside work I enjoy going to my caravan for weekends with family and friends and I enjoy reading books.



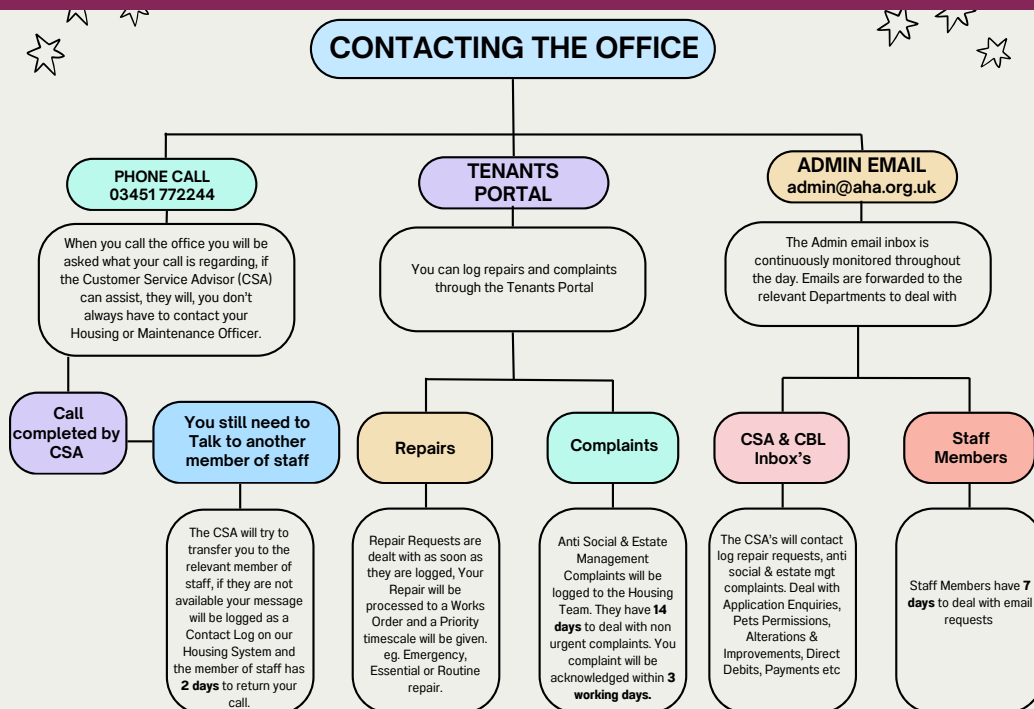
Hi, I am Fraser and I'm the new Clerk of Works in the Asset Management Team.

I have worked in the construction industry for over 40 years, originally trained as a carpenter & joiner, running my own business before taking on a number of other roles. I have worked as a site manager for a house builder in Aberdeen; as part of a maintenance staff for a large estate near Dingwall and as a Clerk of Works for NHS Tayside, Dundee University, Sanctuary Housing and Grampian Housing in Aberdeenshire.

I originally hail from Forres on the North East Coast and now live in Angus. At the weekends I am often found refereeing rugby matches. In winter I enjoy curling and in the summer months I enjoy sailing.



When you contact the office by telephone/email, the Customer Service Team are your first point of contact. They should be able to answer most of your questions. However, if we are unable to assist you in the first instance, your call /email will be directed as per the info graph below:-



Do You Own an XL Bully?

We know that many XL bully type dogs are much-loved family pets and that most people are responsible owners. It is important that all dog owners are aware of the new laws in relation to owning this breed of dog.



From 23rd February 2024, new restrictions on XL Bully dogs were introduced in Scotland. Whilst it will still be legal to own one of the dogs, they must be muzzled and on a lead at all times when out in public. It will also be illegal to breed, sell or exchange XL Bully Dogs.

