



# IMPORTANT REMINDER: Home Contents Insurance

You may recall that a reminder was put in the previous issue of 'Servite News' about tenants' responsibility to insure their contents against fire, theft etc. Unfortunately since that newsletter was published two of our tenants have felt the impact of not having Home Contents insurance owing to theft and fire. Servite maintain Buildings Insurance and can claim for damage to the fabric of the building and carry out repairs. However, stolen or damaged possessions are not covered.

You may not think you have a lot to replace but the costs and inconvenience can be considerable. A number of Contents Insurance policies are available specifically for Servite HA tenants, and other products are also available. These policies can be paid weekly or monthly at your convenience. Please ensure you have adequate Contents Insurance to avoid being left in this situation. Contact your Housing Services Officer for Household Contents Insurance leaflets.

## Servite Housing Association – new telephone numbers

Servite House, 136 Alexander Street, Dundee	01382 237150
The Office, Burnside Court & St Ninians Court, Alyth	01382 237151
Servite House, Sidlaw Gardens, Birkhill	01382 237152
The Office, Bowerswell Memorial Homes, Perth	01382 237153
2 Muirmont Place, Bridge of Earn	01382 237154
Servite House, 79 Canal Street, Perth	01382 237155
Cameron Court, Almond Place, Comrie	01382 237156
Servite House, 170 Dickson Avenue, Dundee	01382 237157
Servite House, Willowbank, Little Dunkeld	01382 237158
Servite House, 17 Viewlands Place, Errol	01382 237159
Servite House, 61 Finlarig Terrace, Dundee	01382 237160
Joan Bartlett House, Alloway Place, Dundee	01382 237161
Servite House, Lisden Court, Lisden Gardens, Kirriemuir	01382 237162
The Maltings, Commercial Road, Ladybank	01382 237163
The Office, Servite Court, Redcroft Place, Leuchars	01382 237164
Servite Court, 59 Magdalen Yard Road, Dundee	01382 237165
Servite House, 2 Martingale Gardens, Dundee	01382 237166
Servite House, 21a High Street, Monifieth	01382 237167
Servite House, Standard Close, Montrose	01382 237168
Scheme Office, Servite HA, Muirlands, 12 Seafield Lane, Dundee	01382 237169
Mulligan Court, Camperdown Street, Dundee	01382 237170
Servite House, Kinbrae Park Gardens, Newport	01382 237171
Priory Court, Alloway Place, Dundee	01382 237173
Servite House, Corrie Place, Sandy Road, Scone	01382 237174

# Housing Benefit Updates

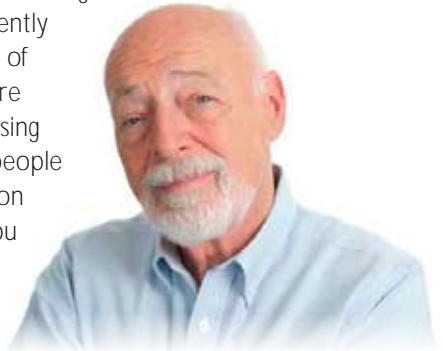
There are three major changes regarding Housing Benefit taking place in the next few months which may affect you.

## Child Benefit

From 2nd November, 2009 Child Benefit will no longer be treated as an income for Housing Benefit and Council Tax purposes. If you already receive Housing Benefit this change will be made automatically by your local council. However, it may mean that tenants who have previously not been entitled to help with their Rent or Council Tax due to their income, may be entitled. If you would like an application form for Housing and Council Tax Benefit, please contact your local council or your Housing Services Officer.

## Capital Rules for Pensioners

The Government has announced that the first capital threshold – where capital starts to affect the amount of benefit you receive – is being increased for Pension Credit and Housing and Council Tax claimants over the age of 60. The first capital threshold is currently £6,000. From 2nd November, 2009 this is being increased to £10,000. This means that if you currently receive Housing Benefit and have capital in excess of £6,000 you will be entitled to an increase and more people will be entitled to Pension Credit and Housing Benefit for the first time. Please remember that people with capital over £10,000 can be entitled to Pension Credit and Housing and Council Tax Benefit. If you would like an application form for Housing and Council Tax Benefit, please contact your local council or your Housing Services Officer.



## Lone Parent Benefits

Previously Lone Parents have been entitled to stay on Income Support until their youngest child reaches the age of 16. From October, 2009 Income Support will stop when the youngest child is 10 years old and from October, 2010 when the youngest child reaches 7 years old. Lone Parents will be advised with regard to other benefit / work options. There will be an impact on Housing Benefit as when Income Support stops, Housing Benefit will also stop and the Lone Parent will need to inform their local council about their new income, for example Job Seekers Allowance.

