



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 - 08457 437437

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 300 2141

Scottish Gas

Tel - 0845 955 5510

POLICE

Grampian Police

Tel - 0845 600 5700

Crimestoppers – to report info about a crime

Tel - 0800 555 111 (24 hours)

Drugs Line – to report info about illegal drugs

Tel - 0800 371553 (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
Aberdeen Women's Aid 315 Holburn Street Aberdeen	Tel - 01224 591577
Age Concern Scotland	Tel - 0845 1259732
Alcohol Support Ltd 62 Dee Street, Aberdeen	Tel - 01224 573887
Citizens Advice Bureau 41 Union Street Aberdeen In-court adviser	Tel - 01224 586255 www.cas.org.uk Email bureau@aberdeencab.casonline.org.uk 01224 638859
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 6 Crown Terrace Aberdeen	Tel - 01224 593381
Noise Control Team – Aberdeen City Council	Tel - 0845 6066548

North-East Scotland Credit Union
7 Finnan Place Torry Aberdeen

Tel - 01224 899688

Social Work Services
Duty Social Work Team
Exchequer House 3 Exchequer Row
Aberdeen

Tel - 01224 765220
Out-of-hours service 01224 693936
Email Duty@aberdeencity.gov.uk

Trading Standards
4th floor St Nicholas House
Broad Street Aberdeen

Tel - 01224 523737
Email tradingstandards@aberdeencity.gov.uk

Victim Support
32 Upperkirkgate, Aberdeen

Tel - 01224 622478
Email V.Aberdeen@btopenworld.com

Voluntary Service Aberdeen
Castlegate, Aberdeen.

Tel - 01224 212021
www.vsa.org.uk
Email Reception.Team@vsa.org.uk

Welfare Rights - Aberdeen

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

BENEFITS

Jobcentre Plus
Ebury House 14 Dee Street Aberdeen or
11 Chapel Street Aberdeen (depending on
postcode)

Tel - 0845 607 2026
Tel - 01224 618000
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 - 01224 346789
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
Homechoice - Housing Advice & Applications	Tel - 01224 261000 www.homechoice.org
Scottish Public Services Ombudsman	Tel - 0800 377 7330 www.spsso.org.uk

SUPPORTING PEOPLE

Aberdeen City Council Supporting People Team
5th Floor St Nicholas House Broad St Aberdeen AB10 1BW

Tel 01224 522000

SUPPORTING PEOPLE

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

Tel - 01467 629034

MORAY

ADVICE AND SUPPORT

Age Concern Scotland

Tel - 0845 1259732

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 557020
Tel - 0845 756 5656

BENEFITS

Job Centre Plus

Tel - 01343 528000

SUPPORTING PEOPLE

Supporting People Team
149 High Street Elgin IV30 1DS

Tel - 01343 563308