

Tenants Magazine

# newsbite

ISSUE 53 WINTER 2021



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# Message from the Chairperson of the Citywide Communication and Events Group



## Norma Groves, Chairperson

On behalf of the Events and Communication Group, I would like to wish you a Merry Christmas and all the best for 2022 – lets hope this will be a better year for everyone.

I do hope you enjoy this edition of Newsbite. It has been hard keeping in touch with everyone this year, but we have managed. I never thought I would say I would use Microsoft teams, but I have done, and it has certainly kept Tenant & Resident Participation going - it's allowed us to produce this magazine!

There are lots of articles in this edition – all so varied. We have Florence, a member of this group, telling us how she passed her scooter test so she could get on a bus with it and information about our community walk about in Kincorth. I would encourage you to get involved in your community walkabout and I would certainly recommend the experience.

Lastly as always, we are always looking at getting more tenants involved in Tenant Participation so why not give it a try in 2022!

*Norma*

# Annual Assurance Statement 2021

**To comply with legislation, all social landlords – councils and housing associations – must send an annual assurance statement to the Scottish Housing Regulator. Aberdeen City Council complies with the regulatory requirements as set out in the Scottish Social Housing Charter, with the following exception of compliance with the minimum site standards for our Gypsy Traveller site at Clinterty.**

Designs have been produced to completely renew the traveller's site and we are working with the Scottish Government to secure funds to develop the site as a demonstration model of best practice.

The following performance areas are priorities for improvement with action plans in place:

- ▶ **Void (Empty) Property Management** – we want to reduce the time taken to relet our properties by increasing the resources for repair and maintenance work, having a better performance management framework, and reviewing our letting standard.
- ▶ **Rent Management** we will create a specialist debt team starting in October 2021.
- ▶ **Customer Satisfaction** we will develop a programme of staff training and development, we will create a Customer Experience Service Improvement group to help identify key areas for improvement. There will be a schedule of community led walkabouts and Tenant/Resident inspections of multistorey buildings. We will introduce more enhanced on-line services. Participatory Budgeting will be used for our £1m Environmental Improvement budgets.
- ▶ **Housing service transformation** – there will be more front-line staff in our communities including the new Housing and Support Officer role.

I confirm Aberdeen City Council has seen and considered appropriate evidence in approving this Annual Assurance Statement at our Operational Delivery Committee on 16th September 2021.

**This was approved at our Operational Delivery Committee on 16 September 2021.**





# Tenant Satisfaction Survey UPDATE

**A MASSIVE THANK YOU TO ALL OF YOU WHO TOOK PART IN OUR 2021 SATISFACTION SURVEY EITHER ONLINE OR BY TELEPHONE.**

**Congratulations to the five tenants who each won an Aberdeen Inspired Shopping voucher – they have all received their prize.**

We appointed the independent company Knowledge Partnership to do the survey. It was great to get all the feedback from you, the good and the not so good.

We certainly have taken on board your comments and various improvements groups have already been set up.

It was also positive to have 760 tenants who wanted to get involved in their housing service and of course there is always room for more. To find out more from these tenants, we asked Alan from Knowledge Partnership to facilitate three focus groups – one face to face and the other two on Zoom. Thank you to all who participated in these, and we really look forward to working with you.

If you want to get involved in Tenant Participation, please contact **Carol Hannaford** on **channaford@aberdeencity.gov.uk** or phone **01224 522839**

## The Green Challenge

A new opportunity has become available for you and your community garden groups. Growing basil seeds is a winter time activity you can enjoy. Here at CFINE we have partnered up with Together TV who have basil seeds available to all - it's easy to sign up online, using the link below. Let's all get growing together and Keep Growing Aberdeen!

Join Together TV's Green Challenge and get your FREE Basil seeds in the post!

New to gardening and cooking? Worry not! Together TV will walk you step by step through top tips and exclusive videos with TV Chef Rustie Lee for nurturing your basil seedlings and creating simple, tasty dishes.

Along the 8-week journey you'll have the opportunity to improve your gardening skills, learn some simple, new recipes, and connect with others.

Keep an eye out for more updates and pre-order your seeds here - [www.togethertv.com/green-challenge](http://www.togethertv.com/green-challenge)

Follow us on CFINE Facebook page and join the Keep Growing Aberdeen Facebook Group so we can grow along together and share our photos.

