

How to contact the service

Banff & Buchan (Fraserburgh Area)
55 Mid Street
Fraserburgh
AB43 9EP
Tel: 01346 514866

Banff & Buchan (Banff Area)
32 Low Street
Banff
AB45 1AY
Tel: 01261 813259

Buchan
Baltic House
51 Broad Street
Peterhead
AB42 1JL
Tel: 01779 477363

Garioch & Formartine
Gordon House
Blackhall Road
Inverurie
AB51 3WA
Tel: 01467 620981

Kincardine & Mearns and South Marr
16/22 Allardice Street
Stonehaven
AB39 2BR
Tel: 01569 768562

North Marr
25 Gordon Street
Huntly
AB54 8AN
Tel: 01466 794121

Other Useful Numbers

Benefits Agency	08457 090761
Careers Scotland	01779 479345
Social Fund	0845 608 8629
Disability Living Allowance	0800 882 200
Domestic Violence Helpline	0808 2000 247
Out of Hours Social Work & Homelessness Service	0845 840 0070
Emergency Dentist	01224 558140
Tax Credit	0845 300 3900
NHS 24	0845 4 242424
Scottish Gas	0845 600 5001
Hydro Electric	0845 600 5001
Gordon Rural Action	01466 793676
Victim Support	01467 629990
SCARF	0800 512012

Aberdeenshire Citizens Advice Bureau and Advice Centres:

• Banchory	01330 825551
• Banff	01888 562495
• Ellon	01358 724425
• Fraserburgh	01346 515307
• Huntly	01466 792676
• Inverurie	01467 624421
• Kincardine & Mearns	01569 766578
• Peterhead	01779 471515
• Turriff	01888 562495
• Westhill	01224 747714

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Housing Support Outreach Service

Aberdeenshire 
COUNCIL

Housing and Social Work

Aberdeenshire Council provides an Outreach Service which gives support to people who have been assessed as having difficulty coping with their tenancy or other accommodation. This service is provided free of charge.

The Service may be needed because of difficulties in coping due to substance dependency; financial difficulties; learning difficulties; or because you simply require to know more about housing or accessing benefits.

Aims of the Housing Support Outreach Service

- To provide support to allow you to maintain your tenancy.
- To liaise with other agencies and organisations to assist in the delivery of the Support Plan.

Your case may be referred to the Outreach Service through a Housing Officer, or via the addresses given overleaf. The Outreach Worker will arrange a suitable time for you to meet with them to assess the level of help you require.

If a support need is identified and agreed, a Support Plan will be drawn up to meet these needs and will be reviewed regularly.

The Outreach Workers can access a range of support to help you make your tenancy a success. These include:

- Housing Benefits Advice
- Social Work Services
- Careers Advice
- Substance Misuse
- Department of Work & Pensions

They can also provide support with budgeting, accessing furniture and completing forms.

Complaints Procedure

If you have a complaint or are unhappy with any aspect of the service, you can speak to the Senior Housing Officer who may be contacted at the Local Housing Office. The address is on the back of this leaflet. You may also change or cancel the Housing Support if you wish.

You can also raise any complaint with the Care Commission at the address below:

Care Commission
Johnstone House
Rose Street
Aberdeen
AB10 1UD
Tel: 01224 793870

Šis buklets skaidro Aberdīnas grāfistes Domes Mājokļa atbalsta sniegšanas pakalpojumus. Ja Jums ir nepieciešams eksemplārs lielajā drukā, brailā (neredzīgo) rakstā vai latviešu valodā, lūdzu, sazinieties ar Informācijas nodaļu (Mājokļa jautājumi) pat tālruni 01467 627250.

Šī brošiūra apraso apie Aberdino srities savivaldybes Pagalbos tarnyba gyvenamųjų patalpų apsirupinimui. Jei jums reikalinga kopija didesniu raidėmis, Brailio šriftu ar lietuvių kalboje, prasau kreipkitės Informacinio padalinio (aprupinimas gyv. patalpomis) tel:01467 627250.

这份传单说明了阿伯丁郡政府房屋援助的扩展服务。如果你需要大号印刷字体、布莱叶盲字或中文普通话的复印件，请拨打电话 01467 627250，联系（房屋）信息小组。

Ta ulotka opisuje jakie usługi są świadczone przez Wydział Pomocy Mieszkaniowej o Szerokim Zasięgu Rady Wojewódzkiej Aberdeenshire. Jeśli potrzebujesz odpisu w dużym druku, Brailu lub w języku polskim, proszę się skontaktować z Zespołem Informacyjnym (Mieszkalnictwo) pod numerem telefonu 01467 627250

Este folheto descreve o Serviço de Apoio à Habitação da Câmara Municipal de Aberdeenshire. Se necessitar duma cópia em letras grandes, Braille ou em Português, contacte por favor a Equipa de Informação (Habitação) no número 01467 627250.

В этой брошюре освещается служба жилищной поддержки Совета Абердиншира. Если вы нуждаетесь в копии, напечатанной крупным шрифтом, шрифтом Брайля или по-русски, пожалуйста, обратитесь в Информационную команду (жилищного отдела) по телефону 01467 627250.

คู่มือฉบับนี้แจ้งถึงแผนกบริการให้ความช่วยเหลือในการหาบ้าน ของเทศบาลเมืองอาร์เบอร์ดีนไชร์ หากท่านต้องการสำเนาเป็นตัวพิมพ์ใหญ่, บรล หรือภาษาไทย กรุณาติดต่อ ทีมข่าวสารข้อมูล (แผนกบ้าน) โทรศัพท์ ๐๑๔๖๗ ๖๒๗๒๕๐