



LANGSTANE NEWS

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HomeMaster upgrade

2023 was a year of big change for Langstane Housing Association. One of our biggest projects was the move from our separate housing and finance management systems to HomeMaster, a combined housing and finance system.

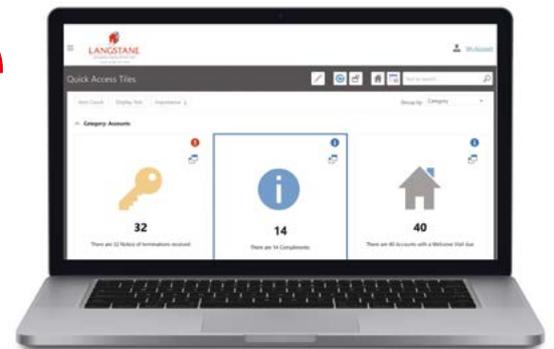
The project had a challenging timescale of six months, and our teams across the organisation worked above and beyond to learn the new system and create brand new processes to improve our service and get the best out of HomeMaster.

We had been working with our previous systems for the last 17 years, so the scale of the project and the tight timescales were no mean feat, but with the support of our colleagues at Designer Software we successfully went live with HomeMaster on time in early October and we are already seeing the benefits.

What does our new HomeMaster system mean for you?

The HomeMaster system brings up to date functionality that allows us to improve our services not only between departments, but with our external contractors and most importantly with you, our tenants.

You may already have noticed that you are receiving texts, emails, and emailed documents direct from our system, as well as having text conversations with our team members that our system picks up directly.



We have a new web application for transfers and general applications for housing that went live in January. The process for creating your application and applying for housing should be much more user-friendly than our previous application form.

How will HomeMaster develop in the future?

The next stage of improvements to our customer service will be to roll out our Tenant Portal. This is currently in development, but it will allow you to log in to your own account to check your rent balance, update your details, report repairs, and access documents. Watch this space for announcements on the go-live date and information on how to register.



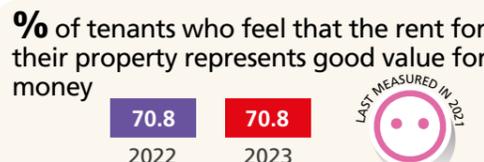
Our performance 2022 - 23

Key Better than last year Last measured in 2021 We hit target Not as good as last year

Getting good value for rents and service charges



Value for money



Neighbourhood and community



Housing quality and maintenance



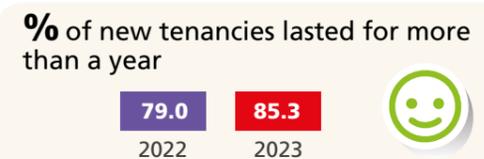
Quality of housing



The customer - landlord relationship



Tenancy sustainment



Winter tips & hints



With another cold winter underway, make sure you're ready to deal with weather conditions:



- Do not use boiling water to clear ice and snow as it creates more of a slip hazard; always use salt and grit.



- Report any overflows or leaking guttering if your pathway is getting wet. Report it before it starts freezing over.



- In an extra cold spell keep your heating on constantly at a low temperature.



- If you have an elderly neighbour please look out for them and help where you can.

Congratulations to our recent prize winners!

Since the summer we have completed one tenant survey with another two lucky winners:

The prizes were:

2 x £20 shopping vouchers for our Rate the Report 2023 survey.



Our winners are: Orlagh from Aberdeen and Jack from Elgin

We want to thank all those who took part, and we hope our winners enjoy their vouchers.

Please take part in our surveys and consultations. Responses are reported to our Leadership Team and Board of Management to help inform their decisions. Results of our consultations are published on our 'Get Involved' page on our website. Your voice really does count.

Help us plan our newsletters!

We would like our readers to help us plan future editions of our summer and winter news. If you would like to be involved contact our Customer Participation Officer, Samantha at samantha.hough@langstane-ha.co.uk



You said We did

We use your complaints, feedback, and suggestions to improve our services.

You said when you contacted our out of hours contractor to complain about used needles in your neighbourhood it was not treated as an emergency.

Outcome: Following a meeting with our out of hours call handlers, they have been instructed to deal with these types of issues as an emergency and if unsure to contact our Property team should there be any issues allocating the work.



