

multi matters

Tenant & Resident
Magazine

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Award winners from Tenant Participation Advisory Service (TPAS) 2022

Congratulations to **LEONORA MONTGOMERY** and
MICHAEL HANLEY

- ▶ **LEONORA** is the Chair of our Citywide Multi Storey Group who was the joint winner of the Alan Ferguson Champion Tenant/Resident of the year
- ▶ **MICHAEL**, one of our Housing & Support Officers, was runner up in the Tenant Participation Employee of the Year category.

Both these awards are given for outstanding and inspirational contribution to tenant participation and they both received a trophy at the recent TPAS Conference.

We also had two tenants, Fay Morrison and Vicky McKenzie, presented with their certificates in Tenant Participation & Community Development. They both completed a 12-week online course. Well done to you all.



Message from the Chairperson Leonora Montgomery

I do hope you all enjoyed the sunshine – it certainly makes a difference - all the summer activities are just so much better when the sun shines.

Once again, a massive thank you to everyone who contributed to this edition of Multi Matters.

It is great to see the article from the Citywide Multi Storey Group about our 'Streets in the Sky' and if everyone follows these guidelines, we would all be much happier in our homes.

I was also delighted to see that Mastrick Land started their own garden and I would encourage more buildings to think about doing this.

Our Facebook Network continues to grow and we are certainly helping to recycle many items – join both our and your own building's page to follow what is happening.

I must say I was 'gobsmacked' to receive the Tenant Participation Advisory Service (TPAS) Joint Winner of the Alan Ferguson Champion Tenant/Resident of the Year 2022 Award at the Annual TPAS Conference in Clydebank in June. Congratulations to all the other award winners!

I do hope you enjoy reading your copy of Multi Matters.

Leonora

Please think about your 'Street in the Sky'

The **Citywide Multi Storey Group** would like to remind you all that living in our 'Streets in the Sky' requires everyone working together to ensure the safety and the happiness for us all by following these simple guidelines:-

Please do not smoke, vape or use aerosol sprays in communal areas as this will set off the fire alarms

Don't throw rubbish out of your window - this could cause a serious injury or worse and avoid leaving rubbish in communal areas for someone else to pick up

Remember to put your rubbish in the bin room in the communal bin

Use the drying rooms for wet washing and don't store any items there

Put only small items in the bin chute - try not to block it as someone has to clear it

Please do not leave any items in the communal areas - this is a potential fire risk

Be a good neighbour and take your turn of cleaning outside your front door - if we all do it then it keeps our homes clean

Join your buildings Facebook page and connect with each other and keep up to date with the latest news - you can also sell or donate items you no longer need

Register for Housing Online if you can or ask your Housing & Support Officer to help you

Lock the common room after you use it and leave it as you found it

Stay safe and don't let anyone you don't know into your multi - this is your home

Keep the lifts clean and tidy

Turn down the music! Keep your neighbours in mind before playing music at full volume

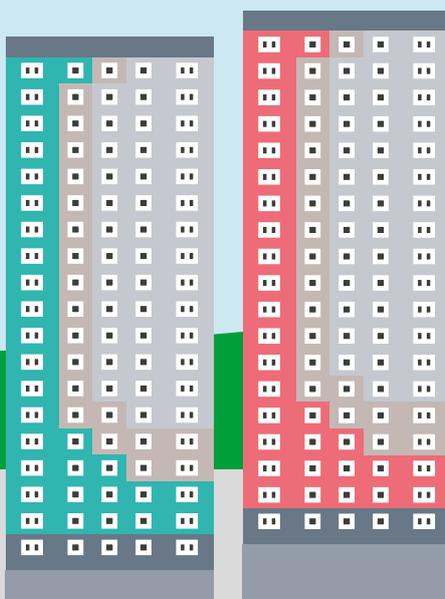
Dogs aren't allowed in these buildings - they are not suitable homes for them

Leave the laundry room as you would like to find it

Consider starting a tenant/resident group in your Multi and encourage others to take part

Take an active role in your multi and get involved in the Resident Led Inspections

You can also join the **Citywide Multi Storey Group** that meets on the last Wednesday of every month at 6pm on **Microsoft Teams**. We look forward to seeing you there!





