



YOUR TENANTS NEWSLETTER

FOR TENANTS BY TENANTS

Along with this Newsletter you will find Aberdeenshire Council's Annual Report to Tenants included as an eight page insert between pages 8 and 9. We trialed this last year as we felt it made more sense to include their Annual Report with the Tenants Newsletter rather than for the Council to mail it out separately.

Come along and discuss the Council's performance as a landlord at your annual Get Together

AUTUMN TENANT EVENT

WOODHILL HOUSE, ABERDEEN

SATURDAY 12th NOVEMBER

9:30am - 2pm

At this year's Get Together we will be making public our first ever **Tenant Scrutiny Report**. Over the last year we have been looking at the Options & Homelessness Service (the part of the Housing Service that deals with housing applications and allocations) and the report on our findings and recommendations is now complete.

There will be a presentation and display on **Waste Collection**; the announcement and prize presentation to the **Garden Photo Competition winners**; and the ever popular **Open Forum** to give you the chance to raise Housing issues with senior management.

There are some minor amendments being proposed to the TPPT Constitution and Standing Orders that require to be approved at the Tenant Event. Details will be available on the day but if anyone wants to read the proposals in advance, please contact us for a copy.

Please complete and return the reply slip on page 13 in order to book your place at the Get Together or you can email: sandy.allan@aberdeenshire.gov.uk

TPPT

Your Tenant Participation Promotion Team

Our contact details:

Ruth Fraser

49 Forglan Crescent
Turriff, AB53 4NW
T: 07974 481 560

Gary Cooper

15 Park Drive
Portsoy, AB45 2PR
T: 07712 396005

Hilary Rennie

13 Westfield Avenue
Inverurie, AB51 4RD
T: 07708 452 197

Susan Sim

7A Catto Crescent
Peterhead, AB42 1RN
T: 01779 478871

Carol Tytler

13 Golden Acre
Johnshaven, DD10 0EX
T: 01561 360544

Kirsty Ngala

3 Murray Place
Bridge of Marnoch, AB54 7UN
T: 01466 781838

Philip Mills-Bishop

5d Burns Terrace
Stonehaven, AB39 2NA
T: 07906 114158
T: 01569 766562

We now have individual EMAIL addresses. To send any of us an email, just use our first name @aberdeenshirecounciltenants.org.uk

Our own TPPT Tenant Website

Our very own tenant website can be accessed at:

<http://www.aberdeenshirecounciltenants.org.uk>

and we also have a Facebook page at:

<https://www.facebook.com/AberdeenshireTenants>

NEW LOCAL TENANT VOICES

Along with the Council's tenant participation staff, we have been looking at locations across Aberdeenshire where there are gaps in having any form of tenant representation. One approach has been to look at appointing Local Tenant Voices (LTVs for short) to help liaise between local tenants and the Housing Service. LTVs are appointed in consultation with local residents to provide an information service to fellow tenants and feedback any areas of concern to Housing. Two new Voices are in Monymusk and the Catto Park area of Peterhead. The vacant Portsoy LTV position has also now been filled.

LTV Catto Park, Peterhead : Willie Stone

"I am 53 and I drive a minibus for children with special needs at a local school. I come from Glasgow originally and moved to Mintlaw (screaming and kicking) at the age of 13 and went to Peterhead Academy. I was a member of the TA in Peterhead and an adult instructor with the Army Cadets. I worked at RAF Buchan for 6 years before it closed. I have been on the homeless road before getting my current home, so I also know the feelings of insecurity with being homeless. I can and will stand up for the tenants within the area that I stay in and will be someone who will be approachable and will listen to their concerns. I will be your voice."

LTV Monymusk: Ally Buchan

"Hello everybody, I am Ally. I have been a tenant in Monymusk for 25 years. I am a part time taxi driver with Alpha Taxi's. I was employed for many years with Aberdeenshire Council as a mobile Librarian covering part of Aberdeenshire. In my spare time I really enjoy swimming, reading, fishing and motorcycling."

LTV Portsoy: Gary Cooper

Gary will be known to many of you from his time as Chair of the Foggie Loan Association of Tenants (FLAT) in Aberchirder. He now lives in Portsoy and accepted the LTV role that has been vacant for several years. He remains one of the stalwart members of TPPT.