**Let's work together to improve services for all our tenants.**

# Using your mobility scooter safely

Aberdeen City Council understand that mobility scooters are extremely important to some of our tenants. We know that they can give you more independence and provide you with a better quality of life. However, when they are not stored correctly, mobility scooters can also be a risk to the health and safety of all of our tenants and staff.

After a number of fire risk assessments, it has been noted that some mobility scooters are being stored and charged in communal areas and sometimes blocking fire exits and heaters. It is important that all residents of amenity, sheltered and very sheltered blocks, who own or are thinking of purchasing a mobility scooter, understand and follow the guidelines set out in our mobility scooter policy.

These include:

- Getting permission to keep a mobility scooter at your home or complex.
- Only storing your scooter in certain approved areas.
- Having adequate insurance cover.
- Have a scooter safety check every year.
- Do not store your scooter next to heaters or fire exits.
- Do not charge your scooter overnight.

The Council takes the health and safety of tenants, staff and visitors very seriously, especially in terms of the Fire Safety (Scotland) Regulations 2006. Specifically:

- The fire safety of individual dwellings within sheltered housing schemes and other housing blocks.
- Access to and from common areas and the need to keep such areas clear of obstructions and combustible materials.
- Keeping escape routes from the building clear.

The policy also provides useful information to those who may be thinking about buying a scooter in the future. You can read our mobility scooter policy on our website here: [www.aberdeencity.gov.uk/mobilityscooters](http://www.aberdeencity.gov.uk/mobilityscooters)

If you have any queries, please contact your Housing Officer or the Bon Accord Care Service Supervisor.



## Do you need a Mobility Scooter Permit?

While waiting at a bus stop I was dismayed to discover that I would need a “Scooter Permit” for my mobility scooter before I boarded the bus, of which I was totally unaware.

A necessity seemingly to ensure that mobility scooter owners would negotiate safely into the provided space on buses without harm or injury to themselves, the passengers nor to the bus. It seemed a reasonable request but where to go to get one? Upon enquiries, I was informed that a meeting would need to be arranged between myself and someone from First Bus who would attend with an empty Bus at a mutually agreed convenient bus stop. I was then able to attempt to “drive” onto the bus and manoeuvre correctly into the space provided.

Already fore-warned to have a small identity photograph (passport sized) with me and proving after trial that I had passed my “test” I received my “Scooter Permit” right away. That was a relief!

So far, I have been fortunate to find space to board the bus, but problems can arise. Passengers should be aware that wheelchairs have the first priority, followed by mobility scooters. Anything else on “wheels”, the Driver is reliant on their owners’ courtesy to fold them to make room, which leaves the Driver in a quandary having to refuse the needy access to the bus when this request is refused by unreasonable passengers standing or sitting in said space.

Hopefully the majority of bus passengers will be understanding on this matter and make space for the most needy passengers.

F. B. Cal-Anglia (not pictured)

# Naloxone – Save A Life!

Specialist medication that rapidly reverses the effects of some drug overdoses is saving almost one life every week in Aberdeen. Last year drug-related deaths in Scotland rose to 1,339 – the highest on record – with 89% involving opiates.

Naloxone is a lifesaving drug that helps to reverse an overdose from opiates – drugs linked to opium such as heroin, codeine, and oxycodone.

Naloxone should be given to any person who shows signs of an opioid overdose or when an overdose is suspected. Naloxone can be given as a nasal spray or it can be injected into the muscle, under the skin, or into the veins.

## What are some signs of an opioid overdose?

- ▶ unconsciousness
- ▶ very small pupils
- ▶ slow or shallow breathing
- ▶ vomiting
- ▶ an inability to speak
- ▶ faint heartbeat
- ▶ limp arms and legs
- ▶ pale skin
- ▶ purple lips and fingernails



Aberdeen City Council has been able to administer Naloxone since 2014 through supporting homeless people and it has been made available in homeless accommodation for administration in emergencies, with stocks available in units and staff trained to administer it to those in need.



Now a number of front-facing Aberdeen City Council services, including Housing Officers, are being offered the opportunity to undertake Naloxone training with the assistance of the NHS. Naloxone is available in a wide number of places throughout Scotland, including many pharmacies and alcohol and drug partnerships. They can be collected from ADA's base at 7 Hadden Street, Aberdeen, and delivered through its outreach programme. For more information visit <https://www.alcoholanddrugsaction.org.uk/> or call their team freephone on 0333 3 448 355.

