



Scheme of Assistance for Private Homeowners and Tenants of Private Landlords

Updated September 2017

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Part 1: Context

1.1 Introduction

[Section 72 of the Housing \(Scotland\) Act 2006](#) requires all local authorities to produce a statement of assistance for private homeowners and tenants. It sets out the circumstances in which Aberdeenshire Council will provide information, advice, and practical support and, in some circumstances, financial assistance to homeowners and private sector tenants to help them repair, maintain, improve or adapt their homes.

1.2 Background

The Scottish Government's Housing Improvement Task Force (HITF) was established in 2000 to review the national policy framework for housing improvement in private housing. The findings of the work from the HITF are embodied in the Housing (Scotland) 2006 Act. The aims of the Act are to improve the quality of private housing in Scotland.

The basic premise of the 2006 Act is that owners are primarily responsible for the repairs and maintenance of their own homes. Approximately 80% of the houses in Aberdeenshire are owned by and are the responsibility of private owners. Some of those houses are poorly maintained or prevent disabled people who live in them from maximising their independence. The continuous Scottish House Condition Survey reported in November 2012 that approximately 73% of private sector housing in Aberdeenshire is in disrepair.

The powers and duties in the Act are the biggest change for Scotland in this area of policy since 1974 and replace a regime that has essentially remained the same since then. The most significant change behind the new powers is to move away from the expectation the local authority will provide grants. Although Aberdeenshire has had less of reliance on grants, historic grant based approaches has led to a grant dependency culture with homeowners not taking enough responsibility for repairs and maintenance.

In line with the new legislation Aberdeenshire Council has recognised that a change in approach is needed. This will allow clearer distinctions to be made between repairs and maintenance, where the owner is responsible for repairs in order to maintain the property and works related to a disability, where responsibility is not at issue.

Assistance will be offered to all homeowners to help them to repair, maintain and improve their home. In practice, this will mean a range of things including providing information, advice and practical assistance and in certain circumstances, financial assistance.

1.3 Vision

Scheme of Assistance aims to promote greater responsibility amongst homeowners and emphasises the fact that homeowners are primarily responsible

for the repairs and maintenance to their homes. We will assist homeowners and private tenants to improve the quality and suitability of their homes and this statement sets out a range of ways we can help homeowners to achieve this.

1.4 Aims

The aims of the Scheme of Assistance are to:

- Improve the quality and suitability of private sector housing
- Reduce the number of houses that are Below the Tolerable Standard (BTS)
- Adapt houses to make them suitable to meet the needs of a disabled person
- Encourage homeowners to repair, maintain and improve their homes
- Improve the energy efficiency of houses.
- Give homeowners the information and support required to help them take ownership of repairing and maintaining their property

The Aberdeenshire Council Care & Repair Service will assist us to achieve these aims.

There are three elements to our Scheme of Assistance which will allow us to achieve these aims:

- Information & Advice – information & advice is available to help all homeowners carry out repairs, maintenance, improvements or adaptations to their homes
- Practical Assistance – practical help is available to assist homeowners to carry out repairs, maintenance, improvements or adaptations
- Financial Assistance – grants are available for eligible adaptations and private water supplies. Equity Loans may be available subject to certain criteria and availability of funding. See Appendix 1 for further information.

1.5 Strategy

Our Scheme of Assistance supports and reflects local and national priorities.

It directly supports the objectives of the Private Sector Housing Strategic Outcome Statement - To improve the quality and energy efficiency of private sector housing.

The Private Sector Housing Strategic Outcome Statement provides strategic direction which feeds into the Council's Local Housing Strategy.

1.6 Resources

The main source of funding for Scheme of Assistance is the allocation from the Council's General Fund.

1.7 Lifespan of the Statement

This is the fourth version of Aberdeenshire Council's Statement of Assistance. The statement is subject to annual review, the outcome of which is published as part of the Private Sector Housing Strategic Outcome Statement.

Part 2: House Condition Works

2.1 Types of assistance

The following types of assistance will be provided:

2.1.1 Information & Advice

Information and advice is available to **all** homeowners and private tenants across Aberdeenshire in relation to repairs, maintenance and energy efficiency to their homes. Information and advice is provided in the following ways:

- Telephone
- Aberdeenshire Council web page
- SCARF web page
- E-mail
- Written correspondence
- Sign posting to other agencies
- Provision of leaflets
- Events & Seminars

Information & advice regarding repairs and maintenance is provided by Aberdeenshire Council's Private Sector Housing Team. See [Appendix 1](#) for contact details.

Information and advice regarding energy efficiency is available to all residents of Aberdeenshire from SCARF. SCARF provides households with independent, free and impartial advice on energy efficiency. See [Appendix 1](#) for more details.

2.1.2 Practical Assistance

Practical assistance is offered to **all** homeowners and private tenants across Aberdeenshire in relation to repairs, maintenance and improvement to their homes. Practical assistance is provided in the following ways:

- Home visits where necessary and appropriate to assist owners to identify what work is required and assist in prioritising works if necessary
- General advice on quotations, estimates and suitable contractors where appropriate

Further practical assistance will be provided to those who are **over 60 and / or disabled** in the following ways:

2.1.3 Small Repairs Service

Small Repair Grants are provided to cover the cost of small internal and external repairs. The work is carried out by local tradespeople. The grants are provided to help keep the property wind and water tight and ensure health and wellbeing. Clients cannot access this service unless they have lived in the house for at least one year.