Contact details for all the Local Tenant Voices and Local Tenant Groups are on page 12.

CREATE HOMES ABERDEENSHIRE



Create Homes Aberdeenshire is a joint venture (supported by the Scottish Government) between Aberdeenshire Council and the Scottish Futures Trust. The aim is to provide high quality affordable accommodation at a reasonable cost (ie Mid Market Rent - higher than Council housing but lower than a private rent). Rents will usually be 100% of the Local Housing Allowance rate for the Aberdeen Housing Market Area (ie Westhill, Stonehaven, Ellon and Inverurie).

A typical rent is;

- £531 for a 1 bedroom flat
- £625 for a 2 bedroom flat
- £771 for a 3 bedroom house

A one month's deposit is also required at sign up.



It is designed to help people on low to modest incomes access high quality affordable rented accommodation. Create Homes Aberdeenshire will help people who are working but may not have a priority for social housing and are unable to afford to purchase or rent a property in the private market. Applicants **do not** need to be on the Council's waiting list.

All the properties will have floor coverings and blinds fitted throughout. In addition, white goods including a washing machine, fridge freezer and cooker/hob will also be provided at no extra charge. All factoring fees are covered by Create Homes Aberdeenshire.

Pets and smoking are not allowed in any of the properties. The tenancy agreement is a Short Assured Tenancy which will run for an initial term of 6 months and will continue on a month to month basis thereafter for a minimum period of 5 years.

Create Homes Aberdeenshire currently have properties in Ellon and Westhill, with some in Stonehaven becoming available soon.

Informal enquiries: Telephone 01467 628429

Email: Enquiries@createhomesaberdeenshire.com

Website: www.createhomesaberdeenshire.com

DO YOU KNOW THERE IS A HOUSING SUPPORT OUTREACH SERVICE IN ABERDEENSHIRE?

The service is a low level housing support service that can help clients resolve a crisis and improve their skills and confidence to take control of their lives and make their own decisions about their future. Things they can help clients with are:-

- Advice and assistance with managing budgets/applying for benefits
- Settling into a new home, for example sorting out utilities, etc
- Signposting to other services
- Assist with reporting repairs, sorting out rent and other tenancy issues
- Help to arrange appointments
- Assistance with forms and letters
- Support with accessing leisure, skills and employment
- Help to develop and maintain independent living skills.

Referrals can be made to the service by emailing gail.predell@aberdeenshire.gov.uk who can distribute to the Housing Officer (Support) staff in the area where the client lives.

The service had a recent inspection from the Care Inspectorate and were awarded a Grade 5 for both the quality of Care and Support and the Quality of Management and Leadership.

Some of the comments made by clients when contacted by the Care Inspectorate were as follows:-

“they are amazing and I don’t know where I would be without them”

“I found staff to be very nice, helpful and non judgemental”

“I really don’t know what I would have done without them”

“I found staff very approachable, they have been a fantastic help”

“Made me feel safe and supportive so good to get the clear calm non biased information”

LOCAL TENANT GROUP UPDATE

CATRA (Crimond): The 10K and 5K Fun Runs on Sunday 2nd October were well attended and a huge success. Well done everyone!

The **AGM** will be on Tuesday 29th November at Crimond Primary School.



HARA (Hatton): The HARA Committee are currently looking at ways to celebrate HARA's 20th birthday. Ideas for suitable celebration activities welcome. There will be a Day of Reflection in the Spring, with a display of pictures of Hatton - Then and Now, but it is intended that the pictures and memories will cover a much wider timeframe than just the last 20 years.

Basic training in operating of the public access defibrillator now installed in the village is being arranged for November/December.

The latest HARA Newsletter has just been distributed to every household in the village. It is available online if you would like to look at a copy:

www.haraonline.org.uk/1610_haranewsletter.pdf

STAFFING UPDATE : HEAD OF HOUSING

Following Douglas Edwardson's sudden death last December, Brian Watson was appointed Acting Head of Housing until a new permanent appointment could be made. Following a recruitment process over the summer and interviews at the start of October, we have been advised that Rob Simpson, currently working with Aberdeen City, has been appointed to the Head of Housing post and a start date of Monday 21st November has been agreed.

