

Tenants Magazine

# newsbite

ISSUE 60 SUMMER 2025



## IN THIS ISSUE:

### SHAPING OUR COMMUNITIES FUTURE

page 4

### BETTY'S STORY

page 7

### ABERDEEN SUMMER EVENTS

page 8



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# Welcome from *Jacqui McKenzie*

**Chief Officer for Housing Jacqui McKenzie welcomes you all to the summer edition of Newsbite.**

Jacqui said: "It is wonderful to welcome you back to our 60th edition of the Newsbite magazine as we look towards the summer months.

"Your views and opinions remain at the heart of what we do, and it is important that we take the time to listen to what is important to you. This year, we will be once again asking for you to have your say in our consultations, including the Tenant Satisfaction Survey and Rent Consultation.

"You are central to the work that we do as a housing service and we welcome all feedback, both positive and negative, so that we can continue to improve and make Aberdeen a welcoming place for all to live in.

"This is the 60th edition of Newsbite and this couldn't have been done without the support of the Communication Group, who work closely with us to improve the communications you receive and run the Aberdeen Tenants and Residents Facebook Group. Keep up the amazing work and thank you!

"I would encourage anyone who wants to take part to get involved with one of our fantastic groups, which gives you the opportunity to contribute to and influence decisions relating to your home, and I would encourage everyone to find out how they can get involved.

"I hope that you enjoy reading this edition of Newsbite and wish you all a fantastic summer!"



*Geraldine Mathew and Lewis McGill with their completed course certificates in Tenant Participation and Community Development.*

## TENANT PARTICIPATION CERTIFICATE COURSE

Congratulations to **GERALDINE MATHEW**, a tenant from Lewis Court, and **LEWIS MCGILL**, a tenant from Seaton, who have recently completed the Tenant Participation Certificate course in Tenant Participation and Community Development delivered by TPAS Scotland in partnership with Supporting Communities Northern Ireland.

This was a 12-week online course and provides a formal qualification to those taking part. Geraldine and Lewis are both involved in their areas, as well as the citywide tenant and resident groups. Well done!



# Q&A with Eleanor Sheppard

## 1. Who are you and what is your role at Aberdeen City Council?

I am Eleanor Sheppard, and my official title is Executive Director for Families and Communities. I work with, and support four Chief Officers (Education and Lifelong Learning, Children's Social Work and Family Support, Corporate Landlord and Housing). Ultimately, my job is about improving services for the people we support, like our tenants. I report directly to Angela Scott, Chief Executive of the Council.

## 2. Can you tell us more about your background?

I came up to Aberdeen as a very young child from the North of England as my Dad got a job in the oil and gas industry, where we lived in Ellon. After I graduated as a teacher, I worked in Ellon before becoming deputy head at Loirston Primary in Cove. From Cove, I moved to Seaton Primary School as Head Teacher and then onto Mile End Primary. Since coming into Marischal College, I have held a number of roles, but I'm still a teacher at heart.

## 3. What is your vision for our Housing Service?

I want to work with the team and our tenants to make things better wherever we can. We think that some things can be made better by different teams across the Council working more closely together. Making improvements will involve listening carefully to what our tenants need and taking a common-sense approach. Some of the changes we would like to make won't happen immediately and we are sure to make some mistakes, but we will learn from them. Feedback from our tenants will help us know if the changes we make are working or not. It can be especially helpful to hear about what is working well. I have heard some inspiring stories of how Housing and Support Officers have made a huge difference, as well as the things that need a bit of work.

Hearing about exceptional services helps us know the standard we should aspire to achieve.

## 4. What do you think will be the main challenges?

There are many challenges in the city, with RAAC being a major one. It is a horrible situation, and as a Council, we are working hard to try to get it right, but it is a really challenging situation for everyone who is impacted. Many of the people we support are facing a lot of challenges at the moment. The downturn in oil and gas has meant that a lot of jobs have been lost both in oil and gas and linked sectors like hospitality. The pandemic seemed to escalate mental health and wellbeing needs and then we have the cost of living crisis meaning that people are facing really difficult decisions on a daily basis. As a housing service, we need to work with our partners to try and help our tenants to overcome the challenges.