# Servite Health Experience

## – The Event for Tenants

The Tenants' Event this year will be held at the Hilton Hotel, Dundee, on 22nd September, 2009.

Called the Servite Health Experience, it takes the place of what was the Tenants' Conference. Instead of taking up the whole day, the Health Experience will start at 1.30pm and run through to 6.00pm, when the AGM will be held. Tenants will be able to come along at anytime to take part in the Health Experience – the idea is that you can come and go when it suits. Tenants with family, for example, may wish to pop in after school hours to see Sensation Science Centre with their Healthy Body Bits interactive show, which uses Connor Stuftee, the giant rag doll, to find out about our organs and how we can help keep these organs healthy. You may like to make a day of it in Dundee, go somewhere, perhaps have a bit of lunch before coming along to the Health Experience.



A variety of organisations will be in attendance, providing health advice and activities including alternative therapies, nutrition, kids' activities, demos etc. There will be practical activities like exercise and dance, interactive workshops and fun fitness challenges. Come along and have a go on the Nintendo Wii! Complete a task in the Big Brother Diary Room! Find out how you can easily grow healthy herbs!

**sensation**  
The L1VE Science Centre DUNDEE

Together with the fun side, there will be a chance to meet and ask questions of the Servite team. A separate room will host the Tenants' Forum AGM at 3.00pm and the Servite AGM at 6.00pm.

**TENANTS who attend will be entered in a FREE PRIZE DRAW – prizes include a NINTENDO DS (hand-held electronic Brain Games), a MEAL FOR TWO at the HILTON HOTEL, RECIPE BOOKS from SAINSBURY and A TESCO VOUCHER.**

If you require transport to the Health Experience on 22nd September please let your Scheme Manager know. If there is no staff member on site at your development please contact either **Mary Walker on 01382 484524** or **Georgia Boswell on 01738 493507** to organise transport. If you are a Member of the Association and do not occupy a Servite property but you do require transport then please contact **Mary Walker on 01382 484524**. Transport provision dependant on demand.

# Secret Millionaire Returns to Dundee

**Roisin Isaacs**, who went undercover in Dundee as a Channel 4 "Secret Millionaire", returned to the city to open the new premises of the Boomerang Club. When Roisin visited Dundee earlier in the year she was so impressed by the Boomerang Club's aim of creating a heart for the community that she donated £7,500 towards the lease for the new premises.

Helping with the official opening, **Neil Ellis**, Boomerang project leader, said that the key aim of the project is to develop a safe, welcoming place in the heart of the community which will become the focus for vulnerable groups and promote community regeneration. One aspect on which Neil is particularly keen is the promotion of intergenerational communication and, thanks to an inspirational idea from Servite Community Liaison Officer **Lara Alan**, encourages local young people to volunteer to teach the older generation how to play games on Nintendo Wiis.

The young volunteers go into housing schemes run by Servite Housing Association and, using Wiis donated by the Boomerang Club, demonstrate Wii games such as bowling to the tenants. Two Servite schemes, Martingale Gardens and Joan Bartlett House, have been playing the games, which have gone down a storm with one tenant admitting to being "hooked on it."

Following the opening of Boomerang's new premises, the Secret Millionaire visited Servite's Martingale Gardens scheme, where the Boomerang Club had bussed in tenants from other Servite schemes to take part in a scheme versus scheme Wii competition, which was played out in a fun yet competitive manner.

**Bill Roberton**, Chair of Servite's Committee of Management, commented that the project was a great success, adding : "It's not only good to see the different generations working together, but from our tenants' point of view the games have been a revelation and Neil and the Boomerang Club are to be congratulated for successfully encouraging this type of community activity."



# Tenants' News



## Ladybank Couple Celebrate Diamond Wedding

Congratulations to George and Margaret Brown of The Maltings, who were married in Freuchie Parish Church on 16th July 1949 and celebrated their milestone with a party in the Lomond Hills Hotel with friends and family.

An afternoon tea party, attended by friends and neighbours, was held at The Maltings in their honour. The Diamond wedding cake was baked by resident baker Mr Dave Blyth. Margaret and George moved to The Maltings last year when their home at Freuchie was flooded.