We look forward to meeting Rob and discussing with him how to progress further tenant involvement in monitoring and developing the housing service being provided to tenants of Aberdeenshire Council.

Houseability is a housing information, advice and advocacy service operating in Aberdeenshire. They specialise in helping people with disabilities or health problems who have housing related needs or issues.



HOUSEABILITY
Disabled Persons Housing Service Aberdeenshire

As part of the service they provide a unique home visiting service and tailored support for individual needs. Advice and support is available on the following:

- Applying for socially rented accommodation (Council or Housing Association)
- Private renting
- Purchasing property on the open market, through shared ownership, shared equity or low cost home ownership
- Adaptations to properties
- Occupational Therapy support
- Housing Law
- Housing Benefit and Rent Arrears
- Neighbour issues

They work closely with other agencies such as the Housing Service (including Occupational Therapy), Social Work, Care & Repair, Shelter, Housing Options Scotland, and the various Housing Associations operating within Aberdeenshire, to ensure the advice given is relevant and up to date.

The service is completely FREE, CONFIDENTIAL AND IMPARTIAL and you can contact Houseability by telephoning **01779 490908** or by emailing info@houseability.org.uk

They also have a website, should you wish to find out more about the service www.houseability.org.uk

HOUSEABILITY

Helping people with disabilities with housing issues in Aberdeenshire

1 Carters Close
Peterhead
AB42 1UU



PRODUCT SAFETY ALERT

13A Electrical Socket Inserts (Socket covers or protectors)

Health and Safety advice is that “socket protector” covers should not be used. Socket covers are not constructed to any electrical or other safety standard. The pins on the socket covers may be larger than the socket tubes which can cause damage to the socket and defeat the safety design.



The standard electrical sockets in the UK are so designed that it is not possible for a baby or small child to put their fingers into a 13 Amp socket. Until the earth pin of a plug (or of a socket cover!) is inserted, the live parts of the socket are shuttered and protected.

In certain circumstances the insertion of socket covers, or their breakage whilst in use, can allow foreign objects to be inserted directly onto live parts within the socket, thus presenting a high risk of electric shock. So Health & Safety advice is that these “safety covers” should not be used and be disposed of if you already have any.



Scottish Housing
Regulator

Complaints and Significant Performance Failures

The SHR booklet on “Significant Performance Failures” provides information to help tenants and tenant groups understand how they can raise concerns about the services their landlord is providing and should be available in your local Housing Office. Further information is available on the SHR website:

<http://www.scottishhousingregulator.gov.uk/>

Scottish Housing Regulator, Buchanan House,
58 Port Dundas Road, Glasgow G4 0HF
Tel: 0141 242 5642

or contact ourselves on TPPT or your local Housing Office.

Aberdeenshire

COUNCIL



Scottish Social Housing Charter



Annual Report to Tenants - 2016 -

TPPT



Approved

Councillor Anne Allan

Chair of Social Work and Housing Committee

“I am pleased to present to you Aberdeenshire Council’s third annual report to tenants, highlighting our performance across a range of measures. This is a requirement of the Scottish Social Housing Charter, and in this third year you will be able to look at our performance and compare it with the past two years, as well as with the average across all of Scotland’s councils .

This has been a difficult year for the Housing Service, with the sudden death last December of Douglas Edwardson, our Head of Service. Brian Watson (Tenancy Services Manager), took on the role in an acting capacity until a new Head of Service could be appointed, and I would thank him for stepping in so ably.



The devastating floods, following the heavy rainfall at the end of 2015, has also impacted on our service, with some projects having to be delayed until things got back to normal. Many tenants were forced out of their homes by floodwaters and the ensuing work to get things back to normal has impacted on our day to day services.

Our tenants are at the core of our housing service delivery and many are actively involved through tenants groups and forums, attending tenant events, becoming a local tenant voice, or a member of one of our service delivery working groups. The council is committed to involving tenants in as many ways as possible to ensure continuous improvement within the Housing Service and there are many opportunities for you to get involved if you wish to. Our Tenant Participation Promotion Team (TPPT) have been involved in producing this annual report and they have also added their comments to the information presented here to you.

