

Hillcrest Living

Summer 2026

Tenant-influenced

MURAL UNVEILED

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with hundreds
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Hillcrest
Homes

Tenant-designed mural celebrates

past, present & future

at Dundee's Weavers Yard

Tenants in Dundee have come together to celebrate the unveiling of new community artwork at Weavers Yard, marking the next chapter in the story of Upper Dens.

The new artwork, created by local artist Abi Baikie, has been shaped by the voices of residents and reflects the rich history and evolving identity of the area. It was officially unveiled at a community event on Saturday 9 May, attended by tenants, partners and local stakeholders.

The project has brought together Hillcrest Homes and Caledonia Housing Association, working in partnership with the Stobswell Forum, to refresh three artwork panels at the entrance to the development.

Upper Dens is built on the site of the former Baxters' Flax and Jute Mill, which was transformed into homes as part of a major regeneration project. The new artwork continues this legacy, connecting the past with the present-day community.

Residents played a central role in shaping the designs. Through a community consultation based on the theme "Past, Present and Future," tenants helped select the final artist from a shortlist of three, ensuring the artwork reflects both the heritage of the site and the people who live there today.

Abi Baikie's designs draw inspiration from the mill's original features, including brickwork, beams and the cogs of early loom machinery. Her work combines bold stencil patterns with softer hand-painted elements to create a striking visual story.

NEW
MURAL



SAVE

on everyday spending with
Housing Perks

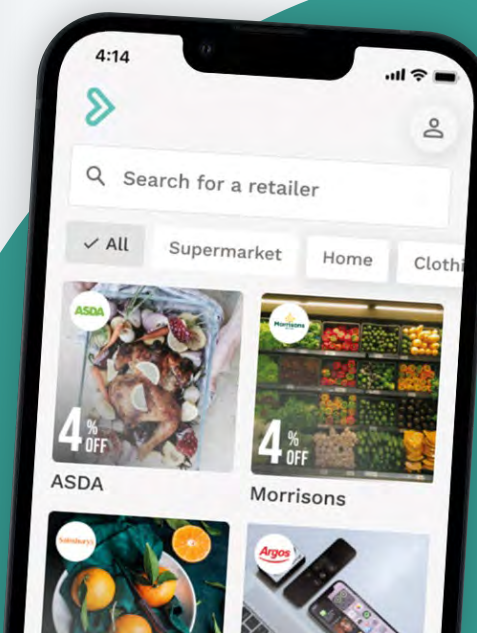
You can now boost your shopping budget with Housing Perks, a free app offering exclusive discounts and a unique way to put savings towards rent.

Simply download the app, select Hillcrest and enter your tenancy reference number to get started.

The app provides access to discounts at over 200 retailers, covering everything from groceries and school uniforms to electronics, days out and car parts. Savings typically range from 4% to 20% year-round, with bigger offers available during key times such as the back-to-school season.

Discounts are applied at checkout and can be used alongside other offers. Housing Perks also allows you to transfer any savings directly to your rent account, helping reduce rent costs or arrears. It's a simple way to make everyday spending go further.

 **HOUSING PERKS**



Do you have a family and get Universal Credit?



If so, here's something you need to know

Making sure your claim is accurate makes sure your family receives all the money it is entitled to.

If your circumstances have changed, a new child has joined the household, or you are unsure if every child is included on your claim, it is important to review your Universal Credit account and update your information as soon as possible.

The UK Government's two child limit (for benefit purposes) has been removed from April 2026.

This means that families with 2 children prior to April 2017 or who have had additional children born since then may now be able to receive additional financial support for the other children. We encourage families to check their Universal Credit claim to make sure all children are included and to ensure household details with Hillcrest Homes are up to date.

If you are awarded additional money this could trigger the Benefit Cap but there are other funds that can help with this.

If you need help checking your entitlement, accessing other funds or updating your claim or household details, contact our Financial Wellbeing Team on **0300 123 2460** or via [MyHillcrest app](#).

Would you like to **have your say** on how we deliver services?

If so, we want to hear from you! By joining our Feedback Forum, you'll be the first to hear about new initiatives, services, and you'll also have the opportunity to scrutinise our services to make positive changes in how we do things.

We know life can be very busy, so we make sure that getting involved doesn't mean giving up lots of your time. From just a few minutes to complete short surveys to attending events in person, there are different ways you can participate and make a difference.

Getting involved couldn't be simpler – just [click here](#) to find out more and fill in the online form at the bottom of the page to become part of our Feedback Forum.

The house and garden

CRITTER CHEAT SHEET

handy info on what you can do

Ants

If ants are inside your home: we may help if the problem continues or there are a lot of ants.

If ants are in your garden: You will need to sort this yourself. But keep in mind a small number during the summer is not really a cause for concern and won't do any harm.

What you can do: Use ant powder around doors, skirting boards and kitchen areas for a couple of weeks. A vinegar and water spray (1:1 solution) can also help.

Top tip: Don't leave spills – especially sugary – lying around.