We joined ALEN!

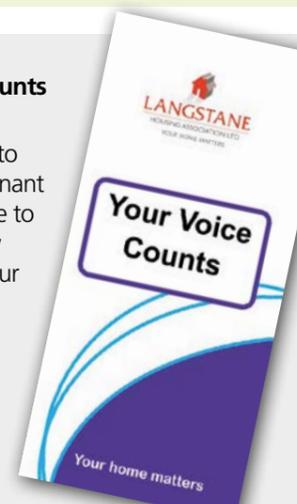
The Aberdeenshire Lived Experience Network or ALEN is a group or network of partners and members of the public who together are a collective voice in sharing peoples experiences, views, and opinions to make improvements in our communities.

To read more about the network and see how you can get involved please visit Aberdeenshire Council's website at [Aberdeenshire Lived Experience Network | Engage Aberdeenshire](https://www.aberdeenshire.gov.uk/aberdeenshire-lived-experience-network/).

Review of Your Voice Counts interested tenant panels

We might be reaching out to you about the interested tenant panels as this is a good time to update our records on how you want to be involved. Our panels include:

- Register of Interested Tenants
- Tenant Panel
- Reader Panel



We will also be reviewing our 'areas of interest' which we use when consulting on our services such as rent increases, housing services and tenancy sustainment.



Planned Maintenance Update 2024



BATHROOM UPGRADES

- 1-12 Beltie View, Alford
- 3 Kirk Street, Peterhead

HEATING UPGRADES

- 480-492 Great Northern Road (radiators only)

DECORATION - ABERDEEN

- 22-24 Richmond Street (external & internal decoration)
- 281-283 King Street (internal decoration)
- 559-565 King Street (external & internal decoration)
- 381, 383, 403 George Street (external & internal decoration)
- 10-12 Rosemount Place (external & internal decoration)
- 2 Seaforth Road (internal & external decoration)

DECORATION - ABERDEENSHIRE

- Pinewood House, Inverurie (external & internal decoration)
- 47- 63 Elphinstone Road (external decoration)
- Arnha, Ellon (external decoration)
- 5-6 Ben Aigen View, Rothies (external decoration)
- 5-21 Culbert Street (internal & external decoration)
- 95-105 Eigie Crescent (internal & external decoration)
- 2-12 Pettens Close (external decoration)

DECORATION MORAY

- 1-54 Langstane Place, Elgin (internal & external decoration)
- St Peters Terrace, Buckie (internal & external decoration)
- 1-143 Balnageth Rise, Forres (external decoration)
- 10-20 Covesea Road, Elgin
- 1-20 Cromarty Court, Findhorn (External decoration)
- 1-22 Faroes Court (internal & external decoration)
- 57 Heberton Place (external)
- 31 Kyd Drive (external)
- 9 & 58 Mannachie Drive (external)



Improving the energy efficiency of your homes



Union Technical

We undertook an exciting new project at the end of October 2023 with Union Technical working in partnership to deliver a solution for insulating our hard to treat granite properties. This is being delivered through a fully funded Energy Company Obligation (ECO4) grant by Scottish Gas and forms part of their energy company obligations in assisting with energy efficiency. It is very rare to receive or benefit from funded schemes if there is gas heating already installed which makes this project quite unique.

Not only will tenants in those properties benefit from thermal improvement, upon completion of works Switchee smart monitoring thermostats will be installed to monitor improvements and conditions within the property. We will receive real time data to assist with proactively managing homes where there are condensation or dampness issues.

Your questions answered!



Below is a question asked by tenant in response to our summer newsletter 2023 shout out asking for you to email us with any questions. We promised to get a response and feature in the next publication.

Q: Why do so many Langstane homes have gas central heating and what will happen in future as we move to net zero?

A: So many homes have gas because it is the least expensive way of heating a home and increases the energy efficiency rating of a property as measured on its Energy Performance Certificate (EPC), the Scottish Housing Quality Standard (SHQS) and Energy Efficiency Standard for Social Housing (ESSH). Both SHQS and ESSH require us to increase the EPC ratings for homes – when these were brought in, upgrading to gas heating was the best way to achieve this.