I would encourage you all to read this report and encourage you to comment on the performance of the Housing Service over the past year.”

Homes and Rents

At 31 March 2016 the Council owned 12,874 properties.

The Council increased its weekly rent on average by 3.8%, Scottish Councils increased their rents by an average of 2.84%.

Average Weekly Rents

Size of home	Number	Aberdeenshire Council	Scottish Council Average	Difference
Bedsit	33	£65.17	£65.94	-1.2%
One bedroom	5,051	£68.50	£70.39	-2.7%
Two bedroom	5,178	£68.42	£71.55	-4.4%
Three bedroom	2,469	£79.25	£77.60	+2.1%
Four bedroom	143	£89.46	£85.98	+4%

Tenant Participation Promotion Team (TPPT) comment:

TPPT appreciates the need to increase rents to facilitate improvements to the housing stock and build much needed new homes. However, in this difficult economic climate rents need to be reasonable and affordable, particularly for those tenants on a fixed income. TPPT will act on behalf of all tenants and liaise closely with the Council to ensure that rent levels remain affordable and rent percentage increases are comparable with the Scottish Average. Compared to rents in the private rented sector, Council house rents remain very competitive.

Further information about our Annual Return on the Charter (ARC) submission to the Scottish Housing Regulator (SHR), and the performance of other landlords, is available on the SHR website:

www.scottishhousingregulator.gov.uk

Tenant Satisfaction

No satisfaction survey was carried out in the last financial year so the following figures relate to the most recent tenant satisfaction survey carried out in February 2014:



TPPT Comments:

We are keen that up to date information about tenants' satisfaction with the Housing service is made available and welcomes new data to measure current tenant satisfaction. While overall tenant satisfaction is high TPPT will continue to work with the Council to improve tenant satisfaction.

Quality and Maintenance of Homes

The Council reported the following figures with regard to the maintenance and repair of properties last year:

	Council 2015/16	Council 2014/15	Council 2013/14	Scottish Council Average
Emergency repairs	8.1 hours	7.9 hours	8.4 hours	6.3 hours
Non-emergency repairs	12.8 days	12.0 days	14.2 days	9.5 days

The Council does not currently operate a repairs appointment system.

On average across Aberdeenshire, performance is slightly down on last year. The main factor that has contributed to this is an increased workload, with the in-house repairs team taking on more work including kitchen and bathroom upgrades that were planned to be completed by external contractors under the capital works programme. The withdrawal of an external term contractor from one of our contractor areas with poor performance over the handover period; again, this contract area has now been taken in-house and performance has significantly improved.

Another factor was the effect of flooding, with some areas of Aberdeenshire very badly affected. Routine works were put on hold in these areas, as all resources had to be directed to the emergency response, and to deal with the follow up works.

The Council is introducing a new Repairs & Planned maintenance System, due to be implemented in 2017, which will provide a repairs appointment system. The repairs service will be interactive and mobile, allowing improved response to emergency works as well as scheduling of non-emergency repairs. The Council's specialist contractors (e.g. gas servicing and repairs) will be under contract to adhere to the same targets as our in-house repairs teams, giving a fully integrated repairs service which will improve the performance figures.

TPPT Comments:

TPPT are hopeful that the new methods of delivering repairs introduced by the Housing Service will continue to see improvements and a high quality of work. The introduction of a repairs appointment system is eagerly awaited by tenants.