Training in the administration of Naloxone is also available to family members, friends and people who use drugs at ADA. For more information email [training@alcoholanddrugsaction.org.uk](mailto:training@alcoholanddrugsaction.org.uk) or call 01224 577120.

## Kincorth Walkabout - Gardner Area, July 2021

by Norma Groves

**A GROUP OF US ALL MET AT THE GARDNER SHOPS IN LATE JULY 2021 - INCLUDING TENANTS, RESIDENTS, COMMUNITY COUNCIL MEMBERS, VARIOUS OFFICERS FROM THE COUNCIL, COUNCILLORS, AND THE LOCAL POLICE OFFICERS.**

Just as we were in the middle of introductions, the rain started so it was up with the brollies, and we walked on. Luckily for us, it did not last long, and the sun was soon shining again. It was great walking the streets where we live highlighting the potholes, the rubbish bins without lids, overgrown bushes, and the lack of child friendly play areas to name a few. It was good to hear the Council asking "what do you think we could do here?", when we came across an overgrown green area etc.

The Police Officers and the Community Wardens stopped and spoke to residents who were in their gardens, and we had a couple of dog walkers who joined us.

After two hours, the walk came to an end. I really enjoyed walking with other residents listening to what they said and realising there are many who do care about where they live and who want to work with the Council and their Partners e.g., Police Scotland to improve the area for everyone.

I am really looking forward to the next one and getting the list of issues dealt with. A big thank you to everyone who joined in.

# My first Virtual Conference

During the last 18 months I have been getting used to contacting friends and family, and taking part in tenant participation meetings online, but a Conference? – well I had never done that before, but why not?

I attended the Tenant Information Service (TIS) National Housing Conference for 3 half days in October using my laptop. It was great, I did not have to get up early to catch a train anywhere – I just switched on my laptop, and I was there! I sat drinking my coffee listening to great speakers, a panel discussion and meaningful workshops which I was able to participate in. I was speaking to tenants and officers from all over Scotland and even one of the conference speakers – a tenant from Sweden.

The topics were all really interesting - from 20 minute neighbourhoods, dementia, housing 2040 and renting in Sweden, to name a few, so something for everyone. The time just flew by, and I woke up each morning looking forward to the next day. Looking out of my window at the rain falling I was delighted to stay inside, and it certainly gave me a new lease of life after being locked down for so long... I participated in the quiz but did not win but I did enjoy the afternoon tea which was posted to me – a great idea!

Overall, I would say my first virtual conference was really enjoyable – I was surprised at how good it was and I would certainly go again or rather stay at home and switch on!

by Jeff Brodie



## Share Your Experiences of Life in 2020 with Aberdeen University

**Aberdeen University is conducting research looking at what people's experiences of what life was like during the year 2020 and the Covid-19 pandemic.**

This is to explore what can be learned from the stories and experiences lived by the people of Aberdeen since the start of 2020. The project is focussed on the value of individual perspectives, and what could be learned from this.

### Could you share your story?



If, yes, then please visit the following website for further information or scan the QR code.

<https://collector.sensemaker-suite.com/collector?projectID=549b3ffa-72df-4cd3-8a8e-d2d68a3e9ad9&TIC=Aberdeen>

## Common Rooms Update

As many of you will know, the common rooms in our Multi Storeys and Sheltered Housing Complexes reopened on 9 Aug 2021 after being closed for 18 months.

We must continue to work together to keep everyone safe and follow the Scottish Government guidance.

The Council will continue to clean all the Common Rooms, but to ensure your Common Room is safe to use you must:

- ▶ **Wear a face covering when moving around and only remove it when you are sitting down.**
- ▶ **Wash your hands regularly and cover your nose and mouth if coughing or sneezing.**
- ▶ **Open windows for ventilation where this is possible.**
- ▶ **Keep your distance from people not in your household group.**
- ▶ **If a tenant organises an event, they must get the names and telephone numbers of all the attendees.**
- ▶ **Wipe down areas before and after use with the antibacterial spray provided.**
- ▶ **All activities organised and delivered by professionals may be subject to additional guidance, however these professionals will be responsible for applying their relevant guidance.**
- ▶ **Before using the kitchen, wash and sanitise your hands.**
- ▶ **If using crockery and cutlery from the kitchen, please ensure these are washed after use or bring your own to the common room and wash them in your own property to reduce the risk of virus transmission.**
- ▶ **Ensure all surfaces in the kitchen are wiped down including taps and anything else you touch.**
- ▶ **Keep 1m distancing in the kitchen which may mean only one person is allowed in the kitchen at one time.**
- ▶ **Do not use the Common Room if you have any covid symptoms.**

We appreciate all your help and support to keep everyone safe when using your common room – and we hope you enjoy all the activities. Keep safe and well.