From 31st July 2024, it will be an offence to own an XL Bully without an exemption certificate. This is essential to legally own an XL Bully dog without facing penalties. To obtain an exemption certificate for owning an XL Bully dog in Scotland, follow these steps:

1. **Contact Your Local Council:** Reach out to your local council or animal control authority. They will provide information on the application process and any specific requirements.
2. **Application Form:** Obtain the relevant application form for the exemption certificate. You can usually find this on your local council's website or request a physical copy.
3. **Provide Necessary Documentation:**
 - **Proof of Ownership:** You'll need to demonstrate that you are the legal owner of the XL Bully dog.
 - **Dog's Details:** Provide information about the dog, including its breed, age, and any relevant health records.
 - **Reason for Exemption:** Explain why you believe your dog should be exempt from the restrictions. This could include evidence of the dog's good behaviour, training, or temperament.
4. **Assessment and Decision:** The council will assess your application. They may conduct a home visit to evaluate the dog's living conditions and behaviour. If approved, you'll receive the exemption certificate.

5. **Comply with Conditions:** Once you have the certificate, ensure you follow any conditions set by the council. This may include keeping the dog muzzled and on a lead in public.

It is your responsibility to stay informed about any updates or changes in regulations. You can find all the information you need at <https://www.gov.scot/news/new-xl-bully-dog-safeguards-being-introduced>

POST-IT

If you own an XL Bully please get in touch to let us know. We will require that you muzzle your dog if any staff or contractors visit your home. A warning will be set on our systems to identify this to staff and contractors.





Role of Your Housing Officer



One of the principal duties of your Housing Officer is rent collection and rent arrears recovery. This is important to maximise income to the Association as well as helping to minimise financial hardships for tenant by taking early action and referring for support and assistance.

Housing Officers are also responsible for the allocation and management of our estate and houses. They deal with the allocation of properties and dealing with Mutual Exchange, Succession and any other tenancy change requests.

General anti social and estate management issues are not dealt with day to day by the Housing Officer but are the responsibility of the Housing Assistants. Your Housing Officer may become involved if the matter becomes more persistent or serious.

Housing Officers work with other agencies to ensure tenants can

manage their tenancies and remain in their homes.

Housing Officers are responsible for enforcing tenancy conditions using all methods including legal action. They will always try to work with tenants to try to avoid this but unfortunately this may be necessary in some instances.

Housing Officers are supported by other staff including our Customer Service Team and our Housing Assistants. When you contact the Association, your initial query will be dealt with by the Customer Service Team please ensure you provide the Customer Services Advisors with all relevant information for your call or query to be dealt with appropriately. The Customer Service Team can deal with most queries and will provide you with information and advice. If deemed necessary, the Customer Service Advisor will send a contact log to the Housing Officer who will contact you directly.

Changes to Kerbside Recycling in Angus

Changes to the Kerbside Recycling Scheme are being introduced in Angus over the next year. A new blue recycling bin will be introduced, and recycling will now need to be separated. Glass will no longer be collected at the kerbside and will have to be taken to a glass recycling site. This is being phased in with Arbroath, Carnoustie and Monifieth starting in June this year. Montrose and Brechin are scheduled for introduction in March 2025 and Forfar, Kirriemuir and Sidlaw are due in October 2024. Please note these are provisional dates and therefore may change.

We are aware in some areas it will be difficult to accommodate all these extra bins and we are currently meeting with a representative from Angus council to discuss the Association's concerns. Should there be any changes to your area Angus Council and the Association will contact you directly.