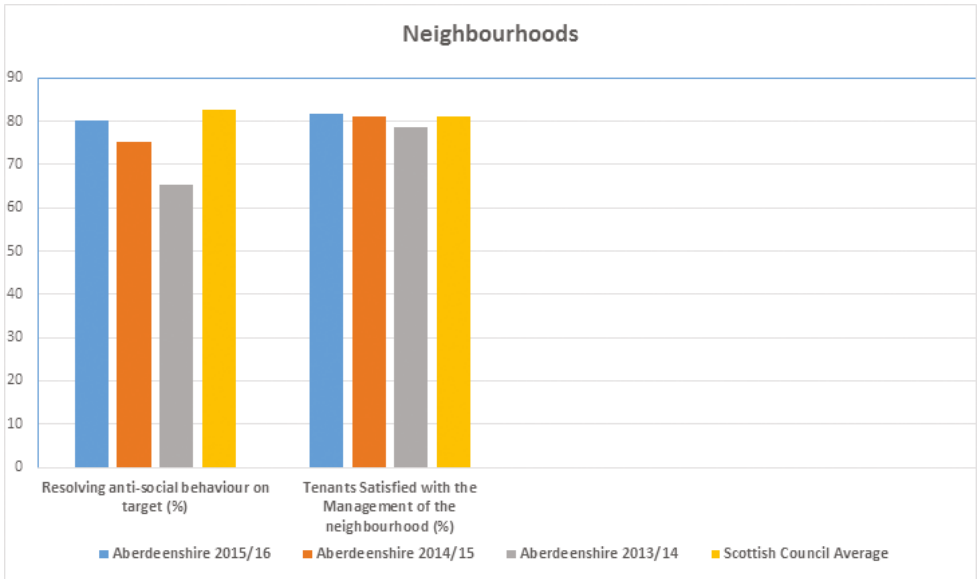
Neighbourhoods

For every 100 Council properties 5.4 cases of anti-social behaviour were reported in the last year compared to 5.3 in 2014/15.

The Scottish Council average number of anti-social behaviour cases for every 100 properties is 8.8 cases.



Other figures relating to the neighbourhood and its management were:



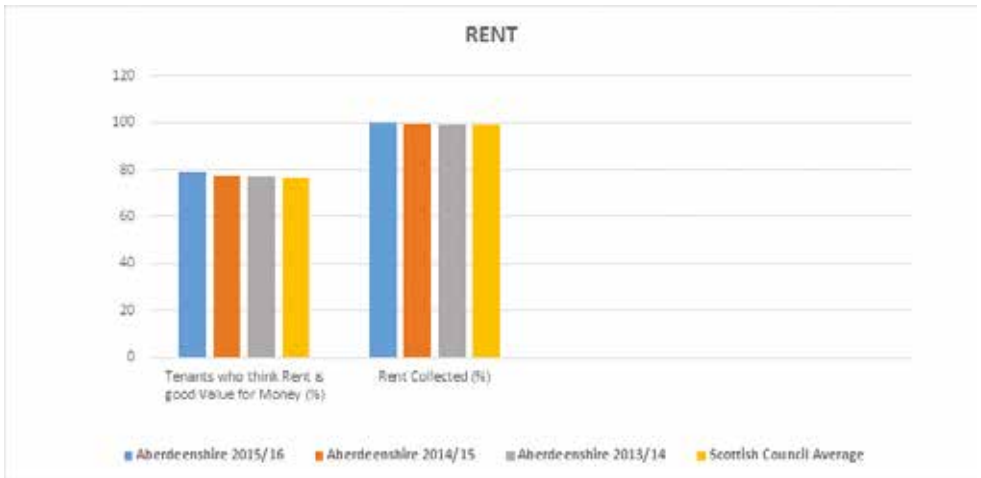
TPPT Comments:

The increase in resolving more anti-social behaviour complaints over the last 3 years sooner is good news and TPPT appreciates the difficulty staff can have in dealing with complex cases. TPPT supports efforts by staff to ensure that tenants live in peaceful, well looked after areas.

Value for Money

The Council reported the following figures for rent collection, arrears, rent loss and tenants’ satisfaction that rent provides value for money:

	Council 2015/16	Council 2014/15	Council 2013/14	Scottish Council Average
Rent Arrears	4.58%	4.24%	4.47%	6.4%
Rent Loss due to empty homes	0.8%	0.6%	0.9%	0.99%
Time to re-let homes	35.8 days	37.4 days	33.9 days	39.7 days



TPPT Comments:

TPPT believes that Council housing represents value for money. TPPT will continue to liaise with Housing staff to ensure continued improvements resulting in raised tenant appreciation that they are receiving value for money.

Summary

Brian Watson - Acting Head of Service (Housing)

Rent — A detailed independent consultation exercise was carried out with all tenants in September/October 2015 and 16.5% of tenants responded, which is average for this type of survey.