As we move to net zero we will have to look at alternative heating systems although at the moment some electric

system can be more expensive to run compared to gas and costs much more to install and maintain than gas. We have not currently identified our preferred system for replacing gas, but will be looking into options over the next 12 months. There are lots of potential other options such as hydrogen systems but the technology is not quite there yet and so we don't want to replace too many systems until we know which one will be the best to use.

More important at the moment will be making sure properties are well insulated as this will reduce the heating need and keep running costs down but we will need considerable grant assistance to allow us to get started with that work. Again, we will be planning this over the next 12 months to identify which properties to prioritise for insulation (for example our uninsulated granite tenements).

Contractors helping us complete electrical inspections

We have a duty to make sure your home has a safe electrical system. Your system is made up of a fuse box (consumer unit) and circuit breakers (MC / RCD / RCBO) and outlets (sockets and lights). We aim to test your home every five years and do any repairs needed at the time of the test. This test is called an Electrical Installation Condition Report (EICR).

We have employed three contractors for the next five years to complete this test

within your homes: Richard Irvin, R H Electrical and Hosie Electrical. It is really important that we can access your property to carry out this check, we will attempt to arrange a convenient time with you three times. If we cannot contact you to arrange access then we will have to carry out the check using the master key which will result in you being recharged. Please make sure you respond to our contact attempts to

arrange an appointment with you to avoid being recharged and allow us to make sure your electrical system is safe.



Tenant participation in action...



North East Tenants Residents and Landlords Together



Two tenant participation groups, North East Tenants Residents and Landlords Together (NETRALT) and the newly established Northern Tenants Partnership (NTP), joined forces to host their first interactive virtual session centred around the theme of 'Working in Partnership'. The event targeted tenants, residents, community groups and staff across Scotland, bringing together a diverse range of voices and experiences.

The virtual gathering showcased good practice and insights on tenant and community involvement through a series of engaging presentations, videos, and discussions. The spirit of partnership echoed throughout the event, with tenants and staff both contributing to its success. Colin Stewart, a Castlehill tenant and NETRALT member, acted as the event's host and provided the technical know-how to provide a digital platform for the event to take place.

The event commenced with a keynote speech by George Walker, Chairperson of the Board of the Scottish Housing Regulator, setting the tone for the day. A selection of topics was covered during the session, including youth involvement, scrutiny, community growing initiatives, participatory budgeting, partnership working and Regional Networks.

With NETRALT's membership covering Aberdeen, Aberdeenshire, and Moray, and NTP spanning the Highlands & Islands, Orkney, Shetland, and the Hebrides, the collaboration provided attendees with insights from a wide array of tenants, community groups, and landlords.

The event concluded with an interactive online quiz, with a tenant delegate from Aberdeen City Council winning the star prize of £100 in vouchers.

Catherine Coutts, Co-Chair of NETRALT and Castlehill's Tenant Participation Officer, explained,

"We were thrilled to partner with Northern Tenants Partnership to share the amazing work taking place in our



communities. This event provided a unique opportunity for tenants to inspire one another, furthering our aims of sharing good practice, creating a valuable support network, and promoting tenant engagement far and wide."

Suzy Boardman, Principal Tenant & Customer Engagement Officer at Highland Council, said,

"Friday's event really highlighted what can be achieved when we pool our resources and work collaboratively. It was inspiring to hear about the great work happening all across our region and come away with lots of ideas for future partnership projects."

The success of this collaborative event highlights the commitment of tenant participation groups to foster meaningful partnerships, share knowledge and enhance the tenant experience across Scotland.

To find out more about both groups, visit npt.netralt.org.uk





A day in the life – Housing Officer

Mark started as a housing officer within the Housing Team in 2021. Before moving back to Aberdeen, he worked in North Derbyshire for 13 years as manager of a homeless hostel and as a Criminal Justice team leader in a substance misuse treatment and recovery service in South Yorkshire. His experience and knowledge have been invaluable to transfer to his current role and to further this he has recently completed his level 3 housing qualification with the Chartered Institute of Housing and will soon start level 4 in Housing. In his free time, Mark enjoys family time and keeping fit by taking long country walks with his dog, a miniature Schnauzer.

Here is a breakdown of an average Monday for Mark.

