



Welcome to Dundee

A guide to your new area

Introduction

This guide will include information about Dundee, Scotland's fourth largest city. I hope it will provide you with an insight into the services, facilities, attractions and key contacts that you will need in Dundee. A checklist is also included to help you plan ahead. This guide will assist you to settle down and know the area. It can be useful to those who already living in the area too!



Abdo
Housing Options Scotland Volunteer



This guide has been produced by volunteers at **Housing Options Scotland**. We are Scotland's housing charity for disabled people, older adults and members of the Armed Forces community. If you need help with your housing situation, contact us:

housingoptionsscotland.org.uk

0131 510 1567

info@housingoptionsscotland.org.uk

Image credit: Graham Hogg ([Geograph](#))

**If you have any questions about this guide, contact Ben Parker on
ben@housingoptionsscotland.org.uk**

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Background information

Dundee is a coastal city. It lies within the eastern central Lowlands on the north bank of the Firth of Tay, which leads into the North Sea. Dundee is known as “one city, many discoveries” because of its history and scientific achievements. [Find out more about Dundee and its history and location.](#)

The city is composed of the following main areas:

Westend	Maryfield
Lochee	Eastend
Strathmartine	North East
Coldside	The Ferry

.....

Moving home

Take gas and electricity meter readings.

Do this when you move out. This will make sure you only pay for the energy you used.

Settle up bills at your old property. Make sure you pay for all bills due including:

- Rent/mortgage
- Garden/common area maintenance
- Council tax
- Gas and electricity
- Telephone and broadband.



Change your address. It's important to let people know you're moving, including:

- Friends and family
- Your employer
- Your local **job-centre**
- The [Department for Work and Pensions \(DWP\)](#)
- Your bank, insurance, pension and credit card companies
- Your doctor and dentist
- Your local council
- The [electoral register](#)
- The [Driver and Vehicle Licensing Agency \(DVLA\)](#)
- Telephone, TV and broadband providers
- [TV licensing](#)
- Charities you might support

Redirecting your post

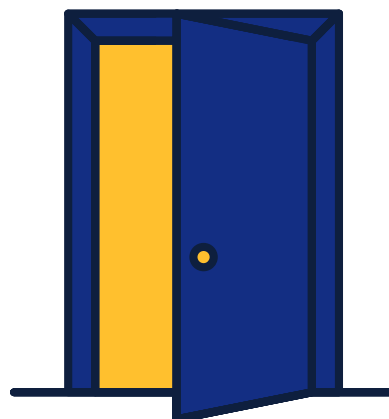
When you move home, you might miss some of the important information you get through the post. A simple way to make sure you keep receiving your post is to use the [Post Office redirection service](#). You can choose how long you want your post redirected for. There is a fee for this service.

In your new home

Register with your local council. Contact your new local council to register for Council Tax and the electoral register.

Register with a doctor - [How to register with a local doctor.](#)

Register with a dentist - [How to register with a local dentist.](#)



Spare keys. Get copies of your keys cut, so you have spares in case you need them.

Take gas and electricity meter readings. Do this when you move in to make sure you only pay for the energy you use. Comparison sites like [USwitch](#), [Compare the Market](#), [Money Supermarket](#), and [Go Compare](#) can help you find the best energy deals.

Household appliances. Ask for instruction booklets or manuals for the boiler, washing machine and all appliances in the property to be left for you. If any are missing, you can find instructions for most appliances with a quick online search.

Get to know your new home. Consider getting two copies of keys cut for your new home and ask for instructions / booklets for all appliances to be left for you. Also make sure you know where to locate the following:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Gas and electricity meters | <input checked="" type="checkbox"/> Fuse box |
| <input checked="" type="checkbox"/> Thermostat for central heating | <input checked="" type="checkbox"/> Landline telephone sockets |
| <input checked="" type="checkbox"/> Water boiler | <input checked="" type="checkbox"/> TV and satellite aerial sockets |
| <input checked="" type="checkbox"/> Hot and cold water tanks | <input checked="" type="checkbox"/> Access points e.g. to loft points/under floor areas |
| <input checked="" type="checkbox"/> Stopcock (to turn the main water supply on/off) | |

Council services

Council services

The council's contact details and all of the services it provides can be found on the [Dundee City Council website](#).