# 16 Days of Action

An international campaign which calls for the elimination of violence against women and children was supported by a number of events and awareness raising activities in November and December.

The 16 Days of Action campaign ran from November 25 (International Day against Violence against Women) through to December 10 (International Human Rights Day) with the aim of highlighting the connection between human rights and domestic violence.

The campaign was about increasing women's safety, highlighting the nature and prevalence of violence against women, raising awareness of violence against women as a human rights issue, showing solidarity among women around the world, promoting women's leadership, lobbying government, and strengthening local work to tackle violence against women.

Violence against women includes but is not limited to physical, sexual and psychological violence occurring in the family, general community or in institutions, sexual harassment and intimidation at work and in the public sphere, sexual exploitation, dowry-related violence, female genital mutilation, forced and child marriages, and honour crimes. These different forms of violence against women have their roots in gender inequality and are therefore understood as gender-based violence.

# 16 DAYS OF ACTION

If you or someone you know is experiencing domestic abuse, help and support is available nationally and locally:

## POLICE SCOTLAND

If you are in danger and it is an emergency, call **999**.  
For non-emergencies call **101**.

## NATIONAL DOMESTIC ABUSE HELPLINE

Free and confidential advice. Open to all. 24 hours a day.  
Telephone: **0800 027 1234**. Website: [sdafmh.org.uk](http://sdafmh.org.uk)

For more information on local support visit:

<https://www.aberdeencity.gov.uk/Aberdeen-Protects/reducing-violence-and-abuse>

## What is the City Voice?

The City Voice is an initiative by the Community Planning Aberdeen Partnership which includes Aberdeen City Council, Police Scotland, Fire and Rescue Scotland, NHS Grampian and Aberdeen Council of Voluntary Organisations. Each questionnaire focuses on different topics and themes.

You can see results of the previous City Voice questionnaires, newsletters and full reports on the Community Planning Aberdeen website:

<https://communityplanningaberdeen.org.uk/cityvoice/>

### GET INVOLVED

The Citizens Panel is always keen to recruit new members. We ask panel members to complete one or two questionnaires each year. You can find out more information about what's involved by visiting the Community Planning Aberdeen website as detailed above.

If you are interested in making your voice heard on a wide range of issues affecting your local community, please email the City Voice co-ordinator on [cityvoice@aberdeencity.gov.uk](mailto:cityvoice@aberdeencity.gov.uk)



## Scotland's Census Day Sunday 20 March 2022

Scotland's Census Day is taking place on Sunday 20 March 2022. Every household will receive a letter between 28 February - 2 March 2022. You must complete the census.

The information you give helps make decisions about how public money will be spent on schools, roads, health care and other important services in your community.

You can complete the survey online or request a paper copy. Keep up to date and stay in touch:

Website: [www.Scotlandscensus.gov.uk](http://www.Scotlandscensus.gov.uk)

Follow on Facebook & Twitter: [@Scotcensus2022](https://twitter.com/Scotcensus2022)

Sign up to a newsletter by emailing – [Scotlandscensus@nrscotland.gov.uk](mailto:Scotlandscensus@nrscotland.gov.uk)



# 2020/2021 Scottish Social Housing Charter Performance Report

## Facts and figures about your landlord

**Demand for our housing services are high and this was no different in 2020, a year like no other...**

When the city went in to lockdown the Council had to quickly change the way services were delivered in order to protect and support the most vulnerable in our communities.

Aberdeen City Council has

**22,104**  
properties



If you would like to learn more about Housing Performance, why not attend our Housing, Performance and Budget group meetings online. For more information please visit [www.aberdeencity.gov.uk/housingperformance](http://www.aberdeencity.gov.uk/housingperformance)

**1,648 housed,**  
of which **753** were  
**Homeless applicants and**  
**365 Supported housing**



**50,373**  
calls received to  
the Crisis Support Line



Housing staff contacted **6,550**  
tenants who were vulnerable,  
living alone or required  
assistance.