8.30 am

As usual I start my day in the office which gives me chance to check my email inbox, which is quite full after the weekend. Once this task is complete, I work through my work tray in our housing computer system and action anything relating to my patch, including call back requests and anti-social behaviour (ASB) complaints. This is also my chance to get fueled up on coffee for my day ahead.



10 am

I have a property viewing at Fraser Court booked for 11 am but I have decided to leave a bit early to allow me the opportunity to walk around the scheme checking for any issues from the weekend that I'm not aware of yet. I believe it is important in my role to take a pro-active approach and to have a regular presence on schemes in my patch, making sure I'm a familiar face to tenants. This is particularly important in areas where there is ongoing ASB or has previously been incidents. During my walk about I come across a mattress which has been fly tipped, unfortunately it is in an area which is not covered by our CCTV system so it will be difficult to find out who was responsible. I contact the office to arrange an uplift of the mattress.

I also bump into a couple of tenants out walking their dogs and I spend a few minutes with them chatting and having a laugh. It is important to be approachable with tenants so they feel comfortable reporting issues they may have not otherwise have done. Happily, they had no issues to report today.

11 am

I complete the property viewing, happily answering their questions. They have decided to accept the property and after signing receive their keys. They are delighted with their new home and at this point I find out if they require any additional support which if they do would be handled by either Langstane Housing Support Service or another relevant agency.

12.30 pm

Back at the office I have lunch and replenish my coffee levels. This is a great chance to catch up with teammates. This is important so we can share and discuss issues and learn from each other.

1.30 pm

I will be out and about this afternoon, firstly to Stonehaven, then Torry and Charlotte Gardens. I have appointments this afternoon including two welcome visits and a pre-termination check. Welcome visits are offered to all new tenants after they have been in the property for around six weeks. As the housing officer I will visit them at home to see how they have settled in and if any issues have arisen which I can assist with. A pre-termination property check occurs when a tenant gives 28 days written notice of their intent to leave their property. I will be firstly heading to Stonehaven, Torry, then over to Charlotte Gardens.

3.30 pm

Whilst at Charlotte Gardens I walk around the scheme. There has been a high frequency of ASB at the scheme, committed by both tenants and non-tenants, and the Association has invested in upgrading security including installation of a multi camera CCTV system and security gates. I have also been busy taking action when tenants are responsible for ASB. In recent months we have seen a decrease in ASB on scheme. I will however continue to be pro-active in addressing any incidents swiftly and promptly so that this trend can continue.



4.30 pm

Back to the office. I check emails and record on the system information handed to me while I was out and about along with updates on my visits. I return any calls that have come through while I was out of the office.

5 pm

After another busy day, it's time to finish for the day and to move into my other job of being a parent as I head over to nursery to collect my youngest child.

What was the reason for referral?

A tenant in her 50's who has been supported by the Langstane Housing Support Service (LHSS) for the last few years has been diagnosed with depression, anxiety, paranoia, schizophrenia, and a personality disorder. She also has very poor eye sight bordering on being visually impaired and does not receive any support from other agencies.

The tenant has always been very reluctant about attending hospitals and doctors surgeries. She has had ongoing issues with her sight but has not attended any opticians appointments for a long time.

How did we help?

After many discussions, the support worker (SW) managed to encourage the tenant to attend a local optician for an eye test. She was diagnosed with cataracts in both eyes with one worse than the other. She was advised that a referral would be made to the NHS for an assessment with a view to having the cataracts removed. On leaving she informed the SW she couldn't go through with it due to her fear of hospitals. The SW provided reassurance to her that she would support her through the initial assessment and the

although the tenant was very unsure she agreed to wait for the appointment confirmation before deciding. An appointment came through relatively quickly for an appointment at her local hospital so the SW agreed that she would collect her and take her.

A full risk assessment was carried out and the tenant was collected as arranged. Although she felt nervous to the point she felt unwell, she had support and with this she was able to attend the appointment and had the assessment. The tenant was very pleased with herself afterwards and was glad she had gone.

An urgent referral was put through for her to have her cataracts removed and an appointment soon followed. Due to current waiting lists, the surgery was to take place in Dundee. It was suggested to the tenant that she could take the community bus through her GP surgery. However, she wasn't sure she could do it. Again, the SW offered reassurance. After discussion with the Registered Service Manager (RSM), it was agreed that the SW could accompany her and wait with her while she had the procedure before supporting her home again. This ongoing care she was

receiving from her SW was very much appreciated and the tenant was very grateful. On the day of the surgery her anxiety was very high, and she was quite agitated. However, she coped very well, and all went as planned. The tenant is now awaiting another appointment to have surgery on the other eye completed.