For further information please visit Angus Council's website www.angus.gov.uk/recycling or alternatively you can contact Angus Council by email at recycling@angus.gov.uk

Update On Eviction Bans In Scotland



Due to the Cost of Living Crisis, the Scottish Government introduced a ban on enforcing Eviction Decrees from 6th September 2022 for Housing Associations with the exceptions listed below:-

- **You were issued with an eviction Notice prior to 6th September 2022**
- **Your landlord applied for an Eviction Order at the court before 28th October 2022**
- **You had stopped living in the property**
- **You are being evicted for antisocial or criminal activity**
- **You have £2,250.00 rent arrears or more, if you rent a social tenancy from the Council or Housing Association**
- **Your home needed to be demolished or renovated, if you rent a social tenancy from the Council or Housing Association**

FROM 1ST APRIL 2024 NONE OF THE ABOVE RESTRICTIONS WILL APPLY

Unfortunately it is a reality that some Tenants will find themselves in rent arrears, where this occurs, the Association will try and help Tenants with a referral to our Financial Inclusion Team or a third party in the first instance. Should Tenants fail to engage nor deal with this debt, the next stage is to instigate legal action to recover monies due to the Association.

What Happens when Eviction Decree is awarded?

When the Association is awarded a Decree for Eviction, be that for rent arrears, antisocial behaviour or breach of tenancy, the Association will always request expenses for having to take this action which in turn is recharged to the Tenant. Association will take the following steps:-

- **Upon receipt of the Decree, Tenant is requested to attend the office for interview with the Director of Housing Services to discuss the implications this has on their Tenancy.**
- **Should the Association deem it necessary to enforce the Decree, a report will be sent to the Board of Management for approval.**
- **If approved, the Association will inform the Local Authority and Social Work, if need be, and you will be served with a Charge from the Sheriff Officers giving you 14 days to empty and vacate the property.**
- **Should you still be in residency when Staff and Sheriff Officers arrive at the property, you will be forcibly removed with a short time to gather your belongings.**
- **Your home needed to be demolished or renovated, if your rent a social tenancy from the Council or Housing Association**

We are proud to let all staff know that Angus Housing Association has been awarded the Bronze LGBT Charter accreditation by LGBT Youth Scotland.

The LGBT Charter for organisations is a programme that enables organisations to proactively include LGBTQ + people in every aspect of your work, protecting your staff and customers.



How did we achieve this accreditation?

✓ Making sure staff have all completed up to date LGBT training

✓ Celebrate and raise awareness of LGBT commemorative days, i.e. Pride, Purple Friday and Trans Awareness month

✓ Reviewing and updating our policies and procedures to ensure they are inclusive and the language used does not discriminate i.e. use of non-gendered language.

✓ Raising the Associations profile of being a champion of LGBTQ inclusion - by regularly sharing information on Facebook, links to relevant LGBT groups/organisations are included on our website.



"Life is so much better because of LGBT Youth Scotland. They have helped me find my confidence. And for the first time in a long time, I feel excited about my future."

Robyn (16)



Thanks to all staff involved, this enabled AHA to send a positive message that we are a champion of LGBTQ, where LGBTQ community, customers and staff will feel safe, supported and included.
A massive thank you to Jamie and LGBT youth Scotland for their help and support.