Bedbugs

Contact us straight away if you suspect bedbugs.

Prevention: Vacuum regularly, wash bedding often, and check second-hand furniture before bringing it home.

Bees

We don't remove bees. Honey bees are protected and essential for the environment.

What you can do: If you spot a swarm, don't panic – they usually move on. You can also contact a local beekeeper for advice.

Top tip: Learn more or find support via the [Bumblebee Conservation Trust](#).

Fleas

Contact us if fleas are in your home.

Prevention: Treat pets regularly, wash their bedding, and vacuum often.

Flies

Flies can pester you all year, but a lot more of them come out during the summer. This isn't usually something we can help with unless the problem gets really bad and prolonged.

What you can do: Use sprays or fly papers, keep bins sealed, and avoid leaving food out.

When it comes to pests in and around your home, they can be a nuisance, and it's not always clear whether it's something you can deal with yourself, you have to leave, or we can help with.

For any persistent or serious problems, or any of the pests below where we ask you to call us, get in touch on **0300 123 2460**.

Mice and rats

Contact us if you see mice inside your home.

Prevention: Store food in sealed containers, don't leave crumbs lying, keep bin areas tidy, and don't store rubbish or bins near your house.

Slugs/snails

Slugs and snails can be a nuisance, especially if you love gardening.

What you can do: Move plants away from doors/windows and don't leave pet food outside overnight. A mild salt spray may help deter them.

Spiders

Spiders aren't actually classed as pests because they don't cause any harm, don't damage your property and don't carry any diseases. In fact, they are effective at keeping many other pests under control.

Prevention: If you really don't like spiders, keep rooms clean and uncluttered as spiders love clutter, and remove webs when you see them.

Wasps

Contact us if there's a wasp nest on the property or in a shared area. Avoid disturbing nests, as wasps can swarm and become aggressive if threatened.

Birds nesting

By law, nests with eggs or chicks cannot be removed regardless of species of bird.

You must wait until chicks have fledged (usually by September) before removing the nest – it is illegal to disturb nesting birds. This also means you can't trim hedges where birds are nesting. If you notice nesting birds, please leave them undisturbed.

Being a

Good Neighbour

With school holidays and warmer weather, it's natural for people to spend more time outside.

Children playing, families enjoying outdoor time, and general daytime activity are all expected during the summer months and occasionally means there might be more noise than usual.

Because of this, it's important to strike a balance:

- > Let neighbours know in advance if you're planning a larger gathering - it can help avoid misunderstandings.
- > Noise levels: Keep music, conversations, and activities at a reasonable level, especially in shared spaces.
- > Cleanliness: Ensure any litter, food waste, or belongings are tidied away after use.
- > Respect for shared areas: These spaces are for everyone, so be mindful not to dominate or misuse them.
- > Small gestures of consideration can make a big difference in maintaining positive relationships within the community.



While some increase in activity is normal, there are clear expectations around noise and behaviour at night:

- > Antisocial hours are between 11:00 pm and 7:00 am.
- > During these hours, noise should be kept to an absolute minimum to avoid disturbing others.

If you experience significant disturbance during antisocial hours:

- > Contact 101 (the non-emergency police line) to report the issue.
- > If the situation is urgent or you feel there is immediate risk, call 999.

Summer is a time to enjoy, relax, and connect with others. By being mindful of our neighbours and respectful in how we use shared spaces, we can all benefit from a peaceful and friendly environment.

Development roundup

Former Dundee supported accommodation ready for new tenants

Work to convert the former Hillbank supported accommodation into flats was completed in June. The project delivered one one-bedroom and one three-bedroom general needs home, marking the first collaboration between Development and Hillcrest Enterprises as main contractor, with further projects planned.

Ellengowan, Dundee

Earlier this year, construction began on the second phase of our flagship regeneration project at Ellengowan Drive. A mixed tenure development of 70 units utilising the same contractor, Champion Homes, and consultants as the first phase of the project, ensuring consistency of design and build quality, is scheduled to be completed in summer 2028.



Straik Road development completed despite massive hurdles

After four challenging years, the 63-home development in Westhill, Aberdeenshire, was completed in May 2026. Following the 2024 collapse of contractor First Endeavour, Ogilvie Construction delivered 56 flats and seven family homes, with support from returning subcontractors – many of whom had financial losses due to the main contractor's collapse, providing much-needed housing for the area.

Fire safety in the home

A QUICK GUIDE



Did you know that almost all fires in the home are started by things you often use daily or would never expect?

Here's some simple fire safety tips to help keep you, your family and household safe.