A great result!

Without support, the tenant may not have had the surgery, and her quality of life would/could have been very limited. She could no longer read, she struggled to watch tv and very seldom went out because her sight was so poor. She is now managing without glasses and is looking forward to having the second cataract removed with her SW support.



Call out for interested tenants or service users!

Our Langstane Housing Support Service (LHSS) are looking for tenant volunteers to form a **'Service User Participation Group'**.

This panel will be asked to provide feedback on both the work the service is doing to help and support our tenants along with the ways in which we record our progress with our service users. You don't need any qualifications or experience just an interest in helping us to make things better for the people we support.

We just want your honest feedback and any suggestions on how we can improve the quality of the service we provide or how to we can involve our service users more.

If you are interested please contact the Registered Service Manager, Helen Gordon on either 01224 423000 or email langstanehousing supportservice@langstane-ha.co.uk



Staff updates



Property Surveyor / Chloe Beech

Chloe joined the Major Works section of our Property Team in November 2023 as a Property Surveyor. Prior to this Chloe worked for seven years with Aberdeen City Council as a joiner. She is currently in her second year of her construction and the built environment (building surveying) course with Robert Gordon University.

Here are Chloe's thoughts on joining 'Team Langstane':
 "I am so pleased to join such a friendly welcoming team and look forward to enjoying my career here at Langstane Housing Association."



HR Manager / Donna Campbell

Also taking on a new role in January is Donna who is Langstane's new HR Manager within our People and Culture Team. Donna takes over from Catherine Dalgarno who you will have seen in previous editions of Langstane News.

Donna brings over 20 years' experience in HR, Organisational Design and Learning & Development in Public, Private & Third sector organisations. Her previous roles have included working at The James Hutton Institute, Aberdeen City Council, Middlefield Community Project and in a Building and Electrical Company in Aberdeen.

Here is how Donna feels about taking on her new role:
 "I'm really looking forward to being a part of the Langstane Team. I got such a positive impression when I came for interview, and this has continued as I've started in the role. I'm a great believer in that a business's greatest asset are its people and that its key for HR to help keep those people motivated, engaged and to support their wellbeing in the workplace. I hope I can put my previous experience to good use supporting the great work Langstane HA does."



Property Officer / George McLeod

George also joined the Property team in November 2023 as a Property Officer. George has worked in maintenance roles for a number of Housing Association's in Edinburgh, Fife, Perth and Dundee over the past 13 years therefore bringing lots of experience and knowledge into his role.

Here is what he says about working with tenants and joining the team:
 "I always try and provide excellent customer service when visiting tenants in their homes and live up to the advice I give them. I will listen to tenants and aim to provide positive outcomes where possible, explaining the course of action being taken. Everyone at Langstane I've met so far has been really nice to me and giving me advice when I ask, and I hopefully fit into the Maintenance Team."

A fun fact about George is that he worked for Rosyth Royal Dockyard for 16 years as a Manager on Nuclear Submarines where part of his job was to test the various systems onboard. During trials, he had to dive under water in the submarine to test various system and check for leaks.



Housing Officer / Kiera Middleton

Kiera will be a familiar face as she takes up her new role as Housing Officer for Peterhead and Fraserburgh this January. Kiera will take on the areas formally covered by Tom Phillips who left the Association in December.

Kiera has been with the Association since 2016 and was previously an Estates Assistant so brings fantastic experience with her into the job.

As part of her new role Kiera will handle both rent management and neighbourhood issues and remains part of the Housing Management Team.

Safety information about lithium-ion batteries

You will find Lithium-ion in a variety of domestic electrical equipment including:

- Mobile phones
- E-cigarettes
- Laptops, tablets, and mobile phones
- E-scooters, electric bikes, and mobility scooters

These electrical devices are made up of flammable parts and are known to accidentally catch fire which can lead to serious incidents of overheating, producing lots of smoke, serious fires and even explosions. These are known to be most common when left charging overnight.