## 5. What part of the job do you enjoy the most or find the most rewarding?

I enjoy talking to you today and hearing all the positive things you are telling me, it's inspiring to hear of individuals who are making a positive difference to people. The most rewarding thing about the job is being able to find a solution that makes a difference to a person or their family.

## 6. How important is tenant and resident participation in the Housing service?

It is really important to listen to you, our tenants. After all, you receive our services. I can sit in my office and make decisions but only you can tell me if those decisions are good or bad ones. That is why I want to hear from you. There are different ways you can share your experiences, and you can choose what works best for you: perhaps joining a volunteer group or going on a community or resident led walkabout and I'd really appreciate if you would respond to any surveys that we share.



Eleanor was interviewed by Geraldine and Lewis from the Communication Group. Geraldine commented, 'It was great to meet Eleanor. She showed a strong interest in our work on Tenant Participation and expressed a desire to meet with us again.'

Getting feedback from our tenants, both good and bad, will help us know what to focus on and what standards we should be aiming for.

## 7. If you could invite 3 people to a dinner party, who would it be and why?

I like to have fun, so it would be Peter Kay and Billy Connolly for comedy with Dolly Parton (and no doubt Billy) for music – what a great evening that would be!

## 8. What was the last book you read or film you watched?

Last film I watched - the Fall Guy a light-hearted film starring Ryan Gosling and Emily Blunt – I did enjoy it.

## 9. What is your favourite holiday destination?

Before I got a dog my favourite place would have been Vietnam, but since Baxter my Springer Spaniel arrived, I have looked for dog friendly places in Scotland – the most recent was a visit to the Isle of Skye which we all enjoyed.

## 10. When you're not at work, what do you enjoy doing?

I enjoy going for a long walk and then to a dog friendly place for lunch – there are a lot more dog friendly places now - with my partner Barry and of course Baxter.

# Locality Planning Insights: Shaping our communities future



We are delighted to be able to share with you the projects that have secured funding following our UDECIDE process. 26 projects across the priority neighbourhoods have secured a share of £60,000. All of the projects and activities relate to one or more of the community ideas detailed within our <https://communityplanningaberdeen.org.uk/community-planning-structure/our-localities/>.

UDECIDE is the name for our Participatory Budgeting process. Of the £60,000 of funding available to community groups, £40,000 of this was funded via Community Planning Aberdeen and a further £20,000 was provided from the Fairer Aberdeen Fund. This provided a total of £20,000 available for the priority neighbourhoods in each of the three localities.

You can view the results on our voting site: [https://acc.communitychoices.scot/budgets/1/results?heading\\_id=1](https://acc.communitychoices.scot/budgets/1/results?heading_id=1) and read more about the process by visiting this link: <https://communityplanningaberdeen.org.uk/priority-neighbourhood-pb/>

We are looking forward to following the progress of these projects in the coming months!

## What is Locality Planning?

Locality planning is when local communities work together with public and charities to improve residents' lives and the areas they live in.

## Community Project Spotlight: Mounthooly Garden

### Community led

The idea for the Mounthooly Garden was born out of the George Street Masterplan, which highlighted a lack of developed green spaces in the area. In response, we spoke to the local community about what they'd like to see in their area, which led to the idea of a Forest Garden.

### The story so far...

Public meetings were held at Catherine Street Community Centre, where we were delighted to see such strong interest from local residents, as well as from community groups and North East Scotland College. The meeting was an opportunity to discuss ideas, and participants didn't disappoint, bringing loads of enthusiasm and creativity to the table.

As we move forward, we aim to begin by planting an orchard, with plans to gradually expand into a full forest garden. This phased approach allows project participants to dip their toes in and figure out their way as they go along. As the garden develops, we hope participants - particularly local residents - will be eager and excited to take the lead in developing the garden further, including choosing whether to include more complex ideas that might require additional maintenance.