Mastrick Land Resident Irene Anderson tells us about plans for a new garden area

I live in the multi-storey at Mastrick Land and a few months ago myself and a friend in the building went down to Denburn Court to meet with 2 lovely ladies to hear about and see the set up regarding the wonderful flower/veg/herb garden there.

I go online to the multi-storey group meetings the last Wednesday of every month – I only started going online to them in November last year - and I find them invaluable for getting information and finding out what's going on in the other buildings. It was there I found out about Denburn Court and that's what started the interest.

The idea initially came about when we started having tenant meetings in the common room with our new housing support officer for the area. One of the tenants had asked “could we possibly have a garden area out the back” and some of us thought “what a wonderful idea”. Of course, there were some negative comments but I'm very much a glass half full kind of person and so the journey has begun.

It's all baby steps but as you can see from the photos we have a big concrete area where so much can be done with putting in raised flower beds etc., but already we have a picnic bench and 3 planters.

Two of them as you can see in the photos already have flowers and then the other one is going to be filled with herbs given to us and so the journey begins. By spring next year we should have plans/ drawings in place and I will keep you updated at each multi-storey matters magazine with photographs and the progress. Perhaps it would give others in other multi -storeys some encouragement and ideas that they could perhaps have the same set up too.

As we all know during the Covid lockdown it had an effect on many people's mental health with so many people taking to going outdoors if they were lucky enough to have a garden so this can only be a positive thing for the tenants who want to get involved.

I would like to say thanks to Steven Shaw at Aberdeen City Council for his wonderful encouragement and enthusiasm and to Mike Taylor at Aberdeen City Council for the kind donations. Anymore donations from the Council will be gratefully received. As you can see the seeds have already been put to good use by a tenant and will soon be out in the empty planter.

Irene Anderson





Multi Storey False Fire Alarms

Thank you
to everyone

In 2017 there were 425 false call outs, and we are delighted to say this figure has consistently fallen to 123 in 2021. To date in 2022 there have been 58. The two main reasons for this figure are 21 call point alarms set off maliciously and 20 caused by smoking/vaping in communal areas.

We are asking you to please not smoke or vape in these areas. Please inform your Housing & Support Officer if you have any information about any malicious behaviour in your multi. Remember, we don't want the Scottish Fire and Rescue service at a false call out when they could be at a real fire.

However, we are really pleased to report this fantastic reduction and would like to thank everyone who has helped us achieve this. The Citywide Facebook page posts the monthly update of fire and anti-social behaviour figures which is discussed at the monthly meeting - why not have a look.

Your Drying Rooms

Aberdeen City Council has had reports from Scottish Fire & Rescue about combustible items being stored in these rooms when they are doing their inspections. This is a fire risk for all tenants and residents living in the building.

We appreciate that many people are using these rooms to dry washing and we want you to continue to do this. The cost of using a tumble drier as well as the effect of global warming, means using the drying room is the most cost effective and greener way to dry washing. Please do not store any items in these rooms. Let's work together to keep everyone safe.

If you have any concerns about your drying room, please contact your Housing & Support Officer.



Shower heads purchased online

Our plumbers are experiencing an increase in the number of broken showers being reported.

The plumbers are finding that tenants are changing the shower heads themselves and fitting online shower heads which are not compatible with the electric showers. These shower heads cause the release valve and the thermostat in the shower to malfunction which in turn breaks the shower.

Here, right, are examples of online shower heads that cause the issues.

Please do not fit these showerheads to any shower the Council has fitted. Only shower heads supplied and/or approved by the manufacturer should be fitted. Thank you for your help with this matter.



New group looks to bring a new 'FRESH'ness to Seaton



Seaton residents have welcomed a new community group to their area, Fresh Community Wellness. This group is being run by Seaton residents who are looking to improve their own wellness and helping in the neighbourhood by bringing the community together for a whole range of activities.

Fresh Community Wellness have started doing daily sessions which are open to everyone and consist of:

- ▶ Health walks and talks;
- ▶ Community gardening/litter picking;
- ▶ Weekly coffee and craft mornings;
- ▶ IT/Gaming sessions and;
- ▶ Outdoor football/basketball sessions.