Communication with our tenants groups also transformed, with meetings being held online:

*"It has been great to meet on Teams. We were still able to see each other, have a catch up and continue to work with the Council. The Housing Service Review group even managed to complete their first virtual review!"*  
**Paul, tenant volunteer**



**93.17%**  
of rent due  
collected in  
the year



**0** court  
actions



**0**  
evictions

We fully rewired:



**308**  
properties

*Works were severely curtailed due to Covid measures*

We installed:



**1,135**  
hard wired smoke detectors



**25**  
heating systems



**458**  
crime check doors

We replaced:



**61**  
windows



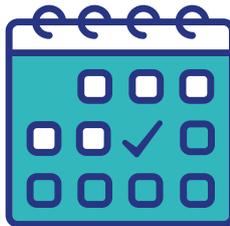
**70**  
kitchens



**70**  
bathrooms



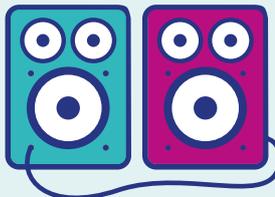
**2,592** emergency repairs carried out with an average of 4 hrs to complete



**14,359** non emergency repairs carried out with an average of 5 days 18 hrs to complete



**92%** repairs completed right first time



**99.6%** of anti-social behaviour cases resolved in the year



**Thank you** for your patience whilst we worked through changing circumstances.

# How to reuse or recycle large items

Lots of the things we throw away haven't always reached the end of their useful life. Something that you no longer want could still be useful to someone else.

If you have large items at home that you no longer need and are still in good condition, you can donate them to a local charity or have them collected. You can find a list of local organisations who can collect items using the reuse tool on the Zero Waste Scotland website [www.reusetool.zerowaste.scotland.org.uk](http://www.reusetool.zerowaste.scotland.org.uk)

Organisations listed on the Reuse Tool can collect items including:

- bikes;
- bed frames and mattresses;
- wardrobes and chests of drawers;
- bookcases;
- sofas and chairs;
- electricals such as washing machines, electric cookers, fridge freezers; and much more.

Alternatively you can take these items to your local household waste and recycling centre. You can find your nearest waste and recycling centre and a list of the items they accept online:

[www.aberdeency.gov.uk/recyclingcentres](http://www.aberdeency.gov.uk/recyclingcentres).

Ask the Council to collect your items.

As part of your tenancy agreement you are entitled to have four FREE large items collected each year.

You can choose to have four items picked up at once, or split them over four separate collections.



There are certain items that are not included in the free service but can still be collected at a charge. These items include:

- kitchen units
- American style fridge-freezers
- bathroom suite (toilet, bath, sink)
- carpets
- built in cupboards

Unfortunately, we cannot collect:

- asbestos
- builder's rubble and materials
- car engines
- central heating boiler
- glass and shards of glass
- chemicals
- liquids of any type, e.g. paints, varnishes, oils
- motorcycles
- tyres
- tree stumps
- gas cylinders

Some of these items are accepted at our Household Waste and Recycling Centres. Visit [www.aberdeency.gov.uk/recyclingcentres](http://www.aberdeency.gov.uk/recyclingcentres) for more information or call **03000 200 292** (option 4).

For more information or to book a collection please visit [www.aberdeency.gov.uk/bulky-uplift](http://www.aberdeency.gov.uk/bulky-uplift) or call **03000 200 292** (option 4).



## Energy Bills

### Support is available to you

Support is on hand for Aberdeen residents worried about the reports of rising gas



prices and energy firms collapsing thanks to local fuel poverty charity Scarf, who are working in partnership with Aberdeen City Council.

Scarf's team of specialist energy advisors provide free and impartial advice, information and support either by visiting you in your home or remotely by telephone / video call.