Council Tax

The Council Tax amount will depend on the Council Tax Band into which your property has been placed. [Check the banding of a particular property](#). The council will collect water and sewerage charges on behalf of Scottish Water which are included in the Council Tax bill.

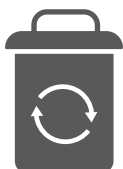
Depending on the number of people living in the your house and their circumstances, [you might be eligible for discounts or exemptions](#).

You can [manage your council tax account online](#) including making payments.

Waste collection and recycling

Dundee City Council provides [information about bin collections and recycling](#). You can [find out when each bin is collected in your area](#) by entering your post code. Bins should be out by to be emptied from 7:30 am on the day of the collection. Bring Sites have been provided to make it easier for residents living in flats and tenements in Dundee to recycle. Bring sites points can be found on [this page](#) with a link to location map.

Below is some information about to what goes in each bin and how often they are collected.



Gray Bin: Household waste and items that cannot be recycled including polystyrene packaging, plastic film and nappies. Collected every two weeks.



Blue Bin: Paper, card and card board including newspaper, magazine, catalogues, junk mail, letter, envelopes, shredded papers, wrapping papers, cardboards boxes, packaging, toilet and kitchen rolls and greeting cards. Collected every 4 weeks.



Burgundy/red bin: Metals, plastics and cartons, tubs and trays including cans and bottles. Collected every 3 weeks.



Food waste: All types of food waste – cooked and uncooked including bones, eggshells, fruit and vegetables (and peelings), bread and cakes, rice, pasta and pizza, tea bags and coffee grounds, pet foods and unpackaged out of date food. Collected every week.



Brown bin / garden waste: Grass cuttings, leaves and bark, flowers, hedge trimmings, Weeds and Twigs. Collected fortnightly from March to November. Check your collection dates for Garden Waste here. Not all properties will receive this service.

Garden waste will be collected at an extra charge of £35 per bin per year to cover the cost of providing this service. There is no obligation to make use of the chargeable service and residents can continue to dispose of garden waste free of charge at the Household Waste Recycling Centres (HWRC's) at Baldovie and Riverside.

There are two **household waste recycling centers** within Dundee center:

- Baldovie Recycling Centre, Piper Street, Dundee, DD4 0NT - Monday to Sunday, 9am to 4.15pm (last entry 4pm)
- Riverside Recycling Centre, Wright Avenue, Dundee, DD2 1UR - Monday to Sunday, 9am to 4.15pm (last entry 4pm)

Dundee City Council provides a **Special Collections service** to [uplift bulky waste items](#). [Book the service online](#) or arrange a booking through customer services via the following number: 01382 43623.

Transport

[Traveline Scotland](#) is an excellent resource to use for finding public transport. Their website has a journey planner which you can use to plan all sorts of journeys across Scotland and the UK.

Public Transport

Dundee has two major bus operators: [Xplore Dundee](#) and [Stagecoach](#). They offer discounts on seven day and four week tickets. Details about timetables and journey maps can be found on the companies' website.

Dundee Railway Station is located in the city centre. [ScotRail](#) connects Dundee with major cities in Scotland. As part of [LNER's](#) and [Cross Country's](#) main east coast lines, it is also connected with many main cities in the UK including London. The overnight sleeper service by [Caledonian Sleeper](#) also runs through Dundee Station and connects it with London, the South Coast and West Country.

[ScotRail](#) provides [information about the accessibility and facilities of local train stations](#).



The [National Entitlement Card](#) gives free or cheaper travel for young people, older people and people with a disability. [Railcards for disabled, veterans and seniors](#) are available for people who qualify.

Cycling is also a good option in Dundee city. [Dundee City Council](#) [provides a cycle map](#) on their website.