Smoke and heat alarms

- > Test alarms every week
- > Tell us if an alarm is not working
- > Do not remove batteries or cover alarms

Smoking safety

- > Smoke outside if you can
- > Never smoke in bed
- > Put cigarettes out properly
- > Keep matches and lighters away from children

Kitchen fire safety

- > Never leave cooking unattended
- > Keep towels and paper away from the cooker
- > Do not cook if you are tired or have been drinking alcohol
- > If a pan catches fire, do not use water
- > Turn off the heat if safe, leave the room and call 999

Electrical safety

- > Do not overload plug sockets
- > Do not charge devices overnight
- > Unplug chargers when finished
- > Report damaged sockets or wiring
- > Allow access for electrical checks

Gas safety

- > Carbon monoxide is a poisonous gas you cannot see or smell
- > Make sure CO alarms are fitted where required
- > Allow access for gas safety checks
- > If you feel dizzy or sick, leave the home and get help

E-bikes and lithium batteries

- > Do not charge e-bikes or scooters in hallways or stairs
- > Keep escape routes clear at all times
- > Use only the correct charger
- > Do not modify batteries

Before you go to bed

- > Switch off heaters (but not storage heaters) and electrical items
- > Blow out candles
- > Close internal doors
- > Make sure escape routes are clear

Plan your escape

- > Know how to get out of your home
- > Plan a second way out
- > Keep keys where everyone can find them

If you live in a block of flats

- > If your escape route is clear, leave and call 999
- > Do not use lifts
- > If smoke blocks your way, "stay put" in your flat and call 999
- > Some flats operate a simultaneous evacuation policy rather than "stay put." If you live in one of these developments, evacuate the building if it is safe to do so

REPAIRS

What's classed as an emergency and what isn't (and what won't we repair at all?)

Your Hillcrest home is of course covered by our comprehensive repairs service, but it isn't always easy to know what comes under an emergency or non-emergency repair.

There's also certain things we **won't** fix. Find examples below of what type of repair comes under each of these categories.

Emergency repairs

These are things that could be harmful to anyone in the household, a risk to the structure of the building or mean that the property isn't suitable for living in.

- > Complete loss of power, water or gas
- > A serious plumbing or gas leak - for example, water is gushing out
- > A serious roof leak or major structural problem
- > Your heating breaks down during colder months (generally November - March) or a member of your household is considered vulnerable, such as elderly, disabled, or under the age of five
- > Your home is not secured - such as broken front door
- > Wiring has become loose or damaged and could pose an electric shock risk

Non-emergency repairs

These are issues that have popped up and can be annoying, but they don't pose a big risk and don't need to be fixed as urgently.

- > One or two lights or plug sockets not working
- > A minor leak - for example water dripping out that can be collected in a bucket
- > Replacing broken door handles, toilet seats, internal doors
- > Loose hinges or kitchen cabinet doors not closing properly

Things we can't fix

There are some types of damage or repairs that we also won't be able to fix.

- > Damage you have caused yourself rather than through wear and tear - such as kicking a hole in a door
- > If you have fitted your own kitchen or bathroom, we also can't carry out any repairs to it
- > If you have replaced the shower or bath with your own one, we also can't carry out repairs to this



Paying rent *made easy*

Set up a Direct Debit

Please call us on **0300 123 2640** to set up a Direct Debit, you will need your sort code and account number.

Please note: Direct Debits can only be taken at least five days after they are first set up. Please bear this in mind when clearing your overdue balance.

Card Payments

We accept most debit and credit cards. Call our payments line on **0300 123 2640** during working hours. Alternatively, payments can be made 24 hours a day, 365 days a year via our secure payment service at new.allpayments.net

Bank Transfer

Please ensure you use your Tenancy Reference Number on all internet banking payments.

Please use these bank details for your payment:

Account Name: **Hillcrest Homes**

Account Number: **00170609**

Sort Code: **83-50-00**

Allpay Pay By Link

Email IncomeMgmtTeam@hillcrest.org.uk and we will send you a personalised link, it's completely secure and you can use it anytime you want to make payment.

We want to see *your work!*

Do you enjoy photography, writing poetry, or creating illustrations or paintings? Whatever your creative hobby, we'd love to showcase your work!

Our new Readers' Corner is your chance to share your talent with fellow readers.

To take part, just send your creative piece to:
customerservice@hillcrest.org.uk

MyHillcrest App

Manage your tenancy 24/7 through the MyHillcrestApp. The App allows you to view your rent statement and pay your rent through Allpay. Download the App for free from Apple's App Store or Google Play.

Download MyHillcrest:



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Dundee
DD2 1EG
0300 123 2640

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Hillcrest Homes (Scotland) Ltd is a Scottish Registered Charity
Registered No. SC006809
RSL no 125 VAT Reg. No 814 2751 44

Handy info

General enquiries:

0300 123 2640

customerservice@hillcrest.org.uk

Report a repair:

08000 324 888 (all emergency or out of hours repairs must be reported by phone)

repair@hillcrest.org.uk

[MyHillcrest app](#)

Please also note that Customer Service (Housing) telephone lines are closed on the last Thursday of the month from 2 pm – 5 pm.

Customer Service (Repairs) telephone lines are closed on the first Wednesday of the month 9.30 am – 12 noon.

[Download or view the Hillcrest Homes Tenant Handbook here.](#)



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