There is a maximum of two jobs that can be carried out under this scheme within each financial year. There are restrictions in the type of repairs that can be carried out. Repairs that prevent long term deterioration of property or contribute to energy efficiency will take priority.

2.1.4 Income Maximisation

Financial entitlement checks can be provided where financial information is given. This will ensure all entitled benefits are being claimed. Assistance is provided to complete claim forms and make telephone applications where entitlement to additional benefits is found.

Practical assistance for those over 60 and / or disabled is provided by the Aberdeenshire Council Care & Repair Service.

2.1.5 Financial Assistance

Aberdeenshire Council can provide general information and advice to **all** homeowners and private tenants regarding funding options that may be available and can sign post to other agencies.

The Aberdeenshire Council Care & Repair Service will also provide additional assistance to those who are **over 60 and / or disabled** with charitable fundraising where there is no entitlement to financial assistance and clients have no alternative means of funding to help carry out repairs to their homes.

Financial assistance will be provided to **all** homeowners and private tenants to address the adequacy and wholesomeness of private water supplies in the form of private water supply grants. Grants are available to improve private water supplies, including the replacement of lead piping. The grants are administered by Aberdeenshire Council's Environmental Health department, contact details can be found in [Appendix 1](#). A grant of up to £800 can be awarded for improvements or formation of a new supply. Additional grant can be awarded depending upon costs and the applicant's financial circumstances.

2.2 Priority works for financial assistance

Repairs and maintenance organised by Aberdeenshire Council Care & Repair for those who are over 60 and / or disabled will take priority for financial assistance. Financial assistance will be in the form of charitable fundraising and signposting to other agencies.

2.3 Priority circumstances for financial assistance

Only those repairs that are organised by Aberdeenshire Council Care & Repair for those who are over 60 and / or disabled will take priority for financial assistance. Financial assistance will be in the form of charitable fundraising and signposting to other agencies.

2.4 Application process for financial assistance

Stage One

Aberdeenshire Council Care & Repair will carry out a financial assessment of the client's circumstances.

Stage Two

If the client is eligible for charitable fundraising, Aberdeenshire Council Care & Repair will carry out a detailed income and expenditure assessment.

Stage Three

Aberdeenshire Council Care & Repair will pass this information to the various relevant charitable fundraising organisations.

Stage Four

The application for charitable fundraising is either successful or unsuccessful.

2.5 Complaints procedure

Clients have the right to complain if they do not agree with the Council's decision. The Council's Complaints Procedure should be followed. Further information can be found at [Appendix 1](#).

2.6 When enforcement powers will be used

The Housing (Scotland) Act 2006 gives local authorities new enforcement powers. A local authority can serve a Works Notice or Maintenance Order on the owner of a house to insist that the owner carries out repairs or maintenance to their property.

2.6.1 Work Notices

Work Notices can be served on the owner of a property to require them to carry out work to deal with sub-standard housing.

A house is sub-standard if it is:

- [Below the Tolerable Standard](#);
- In a state of serious disrepair; or
- In need of repair and is likely to deteriorate rapidly or damage other premises if nothing is done to repair it.

On receipt of a complaint or information that a house may be substandard the Council will make a decision regarding the use or the potential use of these powers.

These powers are most likely to be used where communal repairs are required, including roofing repairs to blocks of flats, or where the condition of a house is likely to affect an adjacent house. Where appropriate, the Council will carry out an inspection of the property to identify repairs/improvements required and advise the owner of works required. The Council will determine if the matter can be resolved voluntarily within an acceptable timescale or whether a Work Notice should be served.

Grants are not available when a Work Notice has been served. The lack of Council resources may prohibit the service of a Work Notice.

2.6.2 Maintenance Orders

A Maintenance Order requires the owner to develop a maintenance plan for the property, for up to a five-year period. The local authority is able to step in to enforce the plan, if the owner fails to carry out the maintenance that the plan sets out. It is also able to recover the costs from the owner. The council will use these powers if permission is granted from the relevant Committee.

2.6.3 Mixed Tenure Areas

Owners in communal blocks where the Council still own flats will be provided information & advice on the [Tenements \(Scotland\) Act 2004](#). The Tenements (Scotland) Act 2004 aims to ensure that communal parts of the building are kept in good repair. The Council are currently looking at the ways it engages with owners in communal blocks where the council still owns flats and how it will assist homeowners to use the Tenements (Scotland) Act 2004 to help them carry out repairs and maintenance. Owners in blocks where the Council still own flats should contact their local housing office if they believe they need common repairs carried out. See [Appendix 4](#) for contact details. The Glossary at [Appendix 3](#) gives more information on the Tenements (Scotland) Act 2004.

2.6.4 Below Tolerable Standard Housing

Section 10 of the Housing (Scotland) Act 2006 requires that all local authorities produce a policy on how to deal with housing that is below the Tolerable Standard.

The Below Tolerable Standard policy aims to:

- Reduce the number of houses that are below the Tolerable Standard; **and**
- Prevent more houses from falling below the Tolerable Standard by encouraging homeowners to repair, maintain and improve their homes through the Council's Scheme of Assistance.