Cars and taxis

Residents in central areas [may qualify to park on streets](#) and in the nearest Council car park to their home address if they [apply for a permit](#).

The Blue Badge Scheme is designed to help people with mobility problems travel independently by allowing them or the person driving them to park close to their destination. You can [apply online](#) or contact the Blue Badge team for an application form on 01382 438335 or by emailing blue.badge@dundeecity.gov.uk.

There are a number of registered taxi companies in Dundee - a quick internet search will list a few to choose from. You can also use the [Taxicode website](#) to compare and book your taxi in the city.

Education

Early learning, nurseries and childcare

All eligible children aged 3 years to 5 years and some two year olds are entitled to 1140 hours of Early Learning and Childcare in all local authority nurseries and funded providers. Dundee City Council provides further [information about early learning and childcare](#) online. Should you have any questions, email earlyyears@dundeecity.gov.uk.

Schools

There are 33 [primary schools](#) and 8 [secondary schools](#) in Dundee. There are also two [schools for pupils with additional support needs](#) in Renfrewshire - the Mary Russell School and River Brae School.

Dundee City Council provides [information on school catchment areas and enrollment in schools](#).

If you are on a low income, your child may be entitled to school grants, including free school meals, a school clothing grant and an education maintenance allowance. [Find out more about the different school grants and check if you fit their eligibility criteria.](#)

Higher education, adult and community learning

The Council provides a [range of opportunities for adult learning](#) to learn new skills, make connections and changes.



[Dundee and Angus College](#) is a further education college in the Tayside region of Scotland. It is composed of three campuses: Arbroath, Kingsway and Gardyne.



[Al-Maktoum College Of Higher Education](#) is a college located in Dundee and provides courses at undergraduate and postgraduate levels.



[Abertay University](#) is one of two public universities in the city of Dundee, along with the [University of Dundee](#) which is composed of two campuses: city campus and Kirkcaldy campus.



Money, work, and debt advice

Financial advice



Dundee Council Advice Services provide debt and welfare advice via telephone and email. Phone them on **01382 431188** (option 2) or email welfare.rights@dundeecity.gov.uk.



Citizens Advice Scotland provides information and advice on a wide range of matters. The service specialises in welfare rights, including Universal Credit, debt, budgeting, employment, housing, energy, and immigration and consumer rights. **Dundee Citizens Advice Bureau** provides support by telephone on **01382 307494** between 10am-3pm Monday to Friday or email bureau@dundeecab.casonline.org.uk.



Scotland's Financial Health Service is a gateway to free and impartial advice about your finances.



Age Scotland Money Matters can provide tailored money advice for people aged 50 and over.

Benefits and grants

The **Council Advice Services** can help you sort out a wide range of benefit and tax credit problems. They can be reached by email: welfare.rights@dundeecity.gov.uk and by phone: **01382 431188** (option 2).

Turn2Us and **Entitled To** offer reliable online benefits and grants calculators as well as good information and advice.

Scottish Welfare Fund helps families and people in Scotland who are on low incomes. You can [apply to the Scottish Welfare Fund through the Council](#) for a:

**The Scottish
WELFARE FUND**

- **Crisis Grant** – if you're experiencing a crisis because of a disaster (like a fire or flood), an emergency (like losing your money or an unexpected expense); or if you're a victim of domestic abuse and need help with things like moving away from an abuser
- **Community Care Grant** – to help you or someone you care for to start to live, or to carry on living, a settled life in the community.

[General information about benefits](#) can be found on the **UK Government** website. This gives information about entitlement and who to contact to make benefit claims. **Local job centres** can provide [practical advice about benefits](#), whether you are a new claimant or an existing one.

The logo for jobcentreplus is displayed on a green rectangular background. The text 'jobcentreplus' is written in a white, sans-serif font, with 'job' in lowercase and 'centreplus' in a slightly larger, bold lowercase font.

