

newsbite

Tenants Magazine

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SAVE TIME GO ONLINE

Did you know that Mondays are the busiest day for telephoning the Council? In February alone, the Council's Customer Contact Centre received over 2550 telephone calls each Monday.

To help our customers we have developed several online services – that means no more waiting on the phone to get help!

From the comfort of your own home you can:

- View and pay your rent,
- Request a repair,
- View and pay your Council Tax account,
- View your Housing Benefit or Council Tax Reduction award,

- View your waste and recycling calendar,
- Report a missed bin collection,
- Make an appointment with a Money Adviser,
- Top up your Accord Card,
- Find our school term dates,
- Report a faulty street light,
- Access the library catalogue; and
- So much more.

You will need to register for an account with us to use some online services. This is so we can update you on the progress of your request. Setting up an account will save you time, as you won't need to retype your details the next time you access a service online. All your information

is stored securely.

A full list of our online services is on our website www.aberdeencity.gov.uk/online-services. New services are being added regularly so make sure you check back regularly to see what is new or keep an eye on our social media for updates.

If you don't have access to the internet at home, you can use the computers at your local library. Or go online on your smartphone or tablet using the free wifi available at locations throughout Aberdeen, including libraries and some community centres.

Help us improve how we contact you

The Council wants to communicate with tenants about important information as quickly and easily as possible. One way that you can help us do this is to sign up to Housing Online.

This service allows you direct access to check your rent account or update your housing application at any time and it helps us to work more efficiently by being able to communicate using email or mobile phone rather than by letter.

Anyone who is signed up for Housing Online before the end of July 2019 will be entered in a prize draw where 4 lucky tenants will receive £250 each in high street vouchers. Please note that to be entered in the prize draw you must enter a valid e-mail address. Registering for Housing Online is free and you can do this by visiting <http://housing.aberdeencity.gov.uk>

Some of our staff have started to contact tenants who have not registered an email address with us so that we can update our records and you may get a phone call over the next few weeks. Please provide us with your email address if you can.

Digital Innovation

We are thrilled to be a finalist in the Tenant Information Service national awards 2019 for Excellence in Digital Innovation. This is for the digital report we produced showing how well our housing service performed. You can view this report on our website

The North East Tenants Residents and Lands Together Group – NETRALT – is also a finalist for the Most Innovative Scrutiny Group for their Mystery Shopping Project

Good luck to both

LOCAL OUTCOME IMPROVEMENT PLAN 2016-26



Local Outcome Improvement Plan

Over the past two years you may have heard many people talking about the Local Outcome Improvement Plan (also known as LOIP) – but do you know what it is and what it means for Aberdeen?

The LOIP is a document which clearly sets out how Community Planning Partnerships across Scotland will improve their local areas. This plan is a requirement of the Scottish Government and all 32 Community Planning Partnerships have one.

Community Planning Aberdeen developed 15 goals that we are working to achieve over the next seven years. They cover three themes: Economy, People and Place with over 100 improvement projects identified to help achieve our goals.

The vision of the LOIP is, 'a place where all people can prosper'. To find out more about the LOIP, email communityplanning@aberdeencity.gov.uk for more information.

Locality Partnership

Community Planning Aberdeen have identified three priority locality areas. These are: Torry; Tillydrone, Seaton and Woodside; and Middlefield, Mastrick, Cummings Park, Northfield and Heathryfold.

Each of these localities has a locality partnership made up of local people and professionals who are helping to drive forward the delivery of Locality Plans. The Locality Plans are similar to the LOIP and outline the community's priorities and how they will deliver them.

To find out more and see how you can get involved, you can visit Community Planning Aberdeen's website, www.communityplanningaberdeen.org.uk.

Children's Comfort Closet

In February Community Food Initiatives North East (CFINE) launched a new initiative called 'Children's Comfort Closet'. The project aims to improve wellbeing among vulnerable local families and communities whilst reducing the amount of textile waste going to landfill.

Social workers find that children, who do not have appropriate clothing for certain activities - including school attendance - tend to engage less than their peers. CFINE intends to address this by redistributing good quality outfits and footwear to those who need it.

The clothes are made available at CFINE and partner organisations such as several schools, nurseries and community centres. Everyone is welcome to come along to access the Comfort Closet.

Could you help?