Please see the full BTS Policy for further information:

<https://www.aberdeenshire.gov.uk/media/3802/btspolicy2012-2017revisedfinaldraft.pdf>

2.6.5 Housing Renewal Areas

Section 10 of the Housing (Scotland) Act 2006 also requires that all local authorities produce a policy on how it intends to deal with housing renewal areas.

The Housing Renewal Area policy aims to:

- Reduce the number of individual houses that are sub-standard by encouraging homeowners to repair, maintain and improve their homes through the Scheme of Assistance, thereby negating the need to designate a Housing Renewal Area; **and**
- Prevent more houses from becoming sub-standard by encouraging homeowners to repair, maintain and improve their homes through the Scheme of Assistance.

Please see the full Housing Renewal Area Policy for more information:

<https://www.aberdeenshire.gov.uk/media/3869/hrarevisedfinaldraftpolicystatement.pdf>

2.7 When financial assistance might be withdrawn

If the applicant moves or sells the property whilst the work is being carried out the financial assistance could be withdrawn and may not be payable to the applicant or any contractors.

2.8 Equity Release Loans

An equity release loan may be available to assist those homeowners who genuinely cannot afford to pay for essential repairs and maintenance to their homes. The loan is provided by Aberdeenshire Council. There are specific criteria in place for eligibility of a loan and the loan must be used to pay for repairs and maintenance required to take a property up to a general acceptable level of repair.

Note September 2017 – this scheme is under review and therefore currently unavailable.

Part 3: Adaptations and Standard Amenities for Disabled People

3.1 Types of assistance

The following types of assistance are provided.

3.1.1 Information & Advice

If an owner or tenant of a private landlord feels they need equipment or an adaptation to their home, they should contact the Council's Occupational Therapy contact centre who will ask about the difficulties they are having and, if necessary arrange to have an Occupational Therapist carry out an assessment of needs. The contact details for this can be found in Appendix 1. If necessary, the Occupational Therapist will visit the client in their home in order to assess their capabilities and to identify how to meet their particular needs. The Occupational Therapist will provide the client with information and advice and will always try to help people who have a disability to stay living in their home. Aberdeenshire Council have produced a leaflet called "[Care and repair and Adaptation Grants](#)" which is for people who live in privately owned housing. It provides information about what help is available to adapt homes.

3.1.2 Practical Assistance

Aberdeenshire Care & Repair Service offers information, advice and practical assistance to homeowners or private tenants who are over 60 and / or disabled to help them repair, maintain, improve or adapt their homes. Aberdeenshire Council Care & Repair service will assist by obtaining estimates for identified works, identify sources of funding, ensure works are completed in accordance with estimates and will ensure that payments are made to contractors. See the flow charts for the adaptations processes on pages [10](#) and [12](#) for further information.

3.1.3 Financial Assistance

The process for financial assistance is different for minor and major adaptations. Definitions and the processes of these can be found in sections [3.1.4](#) and [3.1.6](#).

3.1.4 Minor Adaptations

If an Occupational Therapist assesses a minor adaptation is essential and meets criteria provision, the costs will be met by the Council.

Examples of minor adaptations are:

- Grab rails
- Additional banisters
- Lever taps
- Blacksmith rails or hand rails
- Re- hanging doors to allow better access.

A self-assessment form can be requested from the Occupational Therapy referral point. See [Appendix 1](#) for contact details.