Estate Walkabouts

Date	Area	Time	Meeting Point
Carnoustie & Monifieth			
Wed 22nd May	Carnoustie	10:00am	Anderson Street
Wed 22nd May	Carnoustie	10:30am	Dundee Street/Ferrier Street
Wed 22nd May	Carnoustie	11:00am	Thistle Street
Wed 22nd May	Carnoustie	11:30am	McBride Drive
Tues 4th June	Monifieth	3:00pm	Watt Terrace
Montrose			
Wed 12th June	Wharf Street	10:30am	Under the pend
Wed 12th June	Hill Place	10:40am	Car park
Wed 12th June	90A-D Castle Street	10:50am	Communal entry
Wed 12th June	2-12 Victoria Street	11:00am	Drying Area
Wed 12th June	27-31 Victoria Street	11:10am	Drying Area
Wed 12th June	Borrowfield - area 1	11:20am	Parking Area on Provost Mitchell Road
Wed 12th June	Borrowfield - area 2	11:45am	Near to 61 Mearns Drive
Wed 12th June	Charleton/Condor	12:15pm	Playpark carpark
Forfar/Letham			
Wed 8th May	Letham - Jubilee	11:00am	Communal drying area
Wed 8th May	Letham - Idvies View	1:30am	Entrance of Idvies View
Tues 4th June	Forfar - The Glens	2:30pm	Cul De Sac at Strathmore Avenue
Tues 4th June	Forfar - Pitreuchie	3:30pm	Car park turning space at Pitreuchie Place
Tues 4th June	Forfar - Gowanbank	4:15pm	Start of Dunnichen Avenue
Tues 11th June	Forfar - John Street	3:00pm	Car park at rear
Tues 11th June	Forfar - Merlin Gardens & Merlin Grove	3:45pm	Entrance of Merlin Gardens
Abroath			
Tues 14th May	High Street	11:00am	Back garden
Tues 14th May	7-15 Lordburn	11:15am	Back garden
Tues 14th May	2-20 James Street	11:30am	Back garden
Tues 14th May	Hill Place	11:45am	Back garden
Tues 21st May	Sidney Street	2:00pm	Communal drying area
Tues 21st May	Leonard Street Evens	2:30pm	Communal drying area
Tues 21st May	Leonard Street Odds	2:45pm	Communal drying area

Date	Area	Time	Meeting Point
Arbroath/Auchmithie			
Wed 22nd May	Arbroath - East Grimsby/ Marketgate	10.30am	Communal drying area
Wed 22nd May	Arbroath - Chalmers Street	10.45am	Car park
Wed 22nd May	Arbroath - Railton Crescent	11:00am	Car park at front of scheme adjacent to East Muirlands
Wed 22nd May	Arbroath - Brechin Road	11.20am	Block 48 - 52 Brechin Road
Thurs 23rd May	Abbot Street & surrounding areas	2:00pm	Outside the Lounge
Fri 14th June	Arbroath - Cliffburn	10:00am	Play park on Ness Drive
Fri 14th June	Arbroath - Russell Square	12:00pm	Outside lounge
Wed 22nd May	Auchmithie - Kirkbank	11.50am	Car park next No 15
Dundee			
Wed 1st May	Longfield	10:30am	Longfield
Thurs 2nd May	Ormiston	11:00am	Ormiston/Inveresk/ Salton/Whitecraig
Fri 3rd May	Kirkton Road	10.30am	Kirkton Road
Wed 15th May	Midcraigie	10:00am	Mauchline Place West/Mauchline Ave/Mauchline Place East/Mauchline Terrace
Thurs 16th May	Barnhill	11:00am	Strathcathro Terrace/ Fettercairn Drive
Friday 17th May	Midcraigie	10:00am	Drumlanrig Drive/Longcroft Road/Bellise Drive/Place
Brechin/Kirriemuir			
Fri 14th June	Brechin - Middleton Park	10:00am	Carpark at flats
Fri 14th June	Brechin - The Park	10.15am	Parking bays at Ferguson
Fri 14th June	Brechin - Cookston	10.45am	Top of road where Provost Millar and Provost Buchan meet
Wed 19th June	Kirriemuir - Tannage Brae	3:00pm	Tannage Brae





What is Tenant Participation?

You might have met some of the Tenant Participation Team recently during the Association’s recent Rent Consultation Events and wondered what our role was. During these events our role is to listen to tenants and speak to you about your priorities and to find out what services are important to you. We received some feedback about how you would like to hear from Angus Housing Association, but we’d like to make sure that you have opportunities to work with us and take part in the decisions that affect you all year round.

When people think about tenant participation they often think about committees, office bearer roles and committing to regular meetings.

The fact is, that tenant participation takes place in a variety of settings and in different ways.

We understand that everyone has different interests and commitments but it’s important that tenants have information about our services and have a say in how services are delivered.

Tenant participation is about you having a say about the homes and communities you live in and having the opportunity to express how you feel about where you live, the service you receive and to be heard.