Do you have any clothing, toys or small pieces of equipment that are in good condition that your children no longer use? If so, you can drop them off at CFINE's office at 2-4 Poynerook Road, Aberdeen AB11 5RW. The office is open 8am to 4pm, Monday to Friday.



BONNY TORRY COMPETITION

In response to a request from the local community a group of residents has got together to launch a "Bonny Torry" competition. With support from the Community Council (by way of prizes) and interest from gardeners, residents and the local schools things are hotting up. Currently the group is looking at categories including front and rear gardens and community gardens.

The benefits of the Bonny Torry competition include, brightening up our local area, raising community spirit and encouraging pride in Torry.

Do you want to get involved in the planning of the competition? Then get in touch on **01224 291882** or find us on Facebook.

There is no need for you to have green fingers or even a garden - just a desire to see Torry celebrated as a place of bonny gardens.



Eat Well and Do Good

Community Food Initiatives North East (CFINE) is an Aberdeen-based charity and social enterprise. The organisation sells fruit and vegetables to businesses and private individuals to generate income for its charitable activities, aimed at tackling poverty and building resilience in the North-east of Scotland. CFINE is committed to providing high quality produce at a competitive price, locally sourced wherever possible. Customers can place an order via email or come along to the CFINE headquarters to pick their own produce. Free workplace delivery is available with every order.

Feedback from previous customers:

Just wanted to thank you for the lovely food hamper I purchased for Christmas it was just lovely and everything tasted great, I look forward to using your service again. **Gail, Aberdeen**

We had our first delivery of fruit on Wednesday and it has gone down very well indeed. It is great that you deliver in 3 boxes too then it's so easy to split up per building. My fruit bowls are a perfect size too that I purchased! All the feedback has been very good as to the quality of the fruit. **Evelyn, Add Energy**

I love the idea of getting this rather than getting my veg from the supermarket. **Felicity, Wartsila**

CFINE is a social enterprise, which means all income generated through its sales will go directly back to the community through a variety of community development projects and services in Aberdeen.

Beyond CFINE's services, it also operates a food bank at Poynerook Road, distributing over 100

emergency food parcels every day. Its ethos is to tackle the reason why a person has become food insecure but avoid creating dependency on emergency food aid. The organisation approaches poverty in holistic way; alongside a food parcel, beneficiaries receive further support services that help them become resilient and financially secure again.



New role combines community and housing management

Last year three new management posts were created merging the roles of Housing Manager and Locality Managers.

The role of Locality Inclusion Managers combines locality planning and housing management focussing on early intervention, improving the quality of life for our residents, our performance against housing charter outcomes and improving key outcomes in our communities. Our Locality Inclusion Managers will help to support the Local Outcome Improvement Plan (LOIP – see page 3) by helping to tackle the key issues facing our city as well as supporting our communities who face challenges through our Locality Partnerships.

These new roles will allow the council to focus on joint working with our partners to tackle and reduce housing demand, transform the way we deliver service to our customers and ensure fairness and equality across the city.

From a housing perspective we have recently set up a number of

Improvement Groups to look at developing Estate Management, Tenant Participation and Rent Management. Some new projects include a pilot to deliver resident led inspections in multi-storeys and develop a resident led (participatory budgeting – "U Decide") approach to our environmental budget which builds on successful projects in the Linksfield multis and the Torry Community Garden.

There are also several developments happening in our communities which include the opening of the Tillydrone Hub, Street design, Primary and Early years complex, which will host a number of services including housing and money advice services and the Haudigan Triangle.

Our key priority is to work in partnership with our residents and communities so if you would like to find out more or want to get involved please contact **Carol Hannaford** on **01224 522839** or **CHannaford@aberdeencity.gov.uk**

Add your voice, help improve services...

Would you like to help improve social landlord services in Scotland? The National Panel is one of the ways that the Scottish Housing Regulator can hear what people think and make sure they focus on the important things.

Panel members are asked for their views on a range of issues affecting people who use social landlord services. You will receive occasional surveys, information updates and invites to take part in other feedback exercises. Participation is always optional, and you can leave at any time.

The Regulator wants to include as many different voices on the Panel as possible, including people who are not involved in other ways of giving views on landlord services (most members are not part of local tenant forums). Members include Council and Housing Association tenants, people who are using or have used homeless services, home owners who receive factoring or common repairs from a social landlord, and people living on social rented Gypsy/Traveller sites.