This approach aims to ensure that the garden project is sustainable, genuinely community - informed and led, and is a healthy, welcoming, safe space for everyone.

To find out more about the Mounthooly Garden or to see how you can get involved, please email Community Planning:

[CommunityPlanning@aberdeencity.gov.uk](mailto:CommunityPlanning@aberdeencity.gov.uk)

## Get involved

If you would like to find out more, get involved with projects or with a Priority Neighbourhood Partnership or Locality Empowerment Group, you can email us at: [localityplanning@aberdeencity.gov.uk](mailto:localityplanning@aberdeencity.gov.uk), or let your Housing and Support Officer know, and we can arrange an in-person chat with you.





# A Day in the Life of a Housing and Support Officer

**One of Aberdeen City Council's Housing and Support Officers gave us an insight into their daily work.**

**I don't know what my day will bring - I just love the variation of my job as a Housing and Support Officer with the Council – no two days are the same!**

I work between the hours of 7am and 8pm. So today, I am starting at 8am to meet a joiner to get a lock changed after having a quick drive around my area checking to see if there has been any fly tipping so I can arrange to have it collected.

**8.30am:** I meet with a tenant to discuss their rent arrears. She just had her hours reduced so I explain the forms to complete and the support she can get. It is often easier to speak in person rather than on the phone, it just depends on what the issue is.

**9.15am:** I have an arranged annual visit with a tenant just to meet her and find out if I can help in anyway. The tenant has a couple of outstanding repairs which I can chase up. I find out she is expecting another baby so will be looking for a larger property. I explain to her she must complete an online housing application – she wants to do this with her partner, so I let her know I am available to help if required.

**10am:** I then go into one of my multis to check the back stairs and to see if a drying room has been emptied. I am always checking drying rooms as only clothes should be in these rooms. The drying room is empty so the tenants on that floor had kindly responded to my letter by emptying the room. Just as I am leaving the building, a tenant stops me to speak about her neighbour playing loud music. I make a note of this and say I will contact her neighbour.

**10.30am:** I nip back to the office to collect rent arrears letters and a quick coffee.

**11am:** I head back out into my area delivering rent arrears letters and speaking with tenants who are in to find out if they need any support or if there is a problem with their income. I stop by the common room to type up notes and have a quick lunch.

A tenant sees me there and informs me that his neighbour has not been living in his flat. So, I go and leave my card at the property asking the tenant to contact me because this may end up as an abandoned property.

**1.30pm:** After lunch I meet a new tenant at a property to do a viewing. I made the offer to this tenant so I now show them around the flat answering any questions they may have. I show them the drying room, the laundry, and the common room if there is one. The tenant wants the property, so I explain they must sign the lease and get the keys.

**2.30pm:** I visit a new tenant who has been in their property for about 2 weeks to see if everything is ok. I go through a check list with them, which includes items like have they completed the new tenancy questionnaire, got their services sorted out, their contents insurance organised, check their rent paid, any repairs sorted out and of course mention tenant participation and how they can get involved.

**3.30pm:** Then it is back to the office for our team meeting with our Senior Housing Officer and a fantastic opportunity to catch up with the team.

**4pm:** Time to go home – it has been a successful day! Tomorrow, I plan on starting later as I have a 6pm appointment to visit a tenant who is working but also struggling with arrears and I will be giving more support to her.

Just a day working as a Housing and Support Officer!





# Annual Visits For Our Tenants

We want you to feel safe and happy at home and carrying out an annual tenancy visit plays an important part in this. It also helps the Council to make sure that your home remains safe and is in good condition.

This is an opportunity for you to discuss any tenancy or property issues you may have with us and is also a chance for us to check the information we have on our records.

During the visit you are also welcome to chat to us about any issues you have to find out how we can support you. Staff can also show you how to access our Housing Online Portal.

This annual visit is an important part of your tenancy agreement and will last around 30 minutes.