This happens in different ways and there is no ‘one size fits all’ and there doesn’t have to be a regular commitment. It might happen at an event; on your doorstep; providing feedback on a survey; or through our website and Facebook pages. You might want to attend regular meetings or be part of a group – whether it’s a cooking group, gardening group or a tenants group.

The fact is, it’s you, our tenants who shape participation and decide on how this takes place. However or wherever this happens, it’s important for both tenants and the Association.



- ✓ **Work together to improve services and enhance value for money for our tenants**
- ✓ **Inform and enhance the knowledge of tenants to influence decisions**
- ✓ **Increase tenant satisfaction within their home and neighbourhood**
- ✓ **Identify actions for service and performance improvements and working together to implement these recommended improvements together**

We have groups in Arbroath and Dundee but perhaps you would like to suggest something more. **Do you have a good idea about an event or activity or something else that you think would be of benefit in your community?**

If so, give us a call; send us an email to tp@aha.org.uk or send us a message on our Facebook page.





Meet the Team Tenant Engagement Assistants

We have 2 new additions to the Tenant Participation Team, **Diana Finnie and Jacqui Fleming** who started at the end of October 2023. Both bring a vast amount of experience and have hit the ground running.

Diana has worked in Tenant Participation for over 12 years previously with Perth and Kinross Council and enjoys meeting tenants and communities helping to ensure that they have lots of opportunities to ensure that their voices are heard.

Jacqui has previously worked with Dundee City Council and has been working in communities in the East End of Dundee for a number of years and comes with a vast amount of local knowledge and experience.

You might have met them at our weekly Greet, Eat, Meet Wednesday

teatime sessions or Bingo blether, or when we were doing the rent setting engagement events during January. We are hoping to chat to as many tenants as possible to hear your views and find out more about the communities that you live in. No matter what the topic, whether its about improving the area you live in, attending a community walkabout or just to find out more about the Tenant Participation Team, please get in touch.

If you see them out and about, please say hello and stop for a chat. Alternatively you can phone the office on **0345 1772244**. If you'd prefer to get in touch online, you can contact the team through their email address **tp@aha.org.uk** or through the Angus Housing Association Facebook page.



Diana



Jacqui

Rent Consultation Widening Your Voice



RENT SETTING INFORMATION 2024/25

Each year, in partnership with our tenants we review the rent levels we charge for our properties. These annual reviews allow us to ensure that we continue to meet our duties to tenants, respond to tenants' priorities and meet government targets. The association rent increase was 7% this year. It was important for the association to have the opportunities to discuss and answer any question and queries regarding the increase.

This year we gave tenants the

opportunity to widen their voice by having various ways of giving us feedback. A letter was sent out to every property with a copy of a survey and a pre-paid envelope so that tenants could let us know what their thoughts were on the proposed rent increase and what their priorities for rent were.

This was also advertised on our website and Facebook page with a link to the QR code to complete the survey.

We held 6 local face-to-face

meetings across Angus and Dundee during the month of January. To maximise participation and widen opportunities for tenants to meet the TP team and other departments. We held these events at varied times during the day in the evening to enable as many people as possible to come along. The TP team also carried out door knocking concentrating on areas that we hadn't received much response from as well as telephone calls to tenants in Auchmithie, Inverkeilor, Mid Craigie, and Whitfield.

The Association received 170 responses this year from tenants online and in person, with several referrals made to the maintenance and financial inclusion team.

Greet Eat & Meet (GEM)

Every Wednesday 3:30pm -5:30pm

Every Wednesday, the Association open the Lounge from 3.30pm-5.30pm for tenants to pop in for a cup of tea, food and a chat.

If you'd like a change of scenery or just want a nosey at the menu and a break from cooking, feel free to pop in for a cuppa and some good company.

GEM begins at 3.30pm, perfect timing for after school or nursery and we have plenty of games and activities to keep you entertained.

We'd love some more ideas to add to our recipe box or you can take away our tried and tested recipes.