Find out more and join

Online at **www.bit.ly/shr-panel**
Call Engage Scotland (who manage the Panel) on **0800 433 7212**
Request a printed form by emailing **natpan@engagescotland.co.uk**



Aberdeen's 2019/20 budget explained

On Tuesday 5 March 2019 Councillors met to agree the 2019/20 budget. The budget is aligned to objectives in the Local Outcome Improvement Plan (LOIP) and sets out where Aberdeen City Council will distribute finances over the coming year.

Councillors made decisions in relation to the following budgets:

- General Fund Revenue and Capital Investment Programme;
- Housing Revenue Account (HRA) and Capital Investment Programme;
- Common Good Fund.

The General Fund Revenue budget supports service delivery in the city and relates to the Council's day to day business.

Councillors were given many options in order to meet a £41.2m funding gap and were able to reject a limited number of the measures presented in the revenue budget proposals. Elected members committed to:

- Keeping all local libraries open;
- Keeping public toilets open, opting against proposals to achieve cost savings by closing facilities;
- Protecting funding to a number of community organisations.

Reductions were agreed in areas including:

- Roads maintenance;
- Grounds maintenance;
- Youth work.

In addition to savings, several measures to increase income were approved. These include:

- An increase of 4.5% in Council Tax;
- Increasing a range of fees and charges e.g. car parking, waste and recycling (including the introduction of a £30 annual charge for garden waste collections) and catering.

General Fund Capital Programme

The General Fund Capital Programme budget delivers large scale projects across the city, from cultural buildings to schools and community facilities as well as roads and digital infrastructure.

The Council will invest £182million in:

- The completion of the landmark development of The Event Complex Aberdeen
- The refurbishment of Aberdeen Art Gallery
- City Centre Masterplan projects including the renovation of Provost Skene's House
- Community facilities including the Tillydrone Community Campus.

The reinvention of Union Terrace Gardens will also move forward, and the programme of new school construction will continue with new buildings at Torry, Tillydrone, Countesswells and Milltimber.



Common Good Fund

The Common Good Fund is self-financing, generating income from assets and investments, and provides financial awards to organisations and projects that benefit citizens of the city.

A range of good causes as well as community events and initiatives will benefit from more than £3.4million of support from the Common Good Fund in 2019/20.

The introduction of a new application process for 2020/21 has been agreed, which will ensure closer alignment with the LOIP and easier access for applicants.

Housing Revenue Account and Capital Investment Programme

The Housing Revenue Account budget is funded by the income from Council house rents and associated fees and charges.

In the housing budget, plans for 2,000 new Council homes moved forward. Sites at Summerhill, Kincorth, Torry, Dyce and Greenferns are among those to be progressed.

Councillors also agreed a 4.3% rise in Council rents. This will support investment in upgrades to properties including:



- more than £5m to be spent on window replacements
- £4.5m on renewing heating systems
- £2.75 million on improving insulation.

Millions more will be invested in areas including lift replacements, modernising bathrooms and kitchens, electrical improvements and enhanced safety measures.



Sally Magnusson after witnessing the effect of music on her mother's dementia. These are individual playlists which chart key moments in people's lives, for example lullabies, wedding songs, songs you may have danced to as a young person. These are very personal choices to each individual. We watched a video of an elderly lady, who was not very communicative, who came alive when she listened to her playlist started singing and became very chatty, it was a very powerful video.

We learned about the positive effects of Yoga and were guided through a 10 minute relaxation exercise; very soothing I almost fell asleep!

There was a lot of useful information on the stalls and I found out about many projects I was unaware of. The Musical Memories Project in Portlethen have also recognised the positive effect music plays on people living with Dementia, and they hold regular monthly sessions. 'Boogie in

Community and Dementia, creating better lives in Grampian

By Vicky McKenzie, tenant

In March Fay Morrison and I had the privilege of attending the Community and Dementia Conference to represent Tenant Participation Groups accompanied by Carol Hannaford, Development Officer.

The Conference was organised by Life Changes Trust and was attended by over 200 delegates representing a diverse number of agencies from Scottish Fire and Rescue through to the Men's Shed. There were also some 33 stalls which we were able to browse and get more detailed information of the different services which are on offer throughout the city and shire.

The Conference was broadcast live on Facebook to enable people who could not get a place or could not attend the Conference to watch the day's proceedings.

There was a balanced day of speakers, round table discussions and time to browse stalls.