## Monifieth Celebrates 20th Anniversary

Everyone had a super time at Monifieth scheme to celebrate the 20th anniversary of its opening. Festivities included a finger buffet, entertainment by Elvis, dancing and a celebratory tittle, followed by the cutting of the cake. Linda at Monifieth thanks Servite for its donation to the party. Elvis is seen with Kath Mitchell in the Bridget Jones knickers!



## John's Giant Thistle

Like many of the tenants at Burnside Court, Alyth, John Aitken has always been a keen gardener and was employed as a groundsman at Ninewells Hospital for 15 years before his retirement. He has been at

the scheme for 4 years and has won the Alyth gardening competitions on a number of occasions for the best small border category. This is the second thistle that John has grown and he is hoping to get some seeds from this one to plant for next year.

# Tenants' News

## Bridge of Earn Refreshments

Pictured are tenants at Bridge of Earn enjoying their Tuesday Coffee Afternoon and their Thursday Tea and Toast Morning. In the left hand photo, original tenant Mrs Hewines, who is 104, is pictured (left) along with Mrs Fenwick (centre) who has also been there since the start in 1991, and Mrs Paton.

The other photo shows another tenant from the start, Mrs Copeland, with Mrs McKenzie (left) who organizes the Tuesday Coffee Afternoons.



## Leuchars Luncheon Club

The tenants at Servite Care Home have formed a Luncheon Club that goes out once a month to different eateries around Fife and scores each one. They are trying to find the best places for senior citizens to eat and find out who provides the best service and value for money.

They had their first lunch this month and enjoyed it and talked about it so much that another member has joined and family, who come along as volunteers, have now indicated they will come to the next one.

Each establishment is scored on Menu Choice, Cost, Service and Facilities. A pictorial record and comments are also kept and displayed. When the members of the club have completed the eateries for this year they are going to make it into a Good Food Guide for senior citizens and arrange its distribution. So it is more than a Luncheon or Social Club - it allows them to go out enjoy themselves and also contribute to the local community.

# Mr Shaw Moves On

**Mr Shaw**, who was a Servite tenant and Estate Representative in Forfar before moving to Glasgow, has asked the newsletter to let others know of his happy times at Servite, saying that Servite is “a credit to the Housing Needs provider”, and says “Thank you for my happy times as a Servite tenant.” He leaves us with these words:

“Servite provides quality that is second to none  
To all Servite staff very well done.  
You can travel throughout the land  
You won't find a more committed band.  
If you need somewhere to live  
Servite will always good service give.  
To manager, handyman and all ranks,  
I send you a greeting full of thanks.”

We thank Mr Shaw for his kind thoughts and wish him all the best in his new environment.

## New starts

Sharon Murdoch	Home Help, Errol
Jaimie Bowman	General Admin Trainee, HO
Jonathan Coombs	Maintenance Officer, Perth Office
Sharon Hird	Care Assistant, Leuchars
Vanessa Baxter	Assistant Services Manager, Head Office
Judith Crawford	Scheme Assistant, Comrie

## Transfers

Allan Flood	From Property Assistant to Customer Services Assistant, HO
Susan Stewart	From Property Assistant to Customer Services Assistant, HO
Julia Wilson	From Housing Assistant to Customer Services Assistant, HO
Carol Constable	From Housing Assistant to Customer Services Assistant, HO
Sandie McKenzie	From Housing Assistant to Customer Services Assistant, HO
Duncan Macrae	From Planned Maintenance Officer to Maintenance Officer
Yvonne Wilson	From Property Admin to Admin Assistant, Business Development, HO

# The Woman with the Horses

**Audrey Mitchell**, of the Rapid Response Team Home Help Service, is known to tenants as “The woman with the horses”. Audrey fulfilled many a little girl’s dream when she got her very own horse and hasn’t looked back, so much so that Audrey’s daughter and son, Danielle and Marc, have carried on with the same enthusiasm. They travel near and far to show their horses and, apart from the enjoyment they get from their much-loved pastime, are ringing up the successes in the show arena.



Danielle is shown in the photograph with horses Piper, left, and Olli. At the Alyth show Piper and Olli both achieved Seconds, while at the Scottish Coloured Show (for horses of more than one colour) Olli, shown by Marc, won two Firsts and two Seconds. Olli also won the trophy for In Hand Champion, the equivalent of Supreme Champion.



At the World Horse Welfare show, Ollie picked up a Third and Fourth while Piper won two Sixes, then at Perth Ollie was awarded a Third and Fifth and Piper got a Sixth in the single class entered.

They have four horses altogether and Audrey says that when showing – as when she shows her own horse Charlie - it takes two days to prepare, get to the show, perfect everything, do the show then get home.

