



TELEPHONE NUMBERS & CONTACTS

EMERGENCY CONTACTS

CASTLEHILL HOUSING ASSOCIATION

Out of Hours Repair Service

5pm – 9am Mon – Fri
All Saturday, Sunday & Holidays

Tel - 01224 625822

Details of current emergency contractor's telephone number available from the answerphone message.

ELECTRICITY

In the event of complete loss of power or serious fault with supply to home, if not Castlehills responsibility.

Tel - Hydro Electric - 0800 300 999

GAS

In the event of a gas emergency

Tel - Transco - 0800 111 999

POLICE/FIRE/AMBULANCE

Non emergency number

Tel - 999

Tel - 0845 600 5700

THE SAMARITANS

24 hour Crisis Helpline

Tel - 08457 909090

SHELTERLINE

Freephone Housing Advice Line
8am – midnight

Tel - 0808 800 4444
www.shelter.org.uk

SOCIAL WORK DEPARTMENT

Out of Hours Service

Aberdeen City Council

Tel - 01224 693936

WATER / WASTEWATER SERVICES

Tel – 0845 6018855

OTHER USEFUL CONTACTS

CASTLEHILL HOUSING ASSOCIATION
4 CARDEN PLACE
ABERDEEN
AB10 1UT

Open Monday-Friday 9am-5pm

Tel - 01224 625822

Fax - 01224 625830

E-mail – info@castlehillha.co.uk

(Answerphone outwith office hours for emergency repairs and to leave messages)

DIRECT MAINTENANCE LINE – 9am – 4pm - Tel 01224 628104 (Repairs Only)

KEY HOUSING SUPPORT PROJECT – Tel 01224 628105

UTILITIES

Scottish Hydro - Electric

Tel – 0800 223 377

Scottish Gas

Tel – 0800 072 5230

POLICE

Grampian Police

Tel - 0845 600 5700

Crimestoppers – to report info about a crime

Tel - 0800 555 111 (24 hours)

CARE COMMISSION

Headquarters - Compass House 11 Riverside Drive Dundee DDI 4NY

Tel - 01382 207100

North Regional Office - Johnstone House Rose Street Aberdeen AB10 1UD

Tel - 01224 793870

ABERDEEN CITY

ADVICE AND SUPPORT

Aberdeen Counselling & Info Service
Alford House 1 Alford Place Aberdeen

Tel - 01224 573892

Aberdeen Domestic Abuse Project

Tel - 0845 3456766

Age Concern Scotland

Tel - 0845 833 0200

Alcohol Support Ltd
62 Dee Street, Aberdeen

Tel - 01224 573887

Citizens Advice Bureau
41 Union Street Aberdeen

Tel - 01224 586255

www.cas.org.uk

Email bureau@aberdeencab.casonline.org.uk

01224 638859

In-court adviser

Consumer Direct Scotland
St Nicholas House, Aberdeen.

Tel - 0845 404 0506

www.consumerdirect.gov.uk

Cruse Bereavement Care
42A Rose Street Aberdeen

Tel - 01224 626199

Disabled Persons Housing Service
(Aberdeen)

Tel - 01224 810222 or 07917 442095

www.dphsaberdeen.org

Email info@dphsaberdeen.org

Drugs Action
7 Hadden Street, Aberdeen

Tel - 01224 577120

Email info@drugsaction.co.uk

Helpline 594700 (11-1 & 2-5pm)

Family Planning Clinic (Square 13)
13 Golden Square Aberdeen

Tel - 01224 642711

Grampian Care Data
Local Community & Health Services Info

Tel - 0800 136 225

Grampian Women's Aid

Tel - 01224 593381

6 Crown Terrace Aberdeen

Noise Control Team – Aberdeen City Council Tel - 0845 6066548

North-East Scotland Credit Union Tel - 01224 899688
7 Finnan Place Torry Aberdeen

Social Work Services Tel - 01224 765220
Duty Social Work Team Out-of-hours service 01224 693936
Exchequer House 3 Exchequer Row Email Duty@aberdeencity.gov.uk
Aberdeen

Trading Standards Tel - 01224 523737
4th floor St Nicholas House Email tradingstandards@aberdeencity.gov.uk
Broad Street Aberdeen

Victim Support Tel - 01224 622478
32 Upperkirkgate, Aberdeen

Voluntary Service Aberdeen Tel - 01224 212021
Castlegate, Aberdeen. www.vsa.org.uk
Email info@vsa.org.uk

Welfare Rights - Aberdeen Tel - 01224 523203
www.aberdeencity.gov.uk
Email WelfareR@aberdeencity.gov.uk

BENEFITS

Jobcentre Plus Tel - 0845 608 8598
Social Fund Tel - 0845 608 8629
Crisis Loans Tel - 0800 328 3036
www.jobcentreplus.gov.uk

COUNCIL OFFICES & HOUSING BENEFIT

Aberdeen City Council Tel - 01224 522000

Refuse Uplifts Tel - 0845 6080919

Council Tax & Housing Benefit Office Tel – 0845 608 0921
Email counciltax@aberdeencity.gov.uk

HEALTH

Aberdeen Hospitals	Tel - 0845 4566000
Health Promotions Healthline	Tel - 0500 202030
Patientline	Tel - 0500 202070
NHS 24 Aberdeen and Aberdeenshire	Tel - 08454 24 24 24

HOUSING

Homehunt North-East Scotland	Tel - 01224 628101 www.homehunt.info
Good Apple Homes – Aberdeen City Council	Tel - 01224 523151/523139 Email goodappleapplication@aberdeencity.gov.uk
Scottish Public Services Ombudsman	Tel - 0800 377 7330 www.spsso.org.uk

SUPPORTING PEOPLE

Aberdeen City Council Supporting People Team 74-76 Spring Garden Aberdeen AB25 1GN	Tel 01224 538066
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HOUSING SUPPORT COMMISSIONING TEAM

Aberdeenshire Council
Commissioning Team
Unit 12 Blackhall Industrial Estate
Burghmuir Circle
Inverurie AB51 4FS

Tel - 01467 629034

MORAY

ADVICE AND SUPPORT

Age Concern Scotland

Tel - 0845 833 0200

Citizens Advice Bureau

Tel - 01343 550088

Moray Women's Aid

Tel - 01343 548549

Welfare Benefits Team

Tel - 01343 569015

COUNCIL OFFICES & HOUSING BENEFIT

High Street Elgin

Tel - 01343 543451

Housing Benefit Office

Tel - 01343 563456

SOCIAL WORK

Moray Council
Social Work - Out of Hours

Tel - 01343 553133
Tel - 0845 756 5656

BENEFITS

Job Centre Plus

Tel - 01343 528000

HOUSING SUPPORT COMMISSIONING TEAM

Community Services
High Street Elgin IV30 1DS

Tel - 01343 563172