The outcome of this exercise was considered, along with the requirements to deliver the Business Plan, at a full Council meeting in February 2016, where it was agreed to increase rents by a fixed 3.75% per year for the three year period from 2016/17 to 2018/19.

This level of increase allows the Business Plan to be delivered including the work required to progress towards ensuring the Council meet the Scottish Government’s Energy Efficiency Standard for Social Housing, thereby helping reduce fuel poverty and the number of hard-to-heat houses. It also has the potential to provide scope for further capital investment over the next 5 years, equating to around 53 new build Council houses, over and above the 250 new houses already included within the Business Plan. It will ensure the overall Business Plan remains affordable and sustainable in the long term.

Repairs Appointments – Good progress continues on implementing our new ICT Repairs system, and we will advise tenants prior to the new system becoming available. Implementation is planned for early 2017.

Repairs “right first time” – The Council’s ‘Technical Hub’ is now operational. When the new ICT system is implemented, the ‘Hub’ will ensure that the appropriate staff, with the correct materials, are sent direct to jobs. This will mean that more jobs are completed right first time, on time, minimising disruption for Tenants.

Anti-social Behaviour – The Council will continue to work with TPPT, Police and other partners to maintain the safe environment that most tenants enjoy. Moreover, new legislation will enable the Council to take more effective action against those tenants causing real harm.

Tenant Scrutiny – The Housing Service has committed resources to enable tenants to effectively scrutinise the service being provided, in line with the expectations of the Scottish Housing Regulator (SHR). Over the past year the Tenant Led Continuous Improvement Scrutiny Group have focussed their attention on our Options & Homelessness Service, looking at the processes around applying for and being allocated council housing. Their report is due to be launched at this year’s Tenant Event in November. The Scrutiny Group will be discussing with the TPPT members what aspects of the Service they will examine in more depth for their next Tenant Scrutiny investigation, bearing in mind the performance outlined in this Annual Report and the wider Charter Indicators reported to the SHR.

Improvements to Housing - The Housing Service is committed to improving the condition of our Council Housing. To achieve our ambition we are investing around £50 million a year in upgrades to make sure that we offer high quality, energy efficient, healthy, safe and secure homes. We are currently planning a programme of improvements works to be carried out between April 2017 and December 2020 in order to meet the Energy Efficiency Standard for Social Housing (ESSH).

Want to know more?

If you want to find out more about the Council’s performance, please complete and return the attached response slip.



Your Feedback: Want to know more?

If you want to find out more about the Council's performance, please complete and return this feedback form. We would very much welcome your views on both the style and content of this Annual Report to Tenants so that we can improve it for next time.

1 Do you find this report informative?

YES / NO

If NO, what would you like to see reported to tenants in the future?

2 Please feel free to comment on the Council's performance on:

Rent Levels

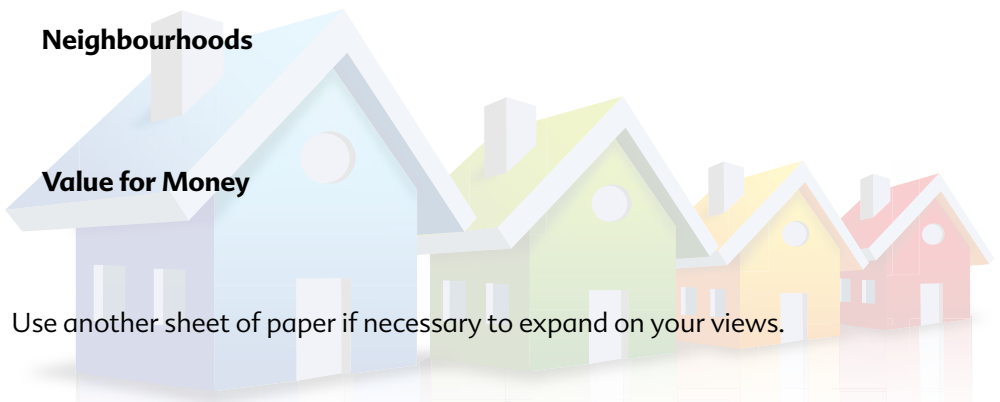
Tenant Satisfaction

Quality and Maintenance of Properties

Neighbourhoods

Value for Money

Use another sheet of paper if necessary to expand on your views.