Working and employment

There are a range of organisations and services that can support you in finding a job:

- The [Discover Work Service](#) is a programme of support for job seekers and employers in Dundee and encompasses a wide network of services delivered by a range of partners.
- **Dundee Council** offers an [employability service](#).
- [Skills Development Scotland](#) supports people of working age to build their career skills.
- [My World Of Work](#) website has a range of employment resources.
- [Apprenticeships.Scot](#) provides support to find the right apprenticeship for you.
- [Our Skillsforce](#) provides an overview of the skills support, recruitment help, funding bodies and training provision.
- [The Job Centre](#) offers free and independent advice about job-hunting and careers. Find details about the [Job Centre Plus office in Dundee](#).

Pensions

The Pensions Team is responsible for the administration of the Local Government Pension Scheme on behalf of more than forty employers throughout the Tayside area. For further information view the [Tayside Pension Fund](#) page.

The **Scottish Government** provides [advice on the state pension and workplace pensions](#).

Money Helper is a government-backed service providing [free, impartial information about a range of pension issues](#).

Debt advice

Free advice and help on debt and money management is available from [Step Change](#) debt advice, [Money Advice Scotland](#), and the [National Debtline](#) on 0808 808 4000 Monday to Friday 9.00am to 8.00pm.

Health and wellbeing

National Health Service

[NHS Tayside](#) is one of the fourteen regions of NHS Scotland. It provides healthcare services in Angus, the City of Dundee and Perth and Kinross.



It is important that you and the people you live with [register with a local doctor](#) and [register with a dentist](#). If you aren't registered with a dentist, you can obtain emergency advice and assistance Monday to Friday 8.30am to 6.00pm by contacting the **Forth Valley Dental Helpline** on [01324 614670](tel:01324614670).

For minor illnesses, pharmacies may be able to provide advice and prescriptions more quickly. [Find your nearest pharmacy](#).

You can find the addresses for several hospitals in Dundee in the links below:

- [Ninewells Hospital](#) is a large teaching hospital based on the western edge of Dundee. It provides the full range of specialist medical, maternity, children's and acute mental health services.
- [Dundee Dental Hospital](#) is a health facility in Park Place in Dundee.
- [King's Cross Hospital](#)
- [Royal Victoria Hospital](#) (Dundee) is primarily dedicated to medicine for the elderly.

Social Care

The [Dundee Health and Social Care Partnership](#) brings together health and social care services for individuals and communities in Dundee. [Explore its different services](#). You can reach them by phone [01382 438300](tel:01382438300) or by email dundeehscp@dundeecity.gov.uk.

[Carers Scotland](#) is a national organisation that can offer help if you care for someone else.

[Care Information Scotland](#) is another useful resource for carers.

Leisure

Sport and Leisure

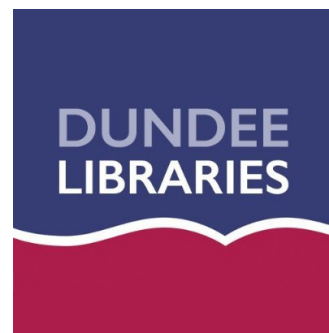
Dundee Leisure & Culture manages sport and leisure services for the City of Dundee. They offer a [variety of activities](#), including a range of swimming pools and gyms. They can also be reached on [01382 431500](tel:01382431500).

There are also number of privately-run health and fitness clubs in the city.

Libraries

[Find your local library](#) and its opening times to borrow books and use many other library resources such as audiobooks, internet stations and computers and mobile library. [Join the library](#).

Members can [view the library's catalogue online](#).

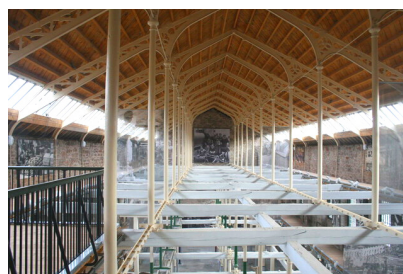


Museums and Galleries



[V&A Dundee](#) is a design museum and one of the newest major attractions in Scotland, located in Dundee centre.

[Verdant Works Museum](#) shows how Dundee was once responsible for nearly all global jute production.



[Discovery Point and the RRS Discovery](#) is located on the Dundee waterfront.