Keep on the lookout for publicity about our seasonal events. We love an excuse to celebrate.

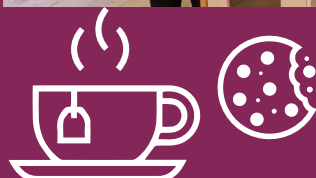
The group is free of charge and there's no need to book a space, so feel free to pop in for half an hour or longer.

“the food is always amazing, I've been cooking the recipes at home.” *Robert*

“I like coming along and talk to a lot of people. It's child friendly too.” *Kimberly*

“I like coming along and talk to a lot of people, it's suitable for all ages” *Young person*

“It's great for kids and meeting people. It's good to speak to people.” *Lucy*



Bingo Blether

On the last Tuesday of the month it's all eyes down in the Community Lounge at Russell Square, Arbroath.

We offer free refreshments and normally have a pot of soup and some pancakes on the go for some pre bingo fuel!!!

If you're free on the last Tuesday of every month, pop into Russell Square, Arbroath from 12.30pm - 2.00pm for some good company and a chance to shout house!!



Auchmithie Engagement Event | 16th November 2023

The Association held an engagement event in Auchmithie, Village Hall on 16th November 2023 following feedback from tenants regarding issues they were experiencing.



The engagement event was an opportunity for tenants to raise any concerns or issues with representatives for the Association, this included staff from Tenant Participation, Housing Management, Maintenance and Financial Inclusion.

Although the Association leafleted all 36 properties, the event was only attended by a limited number of individuals. During the event the Association engaged with

5 tenants on the Association’s Planned Maintenance Program, reporting a repair, looking for information and advice from the Financial Inclusion Team on their heating system.

Throughout November 2023 the Tenant Participation Team and Energy Advisor undertook some door knocking throughout the area which led to the Association engaging with additional tenants and energy advice

and support with changing energy providers being given.

The Association produced a feedback letter for tenants which included a variety of information and summarised the engagement event and ways in which tenants can engage and have their say and report any issues they are experiencing. The letter provided contact details for Financial Inclusion, Energy Advisor, Tenant Participation and Repairs Team.

Angus Housing Association Garden Competition 2024

Spring has sprung and the gardens will soon be starting to bloom. If you would like your Garden entered into the Associations 2024 Garden Competition or you would like to nominate a neighbours garden please email admin@aha.org.uk or Telephone the office on **03451 772244**.

Nominations must be received by **Friday 21st June 2024**. The Association will judge the nominated gardens in early July 2024.

Last year the competition produced even more gardens of a very high standard and we look forward to seeing all your great efforts again this year.



E-Newsletter

After speaking to tenants across Dundee and Angus, you told us that you wanted to be kept up to date with more frequent information which is why in addition to the regular Newsletters you receive, we will introduce a bi-monthly E-Newsletter.

To sign up please contact: tp@aha.org.uk.

Let us know what information you want to be kept up to date with and for any budding writers, feel free to share any updates or submit any worthy news stories. All ideas are welcome, from gardening tips and recipes to service improvements and useful information about what’s happening in your local area. If you want to shine a spotlight on your community, get in touch.



In order to receive information, please ensure that your email address is up-to-date with our Customer Services Team.

Financial Inclusion Team



Missing out on Pension Credit?

Recent estimates have revealed thousands of pensioners across the UK are missing out on Pension Credit to top up their pensions.

Pension Credit Guarantee Credit is a UK Government means tested benefit to support pensioners deemed to be on a low income. If your State Pension and any other pension income you have leaves you below the PC income threshold, you could be entitled to the top up which in most cases can be backdated for up to 3 months.

You may be entitled to Pension Credit even if you have savings or investments.

There are additional allowances that can be added on to the basic PC income threshold if you or your partner (or both of you!) are on a disability benefit such as Attendance Allowance or Adult Disability Payment. There is also an additional allowance if you have an underlying entitlement to Carers Allowance. These additional allowances can often make the difference in being eligible to qualify and one of the main reasons people are missing out.