**If you have any questions or concerns ahead of your annual tenancy visit being carried out, please contact your Housing and Support Officer on 03000 200 292.**



**SAMH**  
Scottish Action for Mental Health

## SAMH – Hear for You

SAMH's Hear for You service provides both psychological wellbeing and practical programs of support for the community affected by RAAC (Reinforced Autoclaved Aerated Concrete) in the Balnagask area of Torry, Aberdeen. Whether it is a listening ear, practical advice, or structured wellbeing support, SAMH has set up Hear for You so that we can be here for you through this challenging time. We can offer support in-person, via video-call or over the phone to meet your needs.

If you are in crisis or experiencing severe mental health challenges, please contact your GP or one of the services listed at: [www.samh.org.uk/find-help](http://www.samh.org.uk/find-help)

You don't need a referral to access Hear for You!

Scan the QR code to submit your self-referral, or visit [samh.org.uk/hfy](http://samh.org.uk/hfy)





# Betty's Story

Betty shares her experiences of tenant participation.

I moved into a city centre multi-storey building during the 1970's. A Tenant Group was formed in my building in the 1980's, which I joined.

One of my achievements during my time in the group was that I managed, along with help from Council Officers, to get the top floor of the building blocked off to stop antisocial behaviour. Having lived in my building for 43 years, I have also managed to get an upgrade on the children's play area and a kitchen installed in the common room as this was not part of the original building.

In 2002 I saw an advertisement in the local paper from the Council inviting tenants to be a mystery shopper, which I participated in.

In 2004 I was invited to join a Tenant Review Group, where I was made treasurer in January 2008, a post I still hold to this day. Also in 2004, I did my first review along with the Tenant Participation Advisory Service (TPAS) where we did a before and after on the upgrades of kitchens and bathrooms on two of the inner city multi-storey buildings.

The next group I was involved with was the Tenants and Residents Forum, to which I was voted on as treasurer, and still am to this day.

A City Wide Multi-Storey Group was started in 2014, which I was treasurer in for 6 years. My best achievement during my time with the group was when myself, the Chairperson, Council, Police and Fire Officers went and visited each multi-storey building across Aberdeen to talk to tenants after the Grenfell Disaster to let tenants know that the cladding on their building was not the same cladding and was safe.



*Betty Simpson with her Certificate of Excellence*

I Joined Communications and Events Group, which I was treasurer of until 2023. I am still a keen participator with the group but not as treasurer.

In 2020 I moved into sheltered housing and joined the City Wide Sheltered Housing Group.

I have travelled all over Scotland with other tenants, attending conferences on behalf of the Aberdeen City Tenants Participation Group to promote tenant participation, which also received national recognition.

In 2024, I was at the Tenant Information Service (TIS) Conference in Glasgow and was the first tenant to receive the National Excellence Award Lifetime Achievement in Housing Community Development and Engagement Practice.

Being in my eighties I only do local and city things as I am unable to travel the way I did in my earlier years. I hope my story will encourage people - from youth to seniors - to work with housing staff and also local Councillors to improve not only your own area but the whole of the city.



Learning a new language is always a challenge; it is, I am afraid "use it or lose it."

## LEARNING A NEW LANGUAGE – From an Aberdeen City Tenant

I so enjoy my evening class in Spanish at the Rosemount Community Centre. Our teacher is from Venezuela and is very patient. Encouraging confidence is crucial and my classmates have had trips to South America and Spain.

As a student, I spent some time in Galicia in North West Spain where famously it rains more than here in Aberdeen!!

# Enjoy a fun summer with Aberdeen City Events!

**15 JUNE 2025**

## ABERDEEN HIGHLAND GAMES

The Aberdeen Highland Games will return to Hazlehead Park on Sunday 15th June where you can enjoy a range of traditional Highland Games events, quality local trade and charity stalls, stage entertainment from professional performers as well as local community groups and a range of fun activities.

**[WWW.ABERDEENCITY.GOV.UK/HIGHLANDGAMES](http://WWW.ABERDEENCITY.GOV.UK/HIGHLANDGAMES)**

## LET'S SET SAIL



### The Tall Ships Races, 19-22 July

The excitement will continue when Aberdeen welcomes back the Tall Ships Races from 19th to 22nd July.

