



From mountain to sea

Aikey Brae. Gypsy/Traveller Site
Maud, Peterhead, AB42 5PP
Gypsy/Traveller Liaison Officer/Site Office: 07795 238423

Information for Residents

Office Opening times - Monday to Friday 9.30am – 12.30 pm

Out-with these times the Gypsy/Traveller Liaison Officer can be contacted on 07795 238423, up until 5.00 pm



Available pitches – There are 10 available pitches, each pitch is permitted a maximum of 1 caravan, 1 towing vehicle and 1 car – no overcrowding. In line with Scottish Fire and Rescue Guidance, if there is more than one caravan on the pitch, the distance between any two caravans should not be less than 6 metres.

Time on Site – Maximum length of stay will normally be two weeks (unless otherwise agreed by the Gypsy/Traveller Liaison Officer)

Pitches to be vacated by 11.30 am on the day of departure

Weekly Rental charges - £48.95 per week. Tenants **MUST** pay the first week in advance. This includes a pitch for a maximum of one caravan, one towing vehicle and one car and also the use of a portable toilet (one for each pitch)

Payments can be made at local Council Office or by phone on 03456 08 12 08. You will need your tenancy reference number.

Electric cards are available from Buchan House, St Peter Street, Peterhead, AB42 1QF



Residents should always adhere to the Code of Conduct to ensure all residents have an agreeable stay on site.



The expectation of the residents is to adhere to the Code of Conduct at all times. You must:-

- Not overcrowd the site
- Park vehicles safely
- Look after the land you park on and respect local residents

- Keep animals tied up and under control and don't let them disturb others. In line with legislation, all dogs must be microchipped.
- No dog fouling – bags are available at the site office
- Not leave litter or unwanted goods behind on the site.
- Dispose of litter and other rubbish in bins or bags provided
- Not fly tip materials – there are penalties for fly-tipping
- Use recycling centres for disposal of goods not suitable for bins
- Use portable toilets provided – do not use the land you are on, or adjoining land as a toilet, as this poses a significant health hazard
- Take all reasonable precautions to minimise the risk of fire and to familiarise yourself with the arrangements for fire-fighting (location of fire alarm and extinguishers)
- Comply with the Highway Code
- Adhere to the **5mph** speed limit on site at all times.

Toilet Facilities

Chemical toilets have been provided at each pitch. These will be serviced on a weekly basis to ensure that they are in working order.

It is the responsibility of the tenants to keep them in a clean and tidy state and leave them clean when they vacate the site.

Waste Disposal/Pick up times

A waste disposal service will be provided. Please ensure that all waste is disposed of responsibly and in the correct bin.



Collections will take place on a **Thursday morning** and bins should be at the collection point by the gate, the evening before. One week is general waste and the other is recycling

It is the responsibility of tenants to make sure the bins are at the identified collection point in time for collection. Failure to do so will mean that the bins will not be emptied.



Provision of onsite 24 hour CCTV - this is installed for the safety and security of all residents on the site.

Fire Safety Procedures –

In the event of a fire call 999 immediately – go straight to allocated assembly point (located at the front of the site, beside the CCTV camera pole) – ensuring that you are never in immediate danger.

Please do not tamper with the fire extinguishers on the site. If you do, this will be classed as vandalism.



Additional Important Information:

The main gate will be closed when the office is unattended, this gate will not be locked and tenants will be able to come and go as they please. However, please consider the safety of children on site and keep the gate closed as often as possible.

NO PARKING outside of pitches, nor immediately in front of site office, please.

Contact Numbers:

When the office is closed, please contact **03456 08 12 08** in the event of problems with the following:



- Electricity supply
- Water supply
- Any other urgent repair issues that cannot wait for the office opening.

Di Faithfull

Gypsy/Traveller Liaison Officer

Tel: 07795 238423

Email: di.faithfull@aberdeenshire.gov.uk

Liz Hamilton

Strategic Housing Officer

Tel: 01467 535234 Email: liz.hamilton@aberdeenshire.gov.uk

Alternatively email: gypsytravellerliaison@aberdeenshire.gov.uk

Housing General Enquiries: 0345 608 12 03

Contact Centre Number: 0345 608 12 08

Environmental Health: 01467 628 153

Waste Management (Wasteline): 03456 08 12 07

Police Scotland

Ask for Divisional Gypsy/Traveller Liaison Officer

Tel: 0845 600 5 700

Email: NorthEastGypsyTravellerEncampments@scotland.pnn.police.uk

Grampian Regional Equality Council

Tel: 01224 595 541 Email: info@grec.co.uk

Crimestoppers: 0800 555 111

Benefits: 03456 08 12 00

Claim housing benefit online at:-

<https://aberdeenshireclaims.teamnetsol.com/index.jsp>

Social Work: 03456 08 12 06 (out of hours emergencies only)

Link to useful SW telephone numbers:

<https://www.aberdeenshire.gov.uk/social-care-and-health/local-social-work-office/>

Link to all telephone numbers for Aberdeenshire Council:

<https://www.aberdeenshire.gov.uk/contact-us/reach-a-council-office/>

Aberdeenshire Council Offices

Find another office: <https://www.aberdeenshire.gov.uk/housing/local-housing-offices/>

Emergency contact numbers

Emergency Services (Police/Ambulance/Fire) – **999**

Police non-emergency – **101**

NHS 24 – **111 (Only phone 111 if you are too ill to wait until the GP Practice opens)**

Dental emergencies – **111**



Complaints

We value complaints and use information from them to help us improve our services. If something goes wrong or you are dissatisfied with our services, please tell us.

How to make a complaint

When complaining, tell us:

- your name and address
- as much as you can about the complaint
- what has gone wrong
- how you want us to resolve the matter



You can complain in person at any of our offices (as above), via the online form or by contacting the Feedback Team Telephone: Telephone [01224 435990](tel:01224435990)
Email: feedback.team@aberdeenshire.gov.uk