Being in receipt of Pension Credit Guarantee Credit can also open other doors such as entitlement to Housing Benefit and/or Council Tax Reduction. Plus free dental treatment and help towards the cost of glasses and transport to the hospital.

If you or your partner has recently been awarded Attendance Allowance, it is worth receiving a benefit check for Pension Credit.

If you have been told in the past you are over the limit, it is worth checking again this year in case you now qualify.

**Don't be one of the people missing out!
Contact our Financial Inclusion Team for a benefit check**

Casey Malone | Energy Advisor

Casey joined the Association at the end of September 2023 as the new Energy Advisor. Casey has been working in the energy sector for the last 4 years working with Home Energy Scotland as an Energy Carer in Dundee.

Casey said

“I have been enjoying settling into my new role and meeting tenants face to face making them aware of the service and the help, advice and support I can provide”

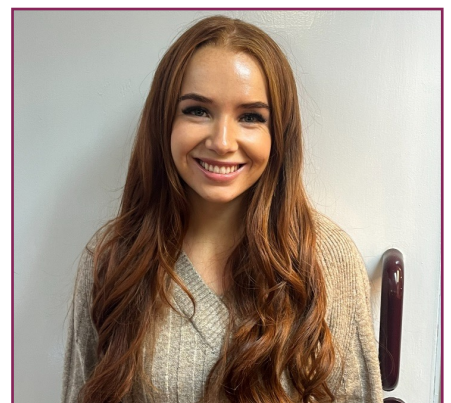
In her current role Casey can provide the following energy advice and services -

- Fuel debt
- Understanding energy bills
- Energy supplier issues

- Energy grants/vouchers
- Energy saving tips & advice
- Heating demonstrations

If you would benefit from any of the above, please don't hesitate to contact Casey.

In her first 3 months with the Association, we are proud to report that Casey secured £14,566 in financial gains for tenants. This includes energy debt write-offs, fuel vouchers and small energy efficient appliances.



Casey said

“I am proud that my new Energy Advisor role has secured substantial financial gains for tenants. It has already been extremely rewarding helping tenants live in a warm affordable home”

Benefits and Pensions are set to increase



You may have already seen in the press that the UK Government announced in their Autumn statement that all working-age benefits, including Universal Credit, Tax Credits and Employment Support Allowance will rise in April 2024 by 6.7% in line with September's CPI measure of inflation. **This will mean for example: -**

- **If you are a single person over 25 currently claiming Universal Credit, you will get an extra £24.71 a month, as your Standard Allowance will rise from £368.74 to £393.45 a month.**
- **A couple with one or both over 25 claiming Universal Credit, will see their Standard Allowance increase from £548.82 to £617.60**

State Retirement Pension and Pension Credit Guarantee Credit will also rise in April 2024 by 8.5% - meaning over 12 million pensioners will see their **State Pension increase by £17.35 per week.**

Social Security Scotland have also announced similar percentage increases for the devolved Scottish benefits.

Universal Credit claimants will see the new rates come into payment during your April assessment month – look out for the new amounts on your monthly statement.

For those of you receiving a benefit or pension, you may have already received a letter notifying you of your new amount.

These increases may mean some people now qualify for the means-tested benefits whereas previously you have been over the limit. If you would like to receive a benefit check to see if you now qualify, please contact our Financial Inclusion Team who will be happy to check your entitlement.

Help and support provided over the last few months amounts to thousands



Many of you will already be aware of our Financial Inclusion Service and have been helped by the team in one way or another over time. Our job is to help you with your financial wellbeing. Here is a wee reminder of what we do and ways in which you can contact us.