Over 50 magnificent Tall Ships from across the world will arrive in the city for this four day festival in what will become Europe's largest free family event.

You'll be able to enjoy the sights and sounds of the visiting ships, street food markets and quayside bars, a funfair, 60 trade and charity stalls, take in the Quayside Concerts and much more!

The 2025 Tall Ships Races will take the majestic fleet through the English Channel and North Sea to Le Havre (France), Dunkirk (France), Aberdeen, Kristiansand (Norway) and Esbjerg (Denmark).

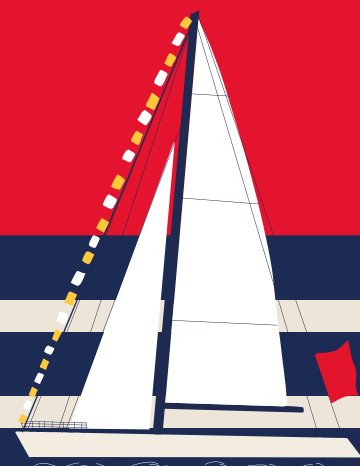
Don't miss out in this once in a generation event! To find out more, visit [www.tallshipsaberdeen.com](http://www.tallshipsaberdeen.com)

### Festival of the Sea, 12-27 July

As the city prepares to welcome The Tall Ships Races, the Festival of the Sea will return for 2025 from 12th to 27th July with seasonal events and activities in venues including the Art Gallery and Maritime Museum, all wrapped around the Tall Ships weekend. The full programme of events for Festival of the Sea will be announced in June.

Keep up to date here:  
[www.aberdeencity.gov.uk/festivalofthesea](http://www.aberdeencity.gov.uk/festivalofthesea)

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# Summer at Aberdeen Art Gallery and Museums

Aberdeen  
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## Monsters of the Deep: Science Fact or Fiction

17 May – 26 October, Aberdeen Art Gallery

£10 adults, £7 concessions, £14 exhibition pass, Children under 12 go free

Join us to explore the deep sea, with ancient and modern stories of strange creatures, sort out the fact from the fiction, learn about what really lurks beneath the waves and understand why tales of monsters persist. Legend, myth and modern-day science combine in *Monsters of the Deep* - a journey from the medieval mind to the modern-day mysteries of the ocean. This summer, take a deep breath and plunge down into the dark murky depths as we seek to explore the unexplained.

## Tales from the Tall Ships

22 March 2025 – 29 March 2026, Aberdeen Maritime Museum

FREE

The spectacular Tall Ships Races will visit Aberdeen for four days in July as part of this major international sailing event. The ships dock in Aberdeen from 19 to 22 July following a 430-mile nautical mile trip from Dunkirk. To celebrate the arrival of the fleet, this exhibition of paintings, ship models and photography highlights some of Aberdeen's historic and cultural ties to these iconic, fast-sailing vessels, from shipyard construction to racing and competition. We look forward to SEA-ing you!

## Blog: Tales of the Tall Ships by Ross MacLennan, Curator

I was a bit too young to remember the first time the Tall Ships called into Aberdeen in 1991, but I remember having the t-shirt! I do remember the buzz of 1997 though, watching the ships leave from Torry and the fireworks. That's why it's great that a new generation of Aberdonians (and visitors) will get the chance to make maritime memories themselves.

It's also a chance to reflect on Aberdeen's contribution to the Tall Ships Races. The Tales of the Tall Ships exhibition at the Maritime Museum will include a model of the Malcolm Miller, a schooner-rigged sailing ship built in the city by John Lewis & Sons and launched in 1967. It was commissioned by the Sail Training Association (now the Tall Ships Youth Trust) which organised the Tall Ships Races, to act as a training ship and take part in the Races along with its elder sister ship Sir Winston Churchill (launched at Hessle, Yorkshire in 1966). Both ships visited Aberdeen in 1991 and 1997, continuing a legacy of training new mariners from around the world in friendly competition since the first Tall Ships Race in 1956.