There was too much information for me to enumerate all of the day's activities, however one or two in particular stood out for me.

I learned about Dementia Dogs, which I had not heard about previously. We learned how these dogs were being

trained to assist people living with dementia and how prisoners at Castle Huntly played a part in their training. We heard from Professor Jeanette King about how a Dementia Dog, a beautiful Labrador, had helped her and her husband, Professor Jon King, since he has been living with Dementia. Having the dog meant Professor King had to get up in the morning to feed the dog. They both went out walking the dog, spending quality time together as well as remaining active. But also the dog helped bring laughter back into the house – with his clever tricks and mannerisms.

We learned about Playlist for Life, which had been founded by presenter



the Bar' also run sessions throughout the city.

I found that Bon Accord Care Community Alarm Service have several 'gadgets' they can offer ranging from some snazzy pagers of numerous colours that can be worn as watches not just around the neck. They also have door alarms to alert carers that doors have been opened, medication dispensers with alarms and many more.

Each delegate was also given a book called 'Two Different Shoes' which gives the thoughts and reflections of people who live with dementia and their carers; a very moving and thought provoking book.

I thoroughly enjoyed the day and am thankful that I was afforded the opportunity on behalf of Tenant Participation.

Welcome to the Woodside Pantry

Scotland's first, pantry-style food poverty scheme has been launched in Aberdeen.

The Woodside Pantry aims to reduce dependency on food banks among vulnerable families living in the Woodside area.

Members of the Woodside Pantry will pay an annual membership fee of £3 and an additional cost of £2.50 per weekly shop. All members are entitled to one shop of 10 items per week. Products are 'weighted' by value, ensuring an equal distribution of fish, meat, fresh fruit, vegetables and



ambient goods between the members. It is hoped that the Woodside Pantry will be the first of a network of pantries in Aberdeen to be established over the next few years.

Food bank providers report that the requirement for emergency food parcels increased greatly in the past five years in Aberdeen. Partners of the project believe whilst food banks address an immediate need, they are not helpful in the long term as they create dependency and erode dignity.

The service is being funded by the Scottish Government and Aberdeen City Council and delivered by Community Food Initiatives North East (CFINE), which operates FareShare Grampian; and Fersands and Fountain Community Project.

FareShare Grampian will stock up the shelves of the Woodside Pantry with surplus products from the food industry, providing members with a healthy and varied diet.



Tenant Feedback Review

by Paul McMenemy Chairperson Housing Service Review Group

Eight members of the Housing Service Review Group have just finished their review of Council feedback – complaints, compliments and suggestions. This review started last year and took longer than expected due to unexpected events out with our control. I was part of the review team who worked with the Council to try to improve the services all tenants receive.

We started the review with a meeting with the Feedback Team. They attended one of our meetings and spoke to us about the team, what they do and why they must do it. It was all very interesting. The group were all really interested to hear about the Scottish Public Services Ombudsman who regulates all public services complaints.

How did the group undertake the review?

We made 23 recommendations to the Council and I think most were agreed – there must be reasons why a recommendation cannot be implemented, and we are quite happy to accept a valid reason. After all it is about working together for better services.

The group would like to thank all the

tenants who answered questions on feedback when we were out and about in Housing Offices, Community Centres and at Gala Days. The information we received from you played an essential part in this review – after all who better to ask than the folk who receive the service.

I think it is very important that tenants see that the Council learns from complaints – and the group really want this promoted more but we also want to see more suggestions from tenants – if you have ideas then let the feedback team know and also if you receive great service – the Council can learn from that too.

The Feedback Team can be contacted on 01224 523058 or customerfeedback@aberdeencity.gov.uk

The report is with the Council Design Team at present – it will be posted on the Council Web Page and hard copies will be available on request. Watch this space!

If you would like to work with us on our upcoming review of empty properties please contact **Carol** on **01224 522839** or email CHannaford@aberdeencity.gov.uk



Food Waste Recycling

Aberdeen City Council provides mixed recycling and food waste recycling to all households across the city. If you don't already recycle food waste, you can order a free recycling caddy and binliners online at www.aberdeencity.gov.uk/waste.

How do I recycle my food?

You can use your free caddy or even an old container to store your food waste. Many people find the most convenient location is near the sink or waste bin. Some like to keep their caddy out of site and bring it out when they need it. The council caddies require a liner to hold the food but if you have a sealed container that does not leak then bags are not required.