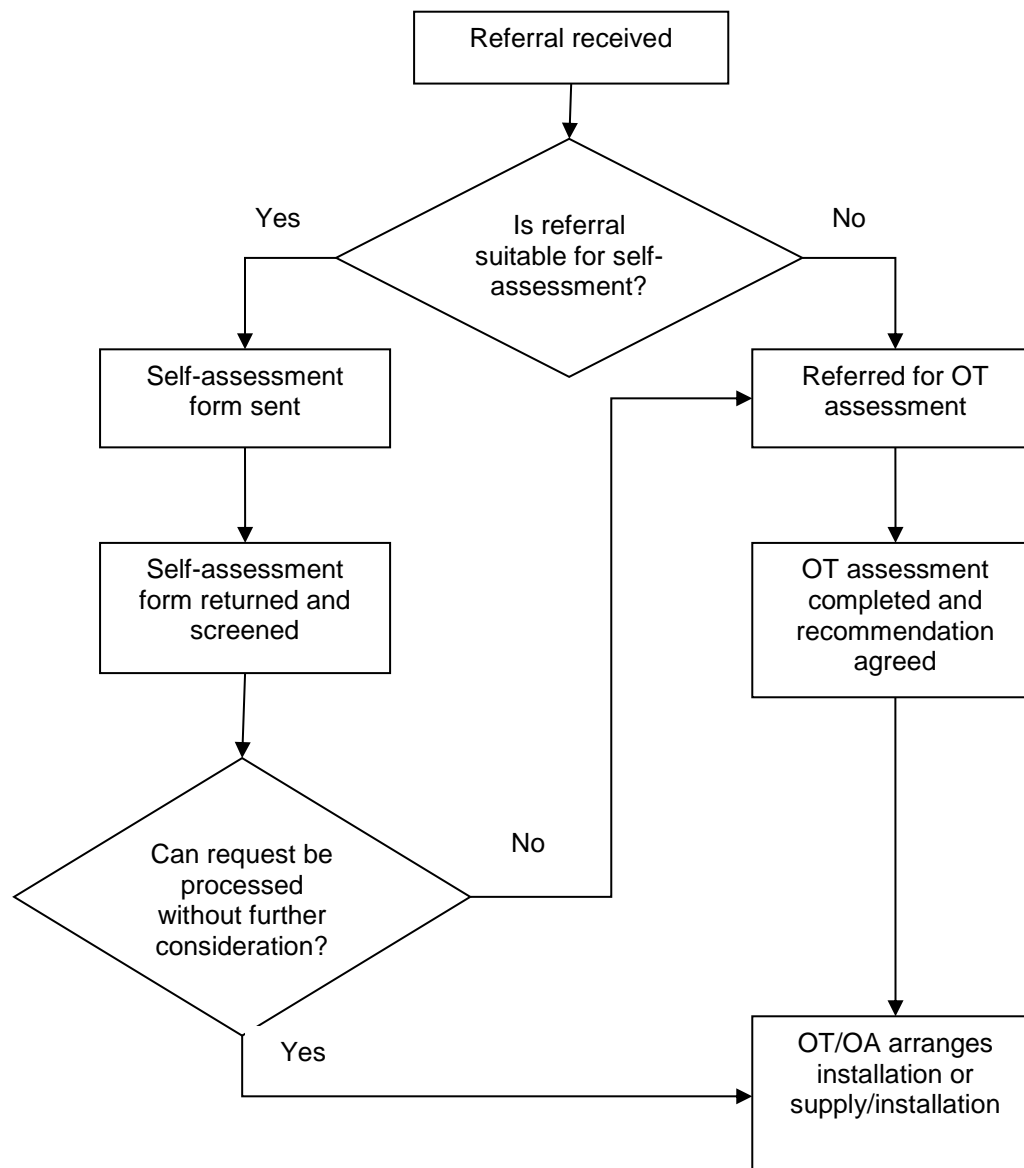
The self-assessment form currently only applies to the following:

- External grab rails at door steps
- Additional banisters
- Blacksmith rail

Completing a self-assessment form does not require an Occupational Therapy assessment; the adaptation(s) will be supplied and fitted without an assessment.

3.1.5 Flowchart for Minor Adaptations

The following flow chart details the application process for minor adaptations.



3.1.6 Major Adaptations

As set out in the Housing (Scotland) Act 2006, all local authorities **must** provide a minimum percentage grant of 80% for the provision of structural adaptations that are essential to meet the needs of a disabled person. Grant is not available to extend the original structure to create additional living accommodation but, if assessed can be extended to provide a standard amenity. A standard amenity is:

- A fixed bath or shower and wash hand basin, each with satisfactory supply of both hot and cold running water suitably located within the house
- A sink with a satisfactory supply of hot and cold water within the house
- A water closet available for the exclusive use of the occupants of the house and suitably located within the house.

Examples of works that may qualify for a mandatory 80% grant are:

- Provision of standard amenities such as toilet, wash hand basin, level access shower
- Ramps
- Curved stair lifts
- Through floor lifts
- Widening doors to allow wheelchair access
- Lowering kitchen units to allow access for wheelchair users
- An extension to provide a level access shower