With every session, the group usually works outside around Seaton or within the common room of Northsea Court. One of the first sessions was community litter picking with the help from one of their volunteers who was happy to supply the group with a litter picking kit that was received from Keep Scotland Beautiful. This then encouraged the group to sign up to Keep Scotland Beautiful 'It's Your Neighbourhood' campaign, which saw the group receive a level 2 certificate for improving the area last year. The group then started creating a community garden, the S.N.U.G. (Seaton Neighbourhoods United Garden), next to Bayview Court led by volunteer and secretary for the

group Elaine and husband Dave, also from Bayview Court. Coffee and crafts mornings are led by our volunteer Ewa, and weekly computing/gaming sessions run by our volunteer Liam. After holding a few open sessions and speaking with local residents in the area many wanted to see more improvements being made and ideas started to be generated from the community.

The group had a meeting with Steven Shaw from Aberdeen City Council regarding the state of the iconic Seaton Totem Pole. After a meeting and check of the totem pole, sadly it had to come down after nearly 18 years due to the disrepair and condition of the pole. Luckily, there is a plan for a new pole to replace the current one as the garden space is also being rejuvenated.

Residents of Seaton House had attended an open session with Fresh and asked if we could help them create a community garden to grow food and flowers in the former drying green outside their building. This is an ongoing project and they have also received a bench and decking that was previously on Union Street as part of the 'Spaces for People' scheme. We will be looking to get this in place for the residents in a couple of months.

Fresh Community Wellness were very fortunate to receive the benches and decking that were originally on Union Street in a way to put them to better use. Some of the decking and one of the benches is now in the S.N.U.G. community garden. Others can be found in the pocket gardens on School Road and the outdoor walled space at Seaton House. One of the pocket gardens on the corner of School Road and Seaton Avenue also has some wooden reels sunk into the ground and with tyre planters and flowers planted around the outside of the garden. The tyre planters had been painted by volunteers in blue and orange colours. This is the Aberdeen Gurudwara corner and was developed by the people of the Aberdeen Gurudwara beside Lord Hay's Court.

Fresh were also very fortunate to have 50 students from Robert Gordon's University and lecturer Dr. Quazi Zaman come up with plans to help regenerate Seaton and they also held a presentation at the Totem Pole on the 16th March. Ideas which came up included a new totem pole and garden with benches, Seaton Crescent underpass cleaned up and cladded, Aulton playground replacement, a new outdoor gym and pump track (to help with cycling proficiency), and a skatepark.

Fresh volunteers had spoken with residents of Lord Hay's Court about the work they have done in their own community garden and have offered their help with anything they need in the future. On the 26th April volunteers were happy to help trim back some plants and do some weeding for them and discuss what they would like to see improved in their own garden. So, if you are nearby and are wondering what the group is up to, please come and have a chat with us. We hope to see you soon at one of our sessions. You can find out more about Fresh Community Wellness on their Facebook page. @freshcommunitywellness.

Or visit their website: www.freshcom.org.uk



Updated Guidance Document on Planning Consents for the Aberdeen Multis

MEET CLEANING TEAM LEADER Calum Benzies:



Hello, I am the cleaning Team Leader for Multi Storeys in the city.

I started this role in November 2021. Your Housing & Support Officer or Property Factor can feedback to myself. It is really important to get your comments – both how we can improve and what we are doing well. Please feel free to speak to me when you see me in your building. My team and I want to provide you with a great service, and we need to work together to ensure this happens. Look forward to speaking to you.

Introducing a NEW Community Caretaker

Aberdeen City Council have been working alongside residents to consider ways to improve our Multi Storey Blocks. We have decided to pilot the role of Community Caretaker across two of our buildings.

This pilot is scheduled to run for a year and will allow us to gather evidence around the positive impact that having a Community Caretaker can bring. The Community Caretaker will be a visible and familiar face, striving to ensure our residents live in well maintained, safe, clean and attractive communities. They will be customer focused and understand the importance of working in partnership to provide an excellent service to our residents. The pilot is due to start in September 2022 and will be monitored through resident feedback/surveys, visual inspections of the blocks and the number of reported incidents in relation to anti-social behaviour, which we would hope to see decline.