3 Any other comments you would like to make?

4 Would you be interested in working with other tenants to help make suggestions for improving the Housing Service?

YES / NO

If **YES**, please provide your contact details below.

Please return to:

**Sandy Allan, Tenant Participation Development Officer, Gordon House,
Blackhall Road, Inverurie AB51 3WA**

or you can use the Freepost address (No stamp required):

**TPPT
FREEPOST SCO7701
INVERURIE
AB51 3ZL**

Name(s):

Address:

Postcode:

Telephone:

Email:



STAFF CONTACTS

Sandy Allan: Tenant Participation Development Officer
 Gordon House, Blackhall Road, Inverurie AB51 3WA
 Tel: 01467 628253 / Mobile: 0782 708 2268
 Email: sandy.allan@aberdeenshire.gov.uk



Claire Hancox: Tenant Participation Officer (South)
 Gordon House, Blackhall Road, Inverurie AB51 3WA
 Tel: 01467 628142 / Mobile: 07920 782341
 Email: claire.hancox@aberdeenshire.gov.uk

Jill Matthews: Tenant Participation Officer (North)
 Buchan House, St Peters Street, Peterhead AB42 1QF
 Tel: 01779 483288 / Mobile: 0777 401 6730
 Email: jill.matthews@aberdeenshire.gov.uk

NEW TELEPHONE NUMBERS

The Council has simplified the list of contact numbers and has moved to using 0345 prefixed numbers. These can usually be part of a mobile package, so will not incur a premium rate charge if called from a mobile phone.



Benefits	0345 608 12 00
Council Tax	0345 608 12 01
Housing	0345 608 12 03
Road Defect / Street Light Fault Reporting.	0345 608 12 05
Social Care.	0345 608 12 06
Waste & Environmental Health	0345 608 12 07
General Enquiries	0345 608 12 08

OUT OF HOURS EMERGENCIES:

Housing Repairs.	0345 608 12 03
Homelessness & Social Work.	0345 608 12 06

REPORTING AN INCIDENT OF PREJUDICE AND DISCRIMINATION

Are you aware that Aberdeenshire Council has a new Prejudice and Discrimination Reporting process in place? It allows people to report any incidents of prejudice and discrimination.



A prejudice and discrimination incident is any discriminatory and/or prejudiced act against someone and the reason for it is, if that person has one or more of the nine Protected Characteristics in the Equality Act 2010.

Types of behaviour Prejudice and Discrimination Reporting can be used to report are, for example:-

- offensive language;
- threatening behaviour;
- physical violence;
- abusive text messages, emails or comments on social media;
- spreading rumours;
- being ignored or excluded;
- and having belongings stolen or damaged

based on having one or more of the protected characteristics.

It is very important that incidents are reported in order for the Council to take the appropriate action to prevent such unacceptable behaviour from happening again. You can complete a form yourself to report an incident. Alternatively, you can report an incident to a member of staff at Aberdeenshire Council, who will help you to complete the form. All information is strictly confidential. You can also decide if you would like any details of the incident referred to other agencies.

However, if the incident is such that you think you or anyone else may be in danger, then it should be reported directly to the Police. Call 101 for non-emergencies or 999 for emergencies.

The **Prejudice and Discrimination Reporting (PDR) Form**, is available on the Aberdeenshire Council website, along with guidance on completing and submitting the form. A printed copy can be requested by telephoning; 01224 664658.

Completed forms can be emailed to:
equalities@aberdeenshire.gov.uk

or posted to:

The Equalities Team
Policy, Performance & Improvement Team
Customer Communication & Improvement Service
Aberdeenshire Council
Woodhill House
Westburn Road
Aberdeen AB16 5GB

There is no place for discrimination and harassment in Aberdeenshire.

TENANT ROADSHOWS

Over the summer we visited nine different towns and villages, across Aberdeenshire, meeting with local tenants to discuss local housing issues and distribute information on getting more involved locally in making tenant views known to the Housing Service.