Safety tips include:

- Use the correct charger for the device
- Don't use the batteries near a source of extreme heat e.g., direct sun
- Check your device for damage
- Charge devices throughout the day

For more information on safety advice please visit the Scottish Fire and Rescue website:

[Lithium-ion batteries | Scottish Fire and Rescue Service \(firescotland.gov.uk\)](https://www.firescotland.gov.uk)



Update on Rent Increase consultation 2024

Our Rent Increase consultation gave tenants the option to select the rent increase amount they felt was best.

Here is an overview of the questions and responses along with the outcome in respect of your feedback.

1,788 emails were sent with **976** hard copies. We received **478** responses, giving a **17.3%** response rate.

Please select one of the following options:

5%: 81.9% **6%: 18.1%**

Are you in receipt of Housing Benefit or Universal Credit?

Universal Credit: 38.0%	Housing Benefit: 19.1%	Not in receipt of benefits: 42.8%
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Do you need any help with your finances? If so, a member of staff will be in touch. Please remember to leave your contact details.

Yes: 8.7% **No: 91.3%**

Actions:

- Board of Management will review the tenant feedback and make a decision on the increase amount for 2024/25.
- All comments are being reviewed, tenants will be contacted where necessary, and the appropriate action taken to deal with the issues raised.
- Tenants who responded to question three are being contacted by our Tenant Welfare Advisor.

Look out for a summary of the results of the consultation on our website in the 'Consultations and Feedback' section ([langstane-ha.co.uk](https://www.langstane-ha.co.uk))

Thank you for giving us your opinion, it really does make a difference and means we can deliver our services the best possible way for you. Your voice really does count.

Festive Hampers for tenants

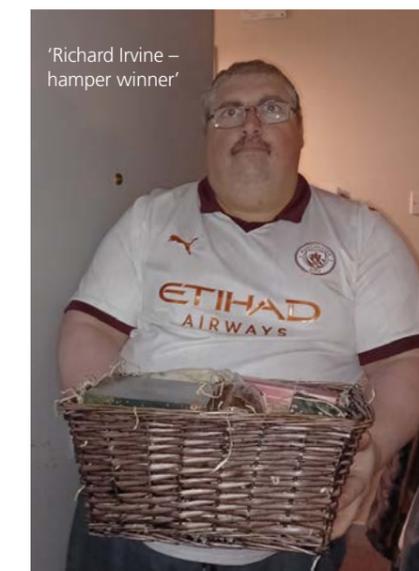
Instead of Christmas cards we gave away ten hampers to a random selection of tenants as a gesture of good will and with hope of spreading some cheer at Christmas time.

Here are some of the lucky winners:



Hamper donations from Richard Irvine

Richard Irvine also donated a Christmas hamper to Langstane for raffling to a randomly selected tenant. Here is our lucky winner:



Q&A – with tenant who attended TPAS Scotland annual conference 2023

Q: What did you think overall about the conference?

A: I really enjoyed the conference; it was fun to be involved in some new and exciting talks and feel part of a group of people that are very passionate about what they do.

Q: Did you learn anything new or interesting?

A: Yes, learning about Net Zero, the Target of cutting greenhouse gas emissions to as close to zero as possible by 2050 and what this means in the housing sector. Also, about different methods of heating homes, such as heat pumps and solar panels.

Q: Did you get the opportunity to meet other tenants?

A: Yes, I met some from around Scotland and spoke to them about their experiences of being tenants and got to share my own. This was a very enjoyable part of being at the conference.

Q: Did you get the opportunity to speak about your involvement in the scrutiny group?

A: I did, it was good to share what our relatively new scrutiny group has done so far and talk to others who are also part of scrutiny groups. It was exciting to see how big an impact a groups idea can have and what differences can be made.

Q: Did you find it worthwhile going?

A: I really enjoyed the whole experience, the talks, the passion of the people who organise the conference, the food, entertainment, and atmosphere in general.

Q: Would you go again and if so is there anything you would specifically like to learn about?

A: I would definitely go again and would be interested to learn more about the Net Zero target specifically the pros and cons of it becoming reality.

Q: What advice would you give another tenant attending for the first time?

A: I would say go for it! Be open to meeting new people, don't worry if you don't know much about housing matters or the subjects of the talks, there is no pressure to answer any questions. It's a friendly and fun environment and you can take a lot out of it.