Advisors are available to help anyone affected by the energy crisis with practical help and support. Anyone worried about rising fuel bills or unsure if their supplier is at risk can get in touch and arrange a visit or call to help take the next steps. The Scarf home energy advice team offer support on understanding heating controls and energy bills, tariff switching, Warm Home Discount applications and grants checks for energy improvements to the property such as boiler replacement and insulation. This free service is open to owner occupiers, landlord, private tenants and council tenants. Current advice if your supplier goes out of business is to:

- ▶ Don't panic you will continue to receive gas or electricity even if the energy supplier goes bust.
- ▶ Ofgem will move your account to a new supplier. Your new supplier should then contact you to explain what is happening with your account.
- ▶ During this time: check your current balance and find copies of your most recent bills.
- ▶ Take a photo of your meter reading.
- ▶ If you pay by direct debit, there is no need to cancel it straight away. Wait until your new account is in place.
- ▶ If you are in credit, your money is protected and you'll be paid back.
- ▶ If you were in debt to the old supplier, you'll have to pay the money back to your new supplier and Scarf can assist you in negotiating an affordable repayment plan.

If you're unsure how to find your meter reading or locate bills or would like help with the process above, Scarf advisors can support you with a home visit or call.

Get in touch on **0808 129 0888** or email [Info@scarf.org.uk](mailto:Info@scarf.org.uk)

# Festive Fire Safety Tips

House fires and casualties increase during winter, with a high risk over the festive period. Aberdeen City Council and Scottish Fire & Rescue want to ensure you keep safe during the festive period and here are a few tips to help you.

## FESTIVE SAFETY TIPS

- ▶ Check your smoke and heat alarms are working.
- ▶ Never place Christmas cards or decorations around any type of heater.
- ▶ Check your Christmas light plugs are fitted with the correct fuse, do not overload extension leads and ensure all electrical devices are Intertek BEAB approved. – this means they have passed a safety standard.
- ▶ Always switch Christmas lights off and unplug them before you go to bed. Or when you go out.
- ▶ Never leave cooking unattended, especially when using hot oil. Be especially careful when taking certain medication, when tired or have consumed alcohol

- ▶ Take time to check on elderly relatives and neighbours this Christmas as they are at greater risk from fire, particularly if they suffer from ill health or disability
- ▶ Check fairy lights are in good working order and replace any bulbs that have blown.
- ▶ Bulbs can get very hot, do not let them touch materials that can scorch or burn easily, such as paper or fabrics
- ▶ Extinguish all candles before you go to bed. Never leave a burning candle unattended especially in a bedroom
- ▶ Keep candles, matches and cigarette lighters out of reach of children and never place lit candles where they can be knocked over by children

- ▶ Always put candles on a heat resistant surface/ holder. Be especially careful with night lights and tea lights, which can get hot enough to melt plastic or ignite combustible Christmas decorations.
- ▶ Position candles away from objects that may catch fire, like Christmas trees, greeting cards, ribbons, and other decorations.
- ▶ Never move lit candles.
- ▶ Always use a candle snuffer or a spoon to extinguish candles or tea lights.

To request a free Home Fire Safety Visit, call **0800 0731 999** Text **'FIRE'** to **80800** or visit [www.firescotland.gov.uk](http://www.firescotland.gov.uk) for further information.

## THE HERBERT PROTOCOL

Safe & Found



**The Herbert Protocol is a form which family members or carers complete for a person living with dementia who may be at risk of going missing – or who may be at risk of going missing for any other reason.**

The form is available to download from Police Scotland's Herbert Protocol webpage. The form is to be filled in by a family member, friend or carer – someone who knows the individual well. It requires personal details, medical history, significant locations and information about any previous incidents of going missing.

The protocol can be printed out and stored in a safe, easily accessible place in the person's home (including with records kept by a care home) or kept by a family member electronically.

If the individual goes missing, the form can be passed to the Police, and this then enables police officers to quickly obtain vital information about vulnerable people who have been reported missing. Knowing the form has been filled in can give real peace of mind to family members.

The Herbert Protocol has been used in some areas of Scotland since 2017 - it has been used in Aberdeen for some time, and the Health and Social Care Partnership promote its use across multiagency staff training around adult support and protection and keeping people safe. It is now being used in the same format in every policing division in Scotland.

The Protocol was launched nationally on 21st September 2021, which coincided with International Alzheimer's Day. The implementation has been developed through a partnership between Police Scotland, Health & Social Care Scotland, Alzheimer Scotland and the Scottish Government.

