



Key contacts

Winter 2025

**Remember you can report repairs via the CHA My Home portal
or the repairs line 01224 628104**

Gas (Emergencies) -0800 111 999

Electricity (emergencies) - 105

Scottish Water (Emergencies) - 0800 0778 778

SEPA – www.scottishfloodforecast.sepa.org.uk/public

Heatcare – 01343 842 042

Aberdeen City Council

www.aberdeencity.gov.uk Tel:0300 020 0292

Council Tax and benefits (option 3)

Waste & Environment (option 4)

Parking Roads, Street & Transport (option 5)

Homelessness team (24 hours) Tel: 0800 917 6379

Crisis Grants (8am - 6pm) Tel: 0800 03 04 713

Emergency services Tel: 101 (non emergency) 999 (emergency)

NHS 24 Tel: 111

Scottish Power Tel: 0800 092 9290 or call 105 (power cuts & emergencies)

Scottish Water Tel: 0800 0778 778





Cyrenians

Providing Care & Support for Vulnerable People

Tel: 03003 030903

Aberdeen Citizens Advice Bureau - Union Street Aberdeen

Tel 01224 569750

Advice Direct Scotland - www.advisedirect.scot

Tel 0808 800 9060

Grampian Women's Aid

25 Greenfern Road, Mastrick, AB16 6TS

Tel 01224 593381

info@grampian-womens-aid.com

Samaritans - 60 Dee Street, Aberdeen AB11 6DS

Tel: 0330 094 5717

Breathing Space - www.breathingspace.scot

Tel: 0800 838587

Shelter Scotland

Tel 0808 800 4444

(Monday - Friday, 9am - 5pm)

Public Transport

First Bus Tel: 0345 646 0707 - www.firstgroup.com

Stagecoach Tel:0345 241 8000 - www.stagecoach.uk

Aberdeen Railway Station Tel: 0344 811 0141 (option 3)