The Malcolm Miller was sold to a private buyer in 2000, and through an unfinished refit and a minor fire before being completely refitted in Gdansk, Poland to be relaunched in 2014. The ship is still afloat, registered in Cyprus and operating as a chartered yacht.

Another living legacy of an Aberdeen-built sailing vessel that is covered in the exhibition is that of the Elissa, the barque-rigged ship built by Alexander Hall & Co and launched in 1877. It is now docked at Galveston, Texas in the USA and acts as a floating museum that still sails. It's also one of the world's oldest vessels that still sails. The exhibition features a model of the Elissa made by a prisoner on death row in the USA and donated to the Maritime Museum in 1997.



# Introduction to Housing Online and Choice Based Lettings

## What is Housing Online?

Housing Online is an online portal created for tenants and potential tenants. It allows you to submit housing applications, manage your rent and tenancy, and contact housing services all in one place. This portal is designed to simplify your interactions with housing services, making it easier to access the support you need.

## How to Register for Housing Online

To get started with Housing Online, you need an email address. The registration process is similar to signing up for other online services, where you verify your email by clicking a link sent to your inbox. Once registered, your profile will be linked to your tenancy or application reference using your reference number, allowing you to access all the features of Housing Online.

## What is Choice Based Lettings (CBL)?

Choice Based Lettings is a system where Aberdeen City Council advertise available council properties online, and applicants on the housing list can bid for these properties within a specific timescale. This process gives you more control over where you want to live and provides transparency about the availability of properties within the city.

Please note that if you require supported accommodation such as Amenity, Sheltered or Very Sheltered housing, this process will not apply, and you will be allocated manually by the allocations team when a suitable property becomes available.

## How to Bid on CBL

- **Bidding Cycle:** Bidding opens every Tuesday at 12:00 PM and closes the following Monday at 11:59 PM. You can place up to 10 bids per cycle.
- **Requirements:** To bid, you need a current application on one of the housing lists and a Housing Online account.
- **Process:** During the bidding window, you can see your position for each bid, this can help you to understand the level of demand for different property types across the stock that Aberdeen City Council owns.

## Benefits of CBL

- **Informed Choices:** See what properties are available each week and make better-informed decisions about where you want to live.
- **Transparency:** Understand where you stand in the bidding process, providing clarity and managing expectations.
- **Accessibility:** Access the CBL portal through the Aberdeen City Council home page or ask AB-1, the ChatBot, for assistance.

## What to Expect When Offered a Property

When the bidding cycle closes, offers are made to the highest priority applicants. If you are successful, you will be contacted by Aberdeen City Council. If you refuse an offer, the next highest priority bid will be considered.

For more information, visit the Aberdeen City Council website at [www.aberdeencity.gov.uk/housingonline](http://www.aberdeencity.gov.uk/housingonline) or contact your Housing and Support Officer.





## Downsizing

Aberdeen City Council operates an incentive scheme aimed to assist tenants who are under occupying their current home to move to smaller more suitable accommodation.

Applications will be accepted from tenants who are under-occupying their current property and where a high demand exists for that property.

The scheme aims to free-up larger properties suitable for families which are increasingly in demand by those on the council house waiting list. A grant of £1,000 is offered for tenants to move to smaller accommodation within our existing stock.

To find out more and see if you are eligible to apply, please speak to your Housing and Support Officer.



## Be a responsible dog owner

**Make sure your community remains a clean and enjoyable place for all by picking up after your dog.**

Please remember, it's an offence for anyone in charge of a dog to not pick up and dispose of any mess. This applies to all public places including common passages, back greens, stairs and other similar areas. You could receive a Fixed Penalty Notice of £80 if you're found to have not cleaned up after your dog.

You can report dog fouling to the Dog Wardens Team using our online form here: <https://www.aberdeencity.gov.uk/services/environment/dog-wardens/dog-fouling>

## Your Phone Service is Changing to Digital – Here's What You Need to Know

**The way telephone services work in the UK is changing. Over the next two years, all phone lines will move a new digital system.** We want to reassure you that your telecare equipment (such as pull cords and speech modules) won't be affected by this change. The telecare equipment in your home is connected directly to the warden system inside the building and you don't need to do anything. We are making sure that this system is moved over safely to the new digital lines.