# Corporate Performance Indicators

## Quarter one 2009/2010

	TARGET 2009/2010	QUARTER 1 2009/2010
<b>Relets</b>		
Tenancies ending each year	12.00%	3.00%
Percentage of rent lost as a result	1.00%	0.99%
<b>How quickly we let our properties</b>		
ALL Properties	24 days	19 days
General Needs Only	21 days	19 days
Sheltered Only	26 days	16 days
Very Sheltered Only	35 days	35 days
<b>Rent Arrears</b>		
Total Arrears as a percentage of rent due	2.50%	3.46%
Arrears due by current tenants	2.20%	3.05%
Arrears due by former tenants	0.30%	0.41%
<b>% of repairs completed within timescales</b>		
Emergency (24 hours)	98.90%	96.39%
Urgent (5 working days)	97.00%	86.69%
Routine (20 working days)	97.00%	86.63%
Customer Satisfaction with Reactive Repairs	96.50%	98.3%

On target

Nearly on target

Not meeting target

## Birkhill Group Gains Award

**Avril Cant**, Scheme Manager, Birkhill, has informed the newsletter of The Phoenix Group, run by Angus Council, which meets in the lounge at Servite House, Sidlaw Gardens, Birkhill for workshops. The group has recently won an Angus Council Excellence Award in the category Creativity and Development. **Fran Barron**, from NHS Tayside, contacted **Cheryl Connelly**, Servite Housing Officer, to express the Phoenix Team's thanks to Servite staff and tenants at Sidlaw Gardens for making the room available and for supporting their project over the last three years. Fran advises that the team has gone from strength to strength but without the support at Birkhill it would not have been possible.



# The Tenants' Newsletter / Prize Draw

The Tenants' Newsletter is to undergo a revamp. We would like to find out how useful you think the Tenants' Newsletter is and to ask your opinions on the content. Your answers will help us shape the newsletter to provide the best and most relevant information to tenants. If you receive the tenants' newsletter it would be greatly appreciated if you can answer the following questions. The more answers we receive the more information we will get and the better the service we can provide. **You can tear this page out or use a separate piece of paper. You can answer some or all of the questions, and post your answers / comments to Head Office, or bring them along to the The Health Experience, on 22nd September 2009, or email them to [tom.jamieson@servite.co.uk](mailto:tom.jamieson@servite.co.uk). Any queries regarding the surveys please call Tom Jamieson on 01382 484547.**

1. Are you a:  
*Tenant*  *Owner*  *Other?*
2. Do you live:  
*In a General Needs (Family)*   
*Sheltered*  *Other*
3. In which age group are you?  
*18-39*  *40-59*  *60 plus*
4. Do you generally read the Tenants' Newsletter?  
*Yes*  *Parts of it*  *No*
5. What do you think of the overall contents of the Tenants' Newsletter, like rent information, estate information, tenants' news, scheme news?  
*Very good*  *Good*  *Average*   
*Poor*  *Very Poor*
6. Which parts of the newsletter are of most interest to you?
7. Which parts are of least interest to you?
8. Would you like to see any information added to the newsletter? If so, what?
9. In keeping with modern technology, we would like to provide the newsletter electronically. Would you like to receive a quarterly email which will provide a direct link to an electronic version of the newsletter?  
*No, I prefer the newsletter as it is*   
*Yes, send me an email providing a link (If yes, contact [tom.jamieson@servite.co.uk](mailto:tom.jamieson@servite.co.uk) or call Tom on 01382 484547)*
10. With regard to the Servite website ([www.servite.co.uk](http://www.servite.co.uk)) do you use the Servite website:  
*Regularly*  *Sometimes*  *Never*

Thank you for taking the time to supply this information.

Each month a winner is drawn from those tenants who filled in the questionnaire on the back of the yellow part of the Repair Works Order Sheets. Each winner will receive a £10 Tesco voucher. The winners for the months May 2009 to July 2009 are:

**Mr Arthur Lynch, Dundee**  
**Mr A & Mrs D Reid, Dundee**  
**Mrs I Hamilton, Perth**

Congratulations to the winners – your vouchers will be posted to you.

## Servite Housing Association

### Dundee

118 Strathern Road,  
Broughty Ferry,  
Dundee DD5 1JW  
Tel: 01382 480915  
Fax: 01382 480151

### Perth

3 King Street,  
Perth PH3 8HR  
Tel: 01738 638843

Email: [enquiries@servite.co.uk](mailto:enquiries@servite.co.uk)  
Website: [www.servite.co.uk](http://www.servite.co.uk)

## Office Opening Hours

### Dundee

Monday to Thursday 9.00am to 5.00pm  
Friday 9.00am to 12.30pm

### Perth

Monday to Friday 09.00am to 12.30pm

During office hours please report repairs, including emergencies, to Servite Housing Association on **01382 480915**. However if you live in Perth and the surrounding area you may also report repairs directly to our Perth office in person or by telephoning **01738 638843**.