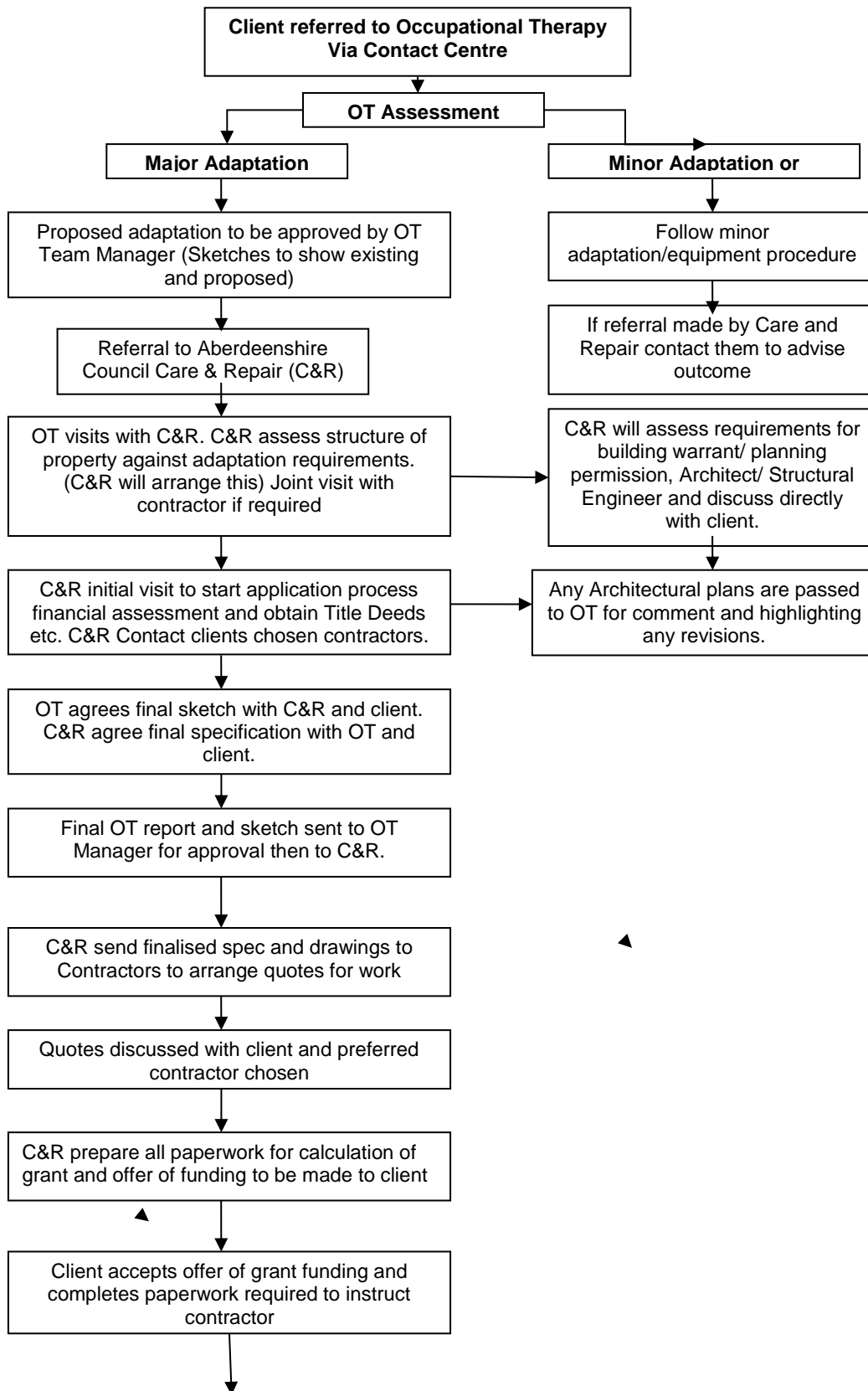
If a person is in receipt of one or more of the following benefits, grant will automatically be 100%:

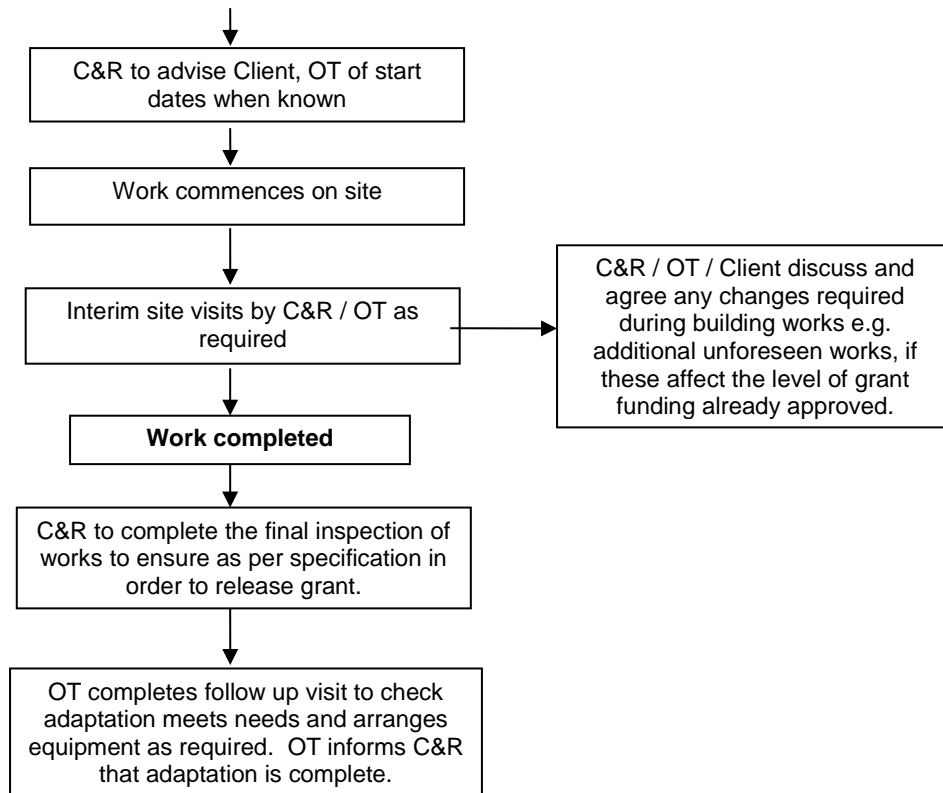
- Income Support
- Income Based Job Seekers Allowance
- Pension Credit (Guarantee Element)
- Income Related Employment and Support Allowance

For those applicants who are not eligible for a 100% grant they may be awarded a grant between 80% and 99% subject to a financial assessment. Where an applicant is happy to accept the minimum 80% grant they will not have to provide details of their financial circumstances.

3.1.7 Flowchart for Major Adaptations

The following flow chart shows the process for major adaptations.