The Herbert Protocol can also be used together with Alzheimer Scotland's Purple Alert. This is a free app, which has been designed to help trace missing people with dementia. When a vulnerable person with dementia goes missing, app users are notified and can help with local searches. Find out more information on the Alzheimer Scotland website: [www.alzscot.org/](http://www.alzscot.org/)

**HIV - If someone is on effective treatment  
they can't pass it on**

**U = U**  
Undetectable      Untransmittable

- When treatment is taken as prescribed - usually just one or two tablets a day - it can reduce the level of the HIV Virus in the blood to such a low level that it is **Undetectable**.
- When the virus level reaches an **Undetectable** level for six months the virus is **Untransmittable** - it can't be passed on to others.
- This is known as **U = U, Undetectable = Untransmittable**.

For further information, contact:

@ info@ourpositivevoice.org    www.ourpositivevoice.org  
01224 968468

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

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

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

如欲索取此文件的凸字版、大字版、語音光碟，或其他語文翻譯本，請致電下列號碼。

Proszę się skontaktować z nami pod poniższym numerem telefonu jeśli ten dokument jest wymagany w alfabecie Brajla, w dużym druku, na płycie kompaktowej CD lub przetłumaczony na inny język.

Пожалуйста, свяжитесь с нами по номеру телефона, указанному ниже, если Вы хотите получить этот документ шрифтом Брайля, крупным шрифтом или на компактном аудио диске, а также если Вам нужен перевод этого документа на другой язык.



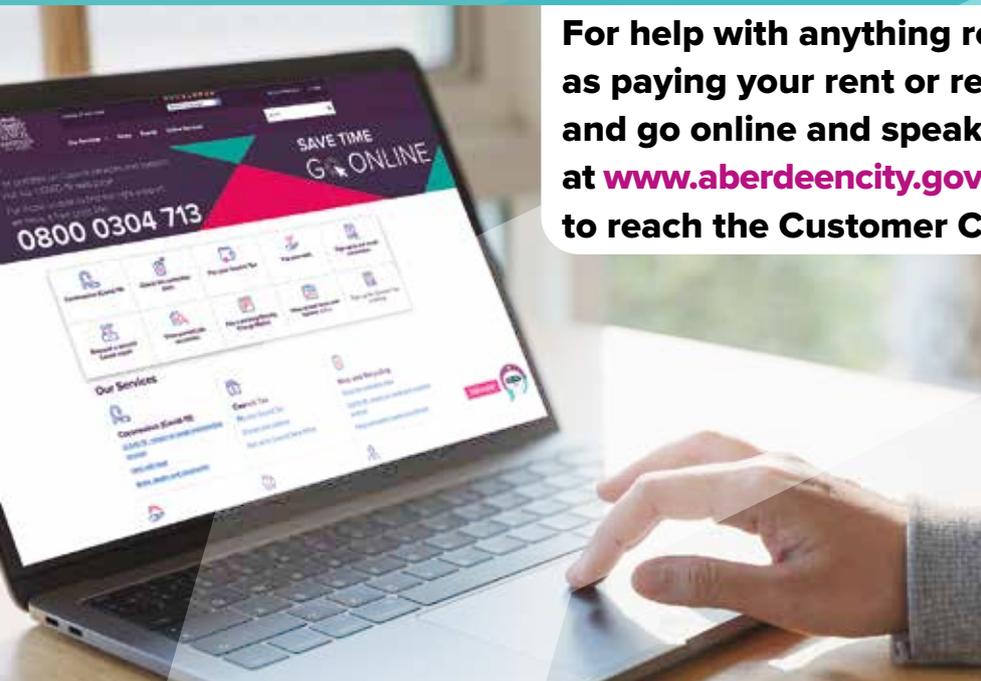
## Customer Contact Centre - 03000 200 292

Our non emergency phone lines are closed from **25 December to 4 January (inclusive)** with the exception of **housing repairs** which is open 9am – 5pm on 29/30/31 December and 3/4 January.

Full festive opening times can be found here:

[www.aberdeency.gov.uk/festiveservicechanges](http://www.aberdeency.gov.uk/festiveservicechanges)

## Chatbot ready to answer your questions



For help with anything regarding your tenancy such as paying your rent or reporting a repair save time and go online and speak to **AB-1** our friendly chat bot at [www.aberdeency.gov.uk](http://www.aberdeency.gov.uk) or phone **03000 200 2920** to reach the Customer Contact Centre.