You can put the following items into your food waste bin:

- All cooked and uncooked food waste
- Dairy and eggshells
- Meat, fish and bones
- Fruit and vegetables
- Bread, cakes and pastries
- Rice and pasta
- Tea bags and coffee grounds
- Solid fats such as butter or lard
- Leftovers from preparing food
- Leftovers from meals
- Out of date food left in fridge or cupboards

You can even put kitchen roll that has been used to wipe up spills in your caddy. Food contaminated cardboard, such as pizza boxes, can also be put into your food recycling

bin as it will break down in the composting process.

Please do not put any of the following items in your brown bin:

- Pet food
- Household waste
- Food packaging (empty contents and wash packaging for your mixed recycling bin)
- Plastic bags or black bags
- Oils or liquids (drain liquids out of containers before emptying food waste into the caddy)

Every household will have access to a food waste bin; this may be communal or your own individual brown bins. Once your caddy is full, tie up the bag and place in your brown bins or communal food container.

Please help reduce contamination by keeping non-food or non-biodegradable items out of the food waste bins. If you have your own brown bin, please store it off the street to reduce contamination from passers-by.

To find out more about recycling and recycling tips follow us on Recycle for Aberdeen Facebook page

Compliments to Building Services - Repairs

By Pearl Smart, tenant

As a member of the review group which has just reviewed feedback in the Council I wanted to check out what happens when a tenant wants to give a compliment. In March I had to call the Repairs Service for two repairs – one for a faulty kitchen tap, which was replaced and a week later a leaking radiator.

On both occasions I had polite young men turning up to replace the tap on time and the radiator leak was fixed within an hour. They tidied up before they left – I was impressed.

So, I decided to write to the Feedback Team and say what a great service I had received, and the two tradesmen were a credit to the Council.

I received a lovely letter back from this team saying thank you for the feedback and my letter had been passed onto the Repairs Manager.

My message to all tenants is let the feedback team know when you receive good service.



Pet Ownership

The Council has recently produced a new guide on owning and caring for pets in Council homes. We recognise the benefits that owning a pet can bring to individuals and families and that for many people, their pets are a part of their family. In addition to the happiness that pets can bring, there are many recognised health benefits that owning a little Fido or Fluffy can bring.

Benefits of pet ownership can include physical, mental and emotional improvements, from enhancing social skills to decreasing a person's risk of heart attack. The Council wants to support people to be responsible pet owners and ensure there are no problems with the care of the pet which might impact on those living nearby.

The guide provides information on a pet owner's legal obligations on such issues as micro-chipping dogs and fouling. It also provides help and advice on caring for your pet and the 5 freedoms for animals including diet, exercise and health.

There are certain properties where pets are not allowed and you can find a list at the end of the guide, along with useful contact details for your Housing team, Dog Wardens, Scottish Society for the Prevention of Cruelty to Animals and the Peoples Dispensary for Sick Animals.

You can find the guide by either clicking here or go on our website using this link

www.aberdeencity.gov.uk/pets

If you require further information, please contact your Housing Officer.



Masterplan projects to shine this summer

Major changes are set to take place in Aberdeen this year as a number of transformation projects come to fruition.

The refurbishment of the Music Hall and the redevelopment of Broad Street have already been completed under the City Centre Masterplan (CCMP).

Marischal Square, another CCMP project, continues to attract tenants, with a dozen diverse businesses now calling it home. In March it was named Regeneration Project of the Year at the sixth annual Scottish Property Awards (SPA).

On Broad Street, a new lighting project for Marischal College has been designed and will be installed over the summer.

The renovation of Provost Skene's House, which will celebrate local people who transformed the world, is also expected to start this year.

Meantime, the Aberdeen 365 events programme is again brightening the city. The Cycle Tour Series is here on 16 May and the Great Aberdeen Run on 25 August.

The main contract works are complete at Aberdeen Art Gallery and fitout,

transition, and occupancy plans are in place for an autumn reopening. This summer, public realm improvement work will take place on Schoolhill to improve the gallery's setting.

Finally, the process of appointing a firm to carry the revitalisation of Union Terrace Gardens is nearing completion.

The flagship City Centre Masterplan project will transform the Victorian park into a usable and inclusive 21st Century space by improving access, amenity and activity whilst enhancing UTG's heritage features.