3.2 Financial Assistance

3.2.1 Priority works and circumstances for financial assistance

Works subject to mandatory grant will take priority for financial assistance. Mandatory grant is to be provided for the provision of structural adaptations that are essential to meet the needs of a disabled person. Grant is not available to extend the original structure to create additional living accommodation but can be extended to provide a standard amenity (fixed bath or shower, wash hand basin or toilet). See [Appendix 3](#) for glossary.

Where work is required and it is not subject to mandatory grant, for example the provision of additional living accommodation, Aberdeenshire Council Care & Repair Service can provide general information and advice regarding funding options that may be available and sign post to other agencies.

Aberdeenshire Council Care & Repair can also carry out Charitable Fundraising on behalf of the clients to assist with the costs where there is no entitlement to financial assistance and have no alternative means of funding to help carry out repairs to their homes. A financial assessment will be undertaken to determine eligibility for this.

3.2.2 Application process for a Disabled Adaptation Grant

Stage One

An Occupational Therapist (OT) will carry out an assessment to determine the person's needs. If an adaptation is essential to meet their assessed needs and they meet the eligibility criteria, they will then be referred to Aberdeenshire Council Care & Repair (C&R).

Stage Two

C&R and an Occupational Therapist will arrange to visit the client at their home to discuss the proposed adaptation. This may be a joint visit if necessary or may be separate visits. The proposed adaptation will be agreed between C&R, OT and client with C&R preparing a specification to cover the adapted elements and OT preparing a finalised adaptation grant report.

Stage Three

C&R will liaise with clients to identify contractors and to arrange for estimates to be provided based on the agreed specification. Clients are free to use their own contractors or to choose contractors that are already registered with the Council. All successful contractors need to be registered with the council prior to works commencing.

C&R can arrange for all the necessary paperwork to be obtained and help fill in any forms. Quotations received from client's contractors will be discussed with the client to ascertain their preferred choice. Following receipt of the requested quotes, the required paperwork and confirmation from the client on their chosen contractor, Aberdeenshire Council will determine the amount of grant that can be awarded.

An offer of grant will be made based on the most cost effective quote that meets the client's needs. Clients are free to choose a more expensive option if they are willing to cover the additional cost. Clients will then be asked to accept the offer of grant funding and to authorise C&R to instruct their preferred contractor on their behalf. All contracts for works entered into will remain between the client and the contractor as with any other works the client would have completed to their home.

Work should not be started unless approval has been provided; grant will not be awarded retrospectively on completed works. In certain circumstances, consent can be given following submission of a grant application to start work early, for example, to facilitate a hospital discharge.

Permissions from Building Control and Planning will need to be obtained before any work takes place. C&R can assist with obtaining these permissions.

Stage Four

Following completion of works C&R will visit the client to carry out a visual inspection to ensure work has been carried out as per specification previously agreed with OT / Client and quote provided by contractor. Care and Repair can also help arrange any required inspections to be completed by Building Standards.

Stage Five

Invoices will be submitted to Aberdeenshire Council Care and Repair to cover the cost of the works agreed and completed. The grant funding element will be paid directly to the contractor as per signed mandate from client or to the client directly if they are submitting a receipted invoice. The client is responsible for paying the contractor any costs they are liable for. The Council will have no responsibility for any works agreed between the client and contractor outside of the agreed adapted elements covered by grant funding.

Stage Six

An Occupational Therapist will visit to make sure the adaptation meets the client's assessed needs and if necessary provide any associated equipment, for example, a shower stool where a wet floor shower has been installed. The OT will inform Care and Repair when they are happy the adaptation has been successful in meeting the client's needs.

3.3 Appeals process

Clients have the right to appeal if they do not agree with the amount of grant offered or if the grant is refused. In the first instance a written appeal should be submitted to The Director of Infrastructure. The Housing Adaptation Grants Appeals Sub Committee will review any appeals submitted against the Private Sector Housing department who have delegated powers to approve and refuse disabled adaptation grants applications in terms of the Housing (Scotland) Act 2006.

3.4 When assistance might be withdrawn

If the applicant moves or sells the property whilst the work is being carried out the grant may be withdrawn. The client may then be responsible for the full cost of the work.

3.5 Assistance with reinstatement

If a homeowner requires assistance with the reinstatement of a property which has previously been adapted, Aberdeenshire Council Care & Repair can provide information, advice and practical assistance with organising this work. Aberdeenshire Council Care & Repair will be able to assist with finding contractors, obtaining estimates and sign posting to suitable lending sources. Financial assistance will not be available.

3.6 New Build Properties

Local authorities have assistance powers relating to the construction of a house. Whilst it is probably unlikely that financial assistance with the full cost of this could be given in any but the most exceptional circumstances, a flexible approach is encouraged where, for example someone building a new house seeks (and is assessed as needing by an Occupational Therapist) assistance with a particular aspect of the construction aimed at addressing a disability. Wherever possible, the opportunity to incorporate the adaptation at build stage should be taken.¹

Any assistance for a new build will be treated, where possible, in the same way that an application for a Disabled Adaptation Grant within an existing building would be. However, there are circumstances when this general rule of thumb may not be appropriate. It is understood that this guidance is in place to give a general indication of grant availability, but every case will be treated individually.