Locations varied from Housing Offices to village halls and supermarkets and it is certainly something we will be repeating next year, perhaps in a slightly different way once we fully assess this summer's success.

We cannot report on these Roadshows without acknowledging the help of Mary Regan, Mitchell Court, for the Roadshow we did in Sandhaven at end of September. Mary leafleted every one of the 160 + council houses in the village and secured the best turnout of any of the Roadshows we have done to date.

LOCAL TENANT VOICES

Brandsbutt, Inverurie	Willie McArthur	Tel: 07733 288055
Catto Park, Peterhead	Willie Stone	Tel: 07807 196763
Ellon	Wilma Dalton	Tel: 01358 729277
Johnshaven	Carol Tytler	Tel: 01561 360544
Kemnay	Karen Gilbride	Tel: 07599 193228
Laurencekirk	Deborah Moggach	Tel: 01561 376139
Monymusk	Ally Buchan	Tel: 01467 651407
Portsoy	Gary Cooper	Tel: 07712 396005
Turriff	Ruth Fraser	Tel: 07974 481560
Scalloway Park, Fraserburgh	Peter Banks	Tel: 01346 378576

LOCAL ASSOCIATION CONTACTS

CATRA (Crimond)	Julie Pickering, Chair jpickering281@btinternet.com	Tel: 01346 531134
HARA (Hatton)	Dr Phil Neville, Secretary p.neville@btconnect.com	Tel: 07784 555775
TAWRA (Thistle & Windmill Court, Fraserburgh)	Stanley Green, Treasurer	Tel: 01346 511042

There are also several less formal local Tenant Forums including North Braeheads (Fraserburgh) and Kirk Street/King Street (Peterhead). Contact your local Housing Office or Tenant Participation Officer for details of these and other local meetings.

A number of Sheltered Housing schemes have regular tenant meetings including Albany Court (Fraserburgh), Kellands (Inverurie), and Northern Court (Fraserburgh). Speak to your Sheltered Housing Officer.

SHELTERED HOUSING TENANT FORUM

Chair	Stanley Green	Tel: 01346 511042
Vice Chair	Mary Regan	Tel: 01346 515918

HARRY CHAPMAN OBITUARY

Members of the Sheltered Housing Tenant Forum and his fellow residents at Sim Gardens, Turriff, were saddened to hear that Harry died on 21st July. He had been ill for some time and in hospital but had been hoping to return to his flat to pass his final days.

Harry will be missed. He was involved with the Sheltered Housing Tenant Forum from the very start and was one of the two elected Vice Chairs of the Forum. He was also the Local Tenant Voice for Sheltered Housing in Turriff and was a regular attendee at our annual Tenant Events. Harry had a keen sense of community and when the Erroll Court sheltered housing complex was closing down he elected to be the last tenant to leave so that others would not find themselves the only tenant left in the building. Having transferred to Sim Gardens, he busied himself helping with the social activities in his new setting and will be greatly missed by the other residents.

By Harry's own request there was no public funeral service but the tenants at Sim Gardens held a very impressive Memorial Tea in his memory on the afternoon of Friday 19th August.

AUTUMN TENANT EVENT 2016

Please complete this reply slip to book your place

Name(s):

Address:

Postcode:

Telephone:

Email:

or you can email: sandy.allan@aberdeenshire.gov.uk

GARDEN PHOTOGRAPHIC COMPETITION 2016

This year we repeated the photographic competition that was so popular last summer, to give you the opportunity to submit photos of the results of all your hard work to produce good and / or unusual gardens.

There was again huge interest and the judges had 61 photographs of individual gardens and 87 photos from sheltered housing to consider.

The Judging Panel looked at all the entries and short listed those they thought deserved a closer look. The Panel visited and inspected the short listed entries before making a final decision.

The winners in both categories will receive a plaque, a certificate, and a voucher for £100. Runners Up will receive certificates and vouchers for £50. The awards will be made at our Tenant Event that is taking place on **Saturday 12th November**.

Winning photos will be in the next Tenants Newsletter in January.

You may put this reply slip in an envelope with the Freepost address

NO
STAMP
REQUIRED

TPPT
FREEPOST SCO7701
INVERURIE
AB51 3ZL