Help with rising energy costs

Millions of households are facing increased gas and electricity bills because of the energy price crisis. Many people are concerned about their finances and how they will keep warm and afford their energy bills. This fact sheet provides information on the support that is available and offers advice on how you can try to make your living costs more manageable.

Use this fact sheet to:

- ▶ learn what support is available if you are struggling with your energy bills;
- ▶ understand what a deficit budget is; and
- ▶ find out what you can do if you can't afford to cover essential costs

www.nationaldebtline.org/fact-sheet-library/gas-and-electricity-arrears-s/?s=09

You can also view what support is available via www.aberdeencity.gov.uk/services/help-cost-living

A Guide to Planning Consents for the Aberdeen Inner-City Multis

May 2022

Aberdeen City Council has published a revised guide on **Planning Consents for the Aberdeen Inner-City Multis** which have been listed as Category A by Historic Environment Scotland. Originally eight of the Aberdeen Inner-City Multi-storeys were included in Scotland's Listed Building Register. However, the Council challenged the decision – and a Planning and Environmental Appeals Decision (DEPA) Reporter agreed that three of these buildings should be removed by HES.

Following changes to the listing description by HES, the five listed multi-storey buildings in Aberdeen include:

- ▶ 1-75 Gilcomstoun Land;
- ▶ Gallowgate (1-72 Porthill Court, 1-126 Seamount Court, Shop Units At 152-158 (Even Numbers) Gallowgate, Including Multi-Storey Car Park to West North Street); and
- ▶ Castlehill (1-48 Virginia Court, 1-108 Marischal Court)

The changes to the Listing Description confirm that the interior of the individual units within these buildings will no longer be listed.

Aberdeen City Council has prepared a revised document that provides answers to some expected common questions that homeowners and other stakeholders may have regarding the need for listed building consent and/or planning permission for works to these five multi-storey buildings.

This document has an easy-to-use format and is available on:

When planning permission is required | Aberdeen City Council



The Queen's Platinum Jubilee Party

A great street party was held at the front of Denburn Court on the 4th June 2022 to celebrate The Queen's Platinum Jubilee.



The children were in fancy dress and all received a £2 coin along with a chocolate medal for their efforts. Music was played throughout the afternoon with the option of karaoke available too. Food and refreshments were plentiful, as we received a £250 grant from the council as our party fund.

Officially the celebration was from 1-5pm however, as things got to be so so enjoyable it was extended until 8pm.

Our Christmas party was cancelled last minute due to Covid therefore, we promised our neighbours we would have a big party in the summer instead. It turned out to be a roaring success!

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The Reuse Shop at Hazlehead HWRC



THE REUSE SHOP IS NOW OPEN AT THE ABERDEEN CITY COUNCIL'S HOUSEHOLD WASTE AND RECYCLING CENTRE (HWRC) AT HAZLEHEAD, SELLING PRE-LOVED HOUSEHOLD ITEMS AND FURNITURE DONATED BY RESIDENTS OF ABERDEEN.

The shop is open from **10am to 4pm, Thursday to Monday**, for shopping and is currently accepting children's toys; books; fixtures and fittings; furniture with fire labels; garden/DIY equipment; kitchenware; sports gear; electricals and bric-a-brac. For both buying and donating, the shop is open to residents of Aberdeen only, so you will need to bring proof of address, either in paper or electronic form. Access is available by car, bike or for walk-ups and the HWRC is located on **Hazlehead Avenue, beside Hazlehead Park, at AB15 8BJ**. You can drop-off items at the Hazlehead HWRC at any time while the centre is open. For details of opening times please visit www.aberdeencity.gov.uk/link/hwrc. The shop is operated by SUEZ and was set up with the support of funding from the Scottish Government's Recycling Improvement Fund which aims to improve recycling infrastructure across Scotland. As well as selling, pre-loved items, much of the shop's interior and its exterior 'living wall' have been made with re-used items, such as reclaimed shelves and pallets. If successful, it is hoped additional shops may be opened at other sites in the city to build a network of re-use opportunities across Aberdeen. For more information on The Reuse Shop visit www.aberdeencity.gov.uk/reuse-shop