3.6.1 Self Build / Design

It is not unreasonable for clients to take into consideration their disabilities and needs when designing their own home. Many of their requirements will be covered by Building Regulations, but it is recognised that some individuals may also benefit from input from an occupational therapist. Having this specialist knowledge will allow design input to be tailored to their individual needs. Intervention at an early stage can mean that individual requirements are incorporated into the design. Grant funding will not be available in these cases, unless it is to cover certain adaptations that it was not possible to incorporate previously.

Where it is not possible to incorporate the adaptations into the original design, grant funding could be applied for when the property has been completed. (Funding will only be provided where there is an assessed need by an Occupational Therapist.)

Ramped access is mandatory, as part of the Scottish Building Regulations and will therefore not be grant eligible.

3.6.2 Off Plan

If a house is bought off plan, it may be possible for the client to provide input into the specification and have some minor changes to layout carried out. Clients are advised to speak to the developer to see what changes can be included. Contractors may include reasonable changes to layout and specifications at no extra cost.

If the developer agrees to make changes but with additional costs, grant funding may be available for this. Ideally, quotes from other contractors should be obtained to establish the best price. If the developer is unwilling to let other contractors quote for the work, an assessment will be made to establish if the costs are reasonable / competitive. Grant will be provided retrospectively in these

¹ Section 101, page 20 of the Housing Scotland Act (2006) Guidance for Local Authorities

circumstances, so long as an Occupational Therapist has been involved from the start and determined there is an assessed need.

Grant will not be given to any adaptations that the developer agrees to install at no extra cost to the client.

3.6.3 Pre Built

As the client would not have any earlier input into the design or specification within the house then it is reasonable to treat pre built new properties as per the guidelines for normal adaptations in existing properties.

3.6.4 Stair lifts

All new build properties should be built to a minimum standard to allow any future requirement for a stair-lift. Grant would cover stair-lift installation if an Occupational Therapist has determined there is an assessed need.

3.6.5 Ramps

All new build properties must have provision of a ramped or level access entrance into a property. Therefore there should be no need to provide ramped access to a new build property under a grant application.

3.6.6 When funding will be given

As long as there is an assessed need supported by an Occupational Therapist then financial assistance would be given by way of a grant.

Grant can only be offered / given when the house has been constructed and is fit for habitation. This would normally coincide with completion certificates and title deeds being issued.

3.6.7 When funding will not be given

Due to updated changes in legislation new houses must be designed and built to be barrier free. New build homes must:

- Be easily accessible from the road or parking area
- Have adequate space, wide enough corridors and suitable doors for wheelchair users to move around easily
- Allow access to essential rooms such as the bathroom and kitchen
- Have adequate sanitary facilities on a level accessible by wheelchair users
- Allow easy access to all fittings and controls, such as light switches, plug sockets and controls for the heating
- Leave room for a stair-lift to be installed, if the home has stairs.

Appendix 1

Service provided	Service	Website Address	Contact Details
<p>There are three occupational therapy teams in Aberdeenshire.</p> <p>They are based in social work offices across the county.</p>	<p>Aberdeenshire Council Occupational Therapists</p>	<p>www.aberdeenshire.gov.uk/social-care-and-health/community-care/living-independently/occupational-therapy-service/</p>	<p>Occupational Therapy Referral Point</p> <p>Tel: 0845 608 1206</p> <p>contact.centre@aberdeenshire.gov.uk</p>
<p>A free service to owner-occupiers and tenants of private landlords who live within Aberdeenshire, offering information, advice and practical assistance with repairs, improvements and adaptations.</p>	<p>Aberdeenshire Council Care & Repair</p>	<p>http://www.aberdeenshire.gov.uk/careandrepair</p>	<p>Aberdeenshire Council Care & Repair Gordon House Blackhall Road Inverurie AB51 3WA</p> <p>Tel: 01467 534753 E-mail: careandrepair@aberdeenshire.gov.uk</p>
<p>Provides households with independent, free and impartial advice on energy efficiency.</p>	<p>SCARF</p>	<p>www.scarf.org.uk/</p>	<p>SCARF 1 Cotton Street Aberdeen AB11 5EE</p> <p>Tel: 01224 213005 E-mail: info@scarf.org.uk</p>
<p>Service to adjudicate on appeals relating to specific housing grant applications.</p>	<p>Housing Adaptation Grants Appeals Sub Committee</p>		<p>Director of Infrastructure Aberdeenshire Council Woodhill House Westburn Road Aberdeen AB16 5GB</p>

Processing Disabled Adaptation Grants.	Aberdeenshire Council. Private Sector Housing	www.aberdeenshire.gov.uk/housing/private-housing/	Aberdeenshire Council Private Sector Housing Gordon House Blackhall Road Inverurie AB51 3WA Tel: 01467 534753 E-mail: private.housing@aberdeenshire.gov.uk
General advice on repairing and maintaining your home	Aberdeenshire Council. Private Sector Housing	www.aberdeenshire.gov.uk/housing/private-housing/	Aberdeenshire Council Private Housing Team Gordon House Blackhall Road Inverurie AB51 3WA Tel: 01467 628491 or 628492 E-mail: private.housing@aberdeenshire.gov.uk
General advice on house condition, enforcement and responsibilities	Aberdeenshire Council. Infrastructure Services. (Environmental Health.)	www.aberdeenshire.gov.uk/council-and-democracy/about-us/service-structure/planning-and-environmental-services/	Aberdeenshire Council Environmental Health Gordon House Blackhall road Inverurie AB51 3WA Tel: 01467 539539 E-mail: environmental@aberdeenshire.gov.uk
Assessment of private water supplies.	Aberdeenshire Council. Infrastructure Services. (Environmental	www.aberdeenshire.gov.uk/environmental-protection/Private-Water-Supplies/	Aberdeenshire Council Environmental Health Gordon House Blackhall road Inverurie