The design includes three pavilions (on Union Street, Union Terrace and Rosemount Viaduct), a walkway from Union Street, landscaping and lighting, and the refurbishment of the Union Terrace arches.

The first phase of work will include building a permanent safety structure on Union Bridge.

The focus in the next few years will be on city living. Aberdeen City Council has appointed a team to redevelop Queen's Street as a mixed-use residential scheme. Land assembly is being progressed along with public sector partner working opportunities.



Torry Families and school pupils take part in cookery lessons

A new project is underway in Aberdeen to encourage families to cook delicious and healthy school meals from scratch. The Torry Tasters Project which began in February is a partnership between the Communities Team at Aberdeen City Council and the Veg Cities Campaign at CFINE with additional support from education, facilities and catering staff at Aberdeen City Council. The project is funded by the Health Improvement Fund (HIF).

It brings together parents and P4 - 7 pupils at Walker Road and Tullos Primary to learn how to cook and taste items on the school menu, teaching families about the benefits of free school meals and healthy eating. The initiative is part of a wider improvement project which aims to increase uptake of school meals including an educational campaign and translated menus.

Six sessions are being run in the kitchen at Tullos Primary School after school to allow parents the opportunity to take the food away for dinner. Meals cooked at Tullos Primary include baked bean lasagne, chicken korma and frittata.

Further sessions will run at the Cook in the Nook kitchen at CFINE for Walker Road pupils and parent from the 25 April to 30 May.

All families who take part will be given a cookbook which will include some of the recipes from the school menu and include information about vegetables and healthy eating, from the Veg Cities Campaign.

For more information on school meals visit aberdeencity.gov.uk/schoolmeals.

Rent Consultation



Over the summer months we will be reviewing our rent policy and we will need your help!

Keep an eye out in future issues of newsbite and follow us on social media for more information.



Sad news

Our Tenant and Resident Groups were sad to hear that **Alice Brebber**, the first chairperson of the award winning Citywide Sheltered Housing Group, died over the Christmas period. Alice was involved in Tenant Participation for many years both in her sheltered housing complex and citywide groups. Due to ill health she was not able to attend meetings for a couple of years.

The groups were also sad to hear that another housing volunteer, **Jim Carroll**, passed away during this time. Jim was involved in all the citywide groups and was always keen to play his part and get involved in training and service reviews.

Both Alice and Jim played their part in the transformation of Tenant Participation within the Council and will be sadly missed. Our thoughts are with their families.

newsbite Competition

WIN £50 OF HIGH STREET VOUCHERS

**On average how many phone calls did
the Contact Centre receive on Mondays in
February 2019?**

Answer **A. 1550** **B. 2550** **C. 3550**

Name:

Address:

Closing date is **5 July 2019**.

Please note this competition is for Aberdeen City Council tenants only.

Send entries to: **Newsbite Competition, Marketing, Aberdeen City Council, Town House, Broad Street, Aberdeen AB10 1AQ.**

Roll-out of city's next-generation broadband network continues

Aberdeen's digital revolution has now taken a significant step forward with around 200 households now connected to a new full fibre broadband network.

CityFibre is investing more than £40million into Aberdeen to bring gigabit-speed connectivity to the city as part of a partnership with Vodafone, with work now largely complete in Kincorth and Northfield. Construction is set to continue for the next two years, with city-wide construction due for completion in 2021.

Aberdeen was the first Scottish city announced as part of our national roll-out to bring full fibre broadband to five million UK homes and businesses. It is fantastic to see it now coming to life with the first homes beginning to connect to the network.

The benefits of this project are huge



for all aspects of society – whether it's helping businesses become more innovative and productive, helping households make better use of smart technology or increasing the ability of local professionals to work efficiently and effectively from home.

Where the new full fibre network is being installed - this currently includes streets across Torry, Rosehill and Woodside – construction takes place in the pavement outside homes. In

most cases this will take no longer than two to three days to complete. Rest assured, streets will always be left as they were found, with existing paving put back or new tarmac put in place, and residents kept informed at all stages of the process.

For more information, please visit www.cityfibre.com/aberdeen If you are interested in taking a service, register with Vodafone at www.vodafone.co.uk/gigafast

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

إذا كنت تود الحصول على هذه الوثيقة بالخط العريض أو البريلا أو الأشرطة الصوتية المدمجة أو كنت تود ترجمتها الى لغة أخرى فالرجاء الاتصال بنا على الهاتف أدناه.

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