[The McManus: Dundee's Art Gallery and Museum](#) is in the city center and definitely one of the top free things to do in Dundee.



[Dundee Contemporary Arts \(DCA\)](#) is an art center featuring two contemporary art galleries, a movie theater, café, and shop.

The [Dundee Science Centre](#) offers hands-on science learning experiments.



Entertainment and the arts

[Cineworld Dundee](#) is a 9 screen cinema located near the A90. The cinema provides [accessibility information](#) on their website.

[ODEON Luxe Dundee](#) is a 10 screen cinema. Scroll down on their website and click the 'Accessibility' tab to find information about the cinema's accessibility.

Both these cinemas are part of the CEA scheme. Eligible disabled people over 8 years old with a [CEA Card](#) can get a free ticket for a someone to go with them. [Apply to the CEA scheme](#).



[The Whitehall Theatre](#) hosts professional touring productions and amateur Theatre groups. If you want to purchase concessions / wheelchair tickets, contact the Box Office, Tel 01382 322684. Email: boxoffice@whitehalltheatre.com.

[Dundee Rep Theatre](#) on Tay Square is a theatre and arts company that both stages its own productions and hosts work from visiting companies, including drama, musicals, contemporary & classical dance, children's theatre, comedy, jazz and opera.

[Gardyne Theatre](#) offers a range of live music, drama, comedy, musical theatre, dance, and community productions. They provide [accessibility information](#) on their website.

Parks, greenspaces and the outdoors

Dundee City Council can help you [find parks, greenspaces and children's play areas near you](#).

They also provide [information on community growing spaces and allotments](#).



The [Mills Observatory](#) is located on the heavily wooded summit of Balgarey Hill, just two miles west of Dundee's city centre.

[Camperdown Wildlife Centre](#) is part of Camperdown Country Park and one of the top things for families to do in Dundee.



[Broughty Castle Museum](#) is located on the River Tay in the Dundee borough of Broughty Ferry.

DundeeOutdoors lists a number of [walking paths](#) in the area. Try [Ramblers](#) for local walking groups and [Jog Scotland](#) for regular group runs.

[Dundee Cycling Forum](#) is an organisation campaigning to make cycling more normal and safer in Dundee.

Key Contacts

Dundee City Council and elected representatives

Your [local council](#) can help you with:

- Paying Council Tax and rent
- Housing
- Reporting noise and anti-social behaviour
- and more



If you have a specific enquiry, use the council [A to Z directory](#). You can also contact the local council using one of these ways by emailing customerservices@dundeecity.gov.uk, completing the [enquiry form](#), or by phoning 01382 434000.

If you have a query or problem that the local officers can't resolve, you can get in touch with your elected representatives.

[Find your local councillor's name and contact information](#). Enter your postcode on the Scottish Boundary Commission website to [find out which ward you live in](#).

[Find your Member of the Scottish Parliament's name and contact information](#).

[Find your Member of the UK Parliament's name and contact information](#).

Other contacts



[Housing Options Scotland](#) offers housing information and advice to disabled people, older adults and members of the Armed Forces Community. Telephone: 0131 247 1400



[Euan's Guide](#) is a website which reviews the accessibility of different venues across the UK.



[Inclusion Scotland](#) is a charity for disabled people offering information about employability, human rights, poverty and social security.



[Home Energy Scotland](#)

For advice about energy saving, keeping warm at home, renewable energy, greener travel, cutting waste and more. They can offer advice for applying for grants or loans.



[Trusted Traders](#)

This site contains a list of traders who have successfully passed an assessment process carried out by 'Which?' trading standards professionals. Just select the service you require and type in your postcode to a list of traders locally.



[Care and Repair](#)

A service for homeowners or private renters who are 60 years or older and require repairs or minor adaptations to their home. Works of up to £1000 may be carried out, and the care and repair project worker will assist in organising the work required.



[Check a trade](#)

A tradesperson finder website - tradespeople are included based on recommendations from customers and monitored based on customer feedback and trade reputation.