In the event of an emergency outwith office hours contact **0800 783 7937**.



Please contact us for a translation. Servite offers the Language Line telephone translation service.

This is the Tenants' Newsletter of Servite Housing Association.

Servite Housing Association is a Charity registered in Scotland, Charity No. SCO 13035

" ਇਹ ਲਫ਼ੌਣ (ਪਰਚਾ) ਉਨ੍ਹਾਂ ਬਜ਼ੁਰਗਾਂ ਦੇ ਖਰਾਬ ਹੋ ਜਿਨ੍ਹਾਂ ਨੂੰ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ।

ਅਸੀਂ ਇਸ ਲੀਫ਼ਲੈੱਟ ਦਾ ਤਰਜਮਾ ਤੁਹਾਡੀ ਜ਼ਬਾਨ ਵਿਚ ਕਰ ਸਕਦੇ ਹਾਂ। ਡਿਪਾ ਕਰਕੇ ਸਾਨੂੰ ਇਸ ਪਤੇ ਤੇ ਚਿੱਠੀ ਪਾਓ: ਸਰਵਾਈਟ ਹਾਊਜ਼ਿੰਗ ਐਸੋਸੀਏਸ਼ਨ, 118 ਸਟ੍ਰਾਥਰਨ ਰੋਡ, ਡੰਡੀ ਡੀ ਡੀ 5 ਜੇ ਡਬਲਿਊ (Servite Housing Association, 118 Strathern Road, Dundee DD5 1JW) ਜਾਂ ਈ-ਮੇਲ ਕਰੋ [enquiries@servite.co.uk](mailto:enquiries@servite.co.uk) ਅਸੀਂ ਇਸ ਨੂੰ ਸੀ ਡੀ ਤੋਂ ਵੀ ਟਿਕਾਗਡ ਕਰ ਸਕਦੇ ਹਾਂ। ਵੱਡੀ ਫ਼ਾਈ ਵਿਚ ਵੀ ਤਿਆਰ ਕਰ ਸਕਦੇ ਹਾਂ ਜਾਂ ਹੋਰ ਤਰੀਕਿਆਂ ਨਾਲ ਵੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੇ ਹਾਂ। ਫੋਨ ਕਰੋ 01382 480915

這傳單所含資料與為需要支援的長者提供房屋服務有關。

我們可以為你看得懂傳單譯本。請按以下地址寫信給我們 Servite Housing Association, 118 Strathern Road, Dundee DD5 1JW, 或透過電郵 [enquiries@servite.co.uk](mailto:enquiries@servite.co.uk) 聯絡我們。我們可以將傳單製成光碟、大字印刷版、或透過其他方法幫助你瞭解傳單內容。請致電 01382 480915。

" هذه المطوية تخصص بيوت للعجزة الذين يحتاجون للمساعدة "

يمكننا ترجمة هذه المطوية إلى اللغة التي تتحدث بها. الرجاء الكتابة لنا على العنوان التالي: Servite Housing Association, 118 Strathern Road, Dundee DD5 1JW, أو عنواننا الإلكتروني: [enquiries@servite.co.uk](mailto:enquiries@servite.co.uk) كما يمكننا تسجيل المعلومات الموجودة فيها على قرص مدمج CD, أو توفير المعلومات بخط كبير أو المساعدة بطرق أخرى. اتصل على الرقم 01382 480915.

" یہ ایف ایس ایچ ایس کے افراد کے لئے ہے۔ ان کے بارے میں کوئی ضرورت ہے۔

ہم اس کا ترجمہ آپ کی زبان میں کر سکتے ہیں۔ براہ مہربانی ہمیں اس پتے پر لکھیں: Servite Housing Association, 118 Strathern Road, Dundee DD5 1JW اور ہمیں ای میل کریں: [enquiries@servite.co.uk](mailto:enquiries@servite.co.uk)۔ ہم اس CD (سی ڈی) پر بھی لکھ سکتے ہیں، بڑی لکھائی میں مہیا کر سکتے ہیں اور دوسرے طریقوں سے مدد کر سکتے ہیں۔ ہمیں فون کریں 01382 480915