### What if I use a landline phone?

If you don't use a landline to make or receive calls, you can relax – your telecare will keep working and we're handling everything else.

However, if you do use a landline phone, your current line will need to be upgraded before January 2027.

### You have two options:

**Landline only:** A compatible phone line for making and receiving calls only. Your current landline provider will reach out to inform you on how and when your line will be upgraded.

**Broadband (calls & internet)** – A line that gives you both calls and internet access.

If you choose broadband, you'll need to shop around for the best deal, just like you would for gas or electricity. Some telecom providers like BT, EE, Vodafone and Sky offer discounted "Social tariff Broadband" packages for people on low income or certain benefits like pension credit. Current prices range from £10 to £23 per month for these discounted packages.

When you speak to your broadband provider, please tell them that your telecare devices are not connected to your landline. This will help them start the exemption process, so your needs are handled correctly and with no delay.

### Beware of Scams – Stay Safe

Sadly, some scammers may use this change as an opportunity to trick people. Please remember that telecare and telecom providers will never call you to ask for money or your bank details. They will normally contact you by letter and charges are only applied to normal invoices.

### Contact Numbers for Popular Providers

Here are customer service numbers for some of the major phone and broadband companies:

**BT & EE – 0330 123 4150**

**Sky – 0333 7591 018**

**Vodafone – 0333 304 0191**



# Help & Support

Help and support is available to anyone concerned about the rising cost of living via our dedicated website: -

## HELP WITH THE COST OF LIVING

<https://www.aberdeencity.gov.uk/services/help-cost-living>

## TIMES AND PLACES TO COLLECT EMERGENCY FOOD

<https://www.aberdeencity.gov.uk/services/housing/homelessness/times-and-places-collect-emergency-food>

## WARM SPACES

<https://www.aberdeencity.gov.uk/services/people-and-communities/warm-spaces>

## FREE PERIOD PRODUCTS

<https://www.aberdeencity.gov.uk/services/people-and-communities/access-period-products/free-period-products>

## Customer Service, Repairs, Housing and Support Officers

Please telephone the Customer Contact Centre. Telephone: 03000 200 292

## Applying to make changes to your Home (Landlords Consent)

As part of the Scottish Secure Tenancy Agreement - Housing (Scotland) Act 2014, secure tenants have the right to make improvements and/or alterations to their home with the support of their landlord.

To do this, you must apply for (Conditional) Landlords' Consent from the Sales and Consents Unit (SCU) before making changes to your home. This ensures that any work is carried out safely and professionally.

You can find more information on (conditional) Landlords Consent and how to apply using the following link:  
[www.aberdeencity.gov.uk/landlordconsent](http://www.aberdeencity.gov.uk/landlordconsent)

## Get help to get online!

Getting online with Bethany - a warm inviting environment to receive personal support in employability and online IT skills. **Wednesdays 11.30am @ the Toastie Club, 10 Urquhart Road** and **Tuesdays 2pm @ the Bridge Centre Silver City Surfers** - A charity to teach over 55's computing skills at internet cafes within the city of Aberdeen. Run by volunteers and it is free of charge.

For information on time/location of locally based sessions visit [silvercitysurfers.co.uk](http://silvercitysurfers.co.uk)

This document is available in various formats and languages  
Please call 01224 522839.

إذا كنت تريد الحصول على هذه الوثيقة بالخط العريض أو البصيرة أو الأشرطة الصوتية المدمجة أو كنت تريد ترجمتها إلى لغة أخرى فالرجاء الاتصال بنا على الهاتف أدناه.

আপনি যদি এই দলিলটি ব্রেইলে, বড় ছাপার অক্ষরে বা শোনার জন্য সিডি, অথবা দলিলটি অন্য কোন ভাষায় অনুদিত চান তবে অনুগ্রহ করে নীচের টেলিফোন নম্বরে ফোন করে আমাদের সাথে যোগাযোগ করুন।

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