Q: Where there any highlights you wish to talk about further?

A: The one that springs to mind is the performance by Michelle McManus, winner of pop idol 2003, she got the crowd singing and put on a great show.

Q: Do you think tenants attending the conference represents good value for money?

A: Yes I think it's very important for tenants to attend, it gives a variety of perspectives and means that tenants can have a say in important matters that will go towards making a difference.



Michelle McManus performing



Kathleen with Samantha Hough, Customer Participation Officer from Langstane HA

Tackling poverty with CFINE

CFINE are the Community Food Initiatives North East. They offer help and support to individuals, families and communities struggling with food poverty across the North East and into the Highlands.

Here are some places you can get food and hot meals this winter.

Hot Food Social Bite – 516 Union Street
01224 981863

Monday to Friday 8am till 9.30am (Breakfast roll, tea & coffee)

Monday, Tuesday, Wednesday & Friday
2.15pm till 3pm or until food is finished (meal, tea & coffee)

Thursday – Social Supper Sit In 3pm till 5pm (Sit in hot meal, tea & coffee)

Service: Free breakfast roll, tea & coffee. They also offer an afternoon service where beneficiaries can go in and receive a hot meal. They will also be offered a beverage.

Fountain of Love Church – 31 Palmerston Road
01224 574511

Monday, Wednesday, Thursday, Friday 12 noon till 2pm

Fountain of love church have reduced the days they provide this service due to covid restrictions, but they are open for beneficiaries to have a free lunch on the days above.

Salvation Army – 28 Castle Street AB11 5BG

Tuesday & Friday Manna Café 11.30am till 1pm Hot meal provided in The Citadel Community Hub

Powis Community Centre - 11 Powis Circle
01224 483203

Monday to Friday - 11am till 2pm

Surplus food can be collected every weekday and soup available from 12 noon. Can deliver to those who are housebound, isolating, quarantining or vulnerable if requested. Powis residents only (Powis Circle, Powis Crescent or Bedford Avenue)



Updates are available online at www.facebook.com/powis.community

Bethany Christian Trust

We run a weekly drop in (the Toastie Club) at Trinity Church, 10 Urquhart Road, Aberdeen, AB24 5LL. We provide tea, coffee, soup and a toastie for vulnerable and isolated people in the community and connect with other charities and resources to provide necessary referrals and support.

This runs from 11.30am till 1pm every Wednesday

Methodist Church - 8 Crown Terrace, Aberdeen AB11 6HE
01224 313940

Open Table offers a free, three-course meal from 1pm till 2pm every Sunday at the Methodist Church in Crown Terrace.

Anyone is welcome to come along and enjoy the lunch. Soup and sandwich Monday to Friday 12pm till 2pm.

The Care Hub - 393 George Street 07712 598835

Tuesday, Thursday & Saturday from 11am till 2pm

Updates on this Service is available online at www.facebook.com/TheCareHubAberdeen/

Want more information?

Please contact CFINE on:

- Phone: 01224 596156
- Email: info@cfine.org
- Website: www.cfine.org

Help and support information

Breathing space

Confidential phone service for anyone in Scotland experiencing low mood depression and anxiety.

FREE Phone: 0800 838 587

Website: www.breathingspace.scot

Opening hours:

Weekdays Monday – Thursday 6pm – 2am

Weekends – Friday 6pm – Monday 6am

Living Life

Living Life is a free phone service for anyone aged 16 and over experiencing low mood, mild to moderate depression and/or anxiety.

FREE Phone: 0800 328 9655

Website: www.nhs24.scot/our-services/living-life/

Opening Hours:

Monday to Friday 1pm-9pm

Penumbra

Short-term support for people who are feeling overwhelmed, in distress or at crisis point.

Website: www.penumbra.org.uk

Email:

aberdeen1stresponse@penumbra.org.uk

Text: 07768 647723

Opening Hours:

Monday to Friday 9am-5pm

Aberdeenshire 1st Response:

0800 135 7950 (free)

Aberdeen 1st Response:

0800 234 3695 (free)

Walk-in Service: 20 Back Wynd, Aberdeen

AB10 1JP Appointment service by request

Papyrus – Prevention of Young Suicide

A national charity dedicated to the prevention of young suicide in the UK and to promote mental health and emotional wellbeing in young people.