Some of the ways in which we can help: -

- Helping you get settled into your new home and finding ways of sourcing the essential things you need such as furniture, white goods, removal costs and floorcoverings.
- Help and guidance with fuel bills if you get behind or are struggling to afford your regular payments.
- Worried about how you will be able to afford to replace a broken kitchen appliance or essential furniture item – things always seem to go when you can least afford it! Ask us as we may know of somewhere that can help.
- If you are behind with your rent, we can help you look at ways to get back on track and come to an affordable arrear's repayment plan with your housing officer.
- Navigating the complicated benefits system can often be a big worry – what can I claim, how do I go about applying, how much can I expect to receive, are all questions we can answer.



For the period 1 October 2023 to 31 December 2023, the Financial Inclusion Team are proud to report that we managed to bring in around £80,000 of financial benefits and grants into the pockets of our tenants!

Please do not struggle alone – we are here to help.

**E: referrals@aha.org.uk
T: 0345 177 2244**

Financial Inclusion Officers – Jillian Davie, Justin Bridgett and Julie Bruce

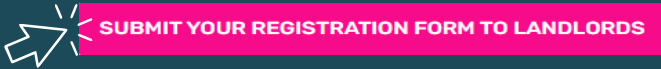
Energy Advisor – Casey Malone



If you are registering for the first time, click



in the top right-hand corner of the screen and work through the online registration form. Once complete, ensure you select



to submit your registration to your chosen landlords.



**Choice based lettings co-ordinators
Kirsty Mulligan and Jessica Ellis**



You can create an account using your email address, this will allow you to quickly log in to your These Homes Dashboard to view available properties or report any changes.

Please be advised that if you do not have an email address, you can still complete an online registration form.

We advertise our available properties on These Homes every Tuesday and Thursday (subject to availability). You can then choose which properties you would like to apply for. You can only apply for properties which meet your housing requirements. Please ensure you only

apply for properties that you have a genuine interest in as a refusal of a property you have applied for may result in your application for rehousing being suspended.

Please note that These Homes forms a part of a Collective with several other social housing providers throughout Scotland. You do not need to apply for all of the landlords and not all landlords will have housing stock within your areas of choice. For example, AHA are the only landlord who operate on These Homes with properties within Dundee and Angus.

Priority Pass Awards	
Gold	Statutory Homeless, severely over or under occupying a home
Silver	At risk of homelessness, overcrowding or under occupying a home
Bronze	No immediate threat of homelessness, low medical priority
No Pass	Adequately Housed/No housing need



If you are calling to report an emergency repair you should phone our **Out of Hours Emergency Number** which is **01382 434343**.

Useful Telephone Numbers

Dundee City Council	01382 434000	Angus Council	03452 777 778
Dundee North Law Centre	01382 918230	Angus Woman's Aid	01241 439437
Dundee Woman's Aid	01382 207099	Citizens Advice Arbroath	01241 870661
Citizens Advice Dundee	01382 214633	Citizens Advice Montrose	01674 673263
Citizens Advice Forfar	01307 467096	Angus Credit Union	01307 463388
Dundee Health & Social Care Partnership	01382 438300	Dundee City Council (Lettings)	0300 1239023 01382 307400
Dundee Credit Union	01382 431572	Bield Housing	01382 228911
Home In Scotland	01382 313400	Sanctuary Housing	01382 823050
Abertay Housing	01382 903545	Hillcrest Housing	01382 313400
Caledonia Housing	0800 6781228	Community Wardens Dundee	01382 436421
Animal Control Dundee	01382 436285	Housing Benefits DCC	01382 431205
Special Uplifts DCC	01382 436238	Angus Furniture Project	01241 437438
Anti Social Behaviour Team Dundee	01382 307342	Who is my energy supplier	0870 608 1524
Shelter	0344 515 2527	Police Non Emergency	101
Police Emergency	999	Child Protection Team	01382 307999
NHS 24	111	Dundee Community Alarm	01382 432260
Dundee Cleansing Dept	01382 433710	Dundee Energy Advice Project	01382 434840
Street Lighting Faults	0800 232 323 01382 433063		