	Health.)		AB51 3WA Tel: 01467 539539 E-mail: environmental@aberdeenshire.gov.uk
Deal with housing that does not meet the Tolerable Standard	Aberdeenshire Council. Infrastructure Services. (Environmental Health.)	www.aberdeenshire.gov.uk/planning/building-standards/dangerous-and-defective-buildings/	Aberdeenshire Council Environmental Health Gordon House Blackhall road Inverurie AB51 3WA Tel: 01467 539539 E-mail: environmental@aberdeenshire.gov.uk
A charitable organisation that offers advice and information to people with disabilities about their housing options.	Houseability	http://www.houseability.org.uk/	Anne Mair (Development Manager) 1 Carters Close Peterhead Aberdeenshire AB42 1UU. Tel – 01779 490908 Fax – 01779 491130 Email: info@houseability.org.uk
An agency of the Scottish Government to safeguard the nation's historic environment and enjoyment.	Historic Scotland	http://www.historic-scotland.gov.uk/	Historic Scotland Longmore House Salisbury Place Edinburgh EH9 1SH Tel:0131 668 8600 E-mail: hs.website@scotland.gsi.gov.uk
"Have your say" Aberdeenshire Councils	Aberdeenshire Council	http://www.aberdeenshire.gov.uk/haveyoursay/	E-mail using the on-line form http://www.aberdeenshire.gov.uk/haveyoursay/3c_form.aspx

Compliment comment or Complaint procedure			
A charity providing information, advice and other support to disabled people to improve access to housing in the owner occupied sector.	Ownership Options	www.housingoptionsscotland.org.uk/	Housing Options Scotland The Melting Pot 5 Rose Street Edinburgh EH2 2PR Tel: 0131 247 1400 E-mail: www.housingoptionsscotland.org.uk/contact/
A Charity providing advice on all aspects of Housing	Shelter Scotland	http://scotland.shelter.org.uk/	Shelter Scotland 4 th floor, Scotiabank House 6 South Charlotte Street Edinburgh EH2 4AW Help and advice line: 0808 8004444 Email info@shelter.org.uk

Aberdeenshire's Administrative Areas



The six administrative areas of Aberdeenshire Council are:

- Banff & Buchan
- Buchan
- Formartine
- Garioch
- Marr
- Kincardine & Mearns

Appendix 3 - Glossary of Terms Used

Term	Definition
Adaptations	Alterations to homes of homeowners or tenants with particular needs or disabilities, which allow them to remain in their existing accommodation.
Below Tolerable Standard (BTS)	This is a technical definition contained in housing law and relates to standard amenities and the structural stability of a building. A building is deemed to be BTS if it does not have certain features. For example, an internal toilet.
Common Repairs	Repairs to the common areas of tenement or multi-storey type property. The cost of which is often shared among the owners.
Housing (Scotland) Act 2006	The Act aims to improve the quality of private housing. It applies to both owner occupied and private rented sector housing.
Scottish House Condition Survey	The largest house condition survey carried out in Scotland by the Scottish Government. It is the only national survey to consider the physical condition of homes as well as the experiences of householders.
Scottish Housing Quality Standard	This was introduced by the Scottish Government. It defines what constitutes acceptable good quality housing. Local authorities have until 2015 to meet the standard.
Standard Amenity	A standard amenity is a sink with satisfactory supply of hot and cold water, a water closet for exclusive use of the occupant within the house which is suitably located and a fixed bath or a shower, each with a satisfactory supply of both hot and cold water within the house which is suitably located.
Tenements (Scotland) Act 2004	The Act aims to ensure that communal parts of a building are kept in good repair. It sets up a decision making structure that should make it easier to carry out repairs and maintenance and deal with disagreements between owners. It means that the repairs may be carried out with the majority of owners in agreement.

Appendix 4 - List of Housing Offices

Offices are open Monday to Friday 8.45am-5pm

Banff

32 Low Street
Banff
AB45 1AY
01261 813200

Fraserburgh

55 Mid Street
Fraserburgh
AB43 9EP
01346 514866

Huntly

23-25 Gordon Street
Huntly
AB54 8AL
01466 794121

Inverurie

Gordon House
Blackhall Road
Inverurie
AB51 3WA
01467 620981

Peterhead

Baltic House
Broad Street
Peterhead
AB42 1JL
01779 477363

Stonehaven

16-22 Allardice Street
Stonehaven
AB39 2BR
01569 762001

Turriff

Towie House
Manse Road
Turriff
AB53 4AY
01888 564155

You can also email us on housing@aberdeenshire.gov.uk or telephone the Contact Centre on **0345 608 1203**