Phone: 01925 572444

Text: 07786 209697

FREE Hope line: 0800 0684141

Email: admin@papyrus-uk.org

Email: pat@papyrus-uk.org

(for confidential suicide prevention advice)

Website: www.papyrus-uk.org

Combat Stress

The Veterans mental health charity provides timely, effective clinical welfare support to veterans who suffer from psychological wounds.

FREE Phone 0800 138 1619

Website: www.combatstress.org.uk

Man chat

A social media page for struggling men to reach out and a weekly meeting to meet up and hopefully clear their heads without any judgement or worry of who was there.

Email: manchatabz@gmail.com

Samaritans are always there to listen

If you need someone to talk to or are in need of support please contact Samaritans Scotland. They are available 24 hrs a day, 365 days a year on the details below:



Call free number 116 123

Website www.samaritans.org/scotland/samaritans-in-scotland/

Post a letter to: **Freepost SAMARITANS LETTERS**

Their self-help App can be downloaded from the website

www.samaritans.org/scotland/how-we-can-help/contact-samaritan/self-help/

Tenant Corner

Wheelie top tips!

Are you finding it difficult to get all your rubbish into your wheelie bin?

- Here are some top tips for reducing waste:
- Keep soft plastic bags from foods like vegetables and pasta and put them into the soft plastics bin which you can find at some shops and supermarkets, for example, Tesco and Co-op.
 - Put your used batteries in 'battery bags' and dispose of them in the correct bin at your local supermarket.
 - Use a food waste caddy for vegetable peelings, teabags, egg shells etc. Food caddy bins and bags can be requested from your local council. See below links with 'how to' information for each local authority.

- [Aberdeen City Council Request replacement bin | Aberdeen City Council](#)
- [Aberdeenshire Council Waste and recycling bins for your home - Aberdeenshire Council](#)
- [The Moray Council Household Waste - Frequently Asked Questions - Moray Council](#)

Upcycling on your doorstep!

Bev from Inverbervie wanted to brighten up her door way on a budget. So, she painted two old tyres and filled with plants. She's over the moon with her creation.



Mini pizza from bread-end crusts

If you have left over bread end crusts, here is a quick and easy way to use them before they go off. Preparation and cooking time = 20-30 minutes.

Ingredients

- Crusts from the end of a loaf of bread (if frozen defrost at room temperature)
- Tomatoes
- Chopped herbs
- Grated cheese
- Pepper to season

Recipe

- Heat the oven to 180 °C.
- Place the crust(s) on a baking tray.
- Spread the tomatoes over the crusts for your pizza base.
- Create your own topping using food that needs eating.
- Sprinkle some herbs and a teaspoon of grated cheese, season with a little pepper.
- Bake for 15 minutes.



Full recipe from Love Food Hate Waste website [Mini pizza from bread-end crusts | Love Food Hate Waste](#)

Keywords: [Colorful bar]

Animals and Numbers:

- 1: Giraffe
- 2: Zebra
- 3: Snake
- 4: Lion
- 5: Whale
- 6: Rabbit
- 7: Owl
- 8: Elephant
- 9: Giraffe
- 10: Squirrel
- 11: Bear
- 12: Deer
- 13: Penguin
- 14: Crocodile
- 15: Pig
- 16: Monkey
- 17: Raccoon
- 18: Flamingo

Words: W I L D, A N I M A L S

OFFICE OPENING TIMES & EMERGENCY NUMBERS

Our Aberdeen office is open Monday, Tuesday, Thursday and Friday 9am-5pm. Wednesday 9.30am-5pm. Please note that our reception is closed everyday from 12noon till 1pm.

Our Elgin office will be open Monday and Friday 1-3pm and Wednesday 10am-12pm (noon).

Emergency Repair Cover when our offices are closed:
 Please contact **Orbis Protect on 0151 343 2906.**
 The call will then be passed to an appropriate contractor for your area. Response time for attendance will be 6 hours

Gas (Heatcare Oil & Gas) 01343 842 042
Gas emergency 0800 111 999
 Electricity – Power cut 0800 300 999
 Loss of Water Supply 0800 778 778

