

# Voice!

**Questionnaire 31**  
February 2014

*Aberdeen City*  *Voice!*

**ABERDEEN'S CITIZENS PANEL**

## MENTAL WELLBEING

The Aberdeen City Mental Health Partnership Group has developed a Joint Mental Wellbeing Strategy, which aims to improve mental wellbeing and reduce stigma and inequalities. We would like to find out how City Voice panellists feel about their own mental wellbeing and how confident they are about maintaining their own, and their communities' mental health and wellbeing. We would also like to find out about panellists' awareness of the available services and supports.

Mental wellbeing is more than the absence of mental illness/disorder; it represents the positive side of mental health and can be achieved by people with diagnosis of mental disorder.

'Mental wellbeing' includes the capacity to:

- realise our abilities, live a life with purpose and meaning, and make a positive contribution to our communities
- form positive relationships with others, and feel connected and supported
- experience peace of mind, contentment, happiness and joy
- cope with life's ups and downs and be confident and resilient
- take responsibility for oneself and for others as appropriate.

### 1. If you had a concern about your mental wellbeing where would you go to seek advice and/or support? (Please tick all that apply)

a) Employers/Occupational health	<input type="checkbox"/>
b) GP	<input type="checkbox"/>
c) Voluntary organisation	<input type="checkbox"/>
d) Helpline	<input type="checkbox"/>
e) Friends/family	<input type="checkbox"/>
f) Nowhere	<input type="checkbox"/>
g) Don't know	<input type="checkbox"/>
h) Other (please specify)	<input type="checkbox"/>

### 2. How do you think we should communicate information on mental wellbeing and support services? (Please tick all that apply)

a) Radio	<input type="checkbox"/>
b) Newspaper	<input type="checkbox"/>
c) Leaflets	<input type="checkbox"/>
d) Website	<input type="checkbox"/>
e) Social media	<input type="checkbox"/>
f) Public events	<input type="checkbox"/>
g) Other (please specify)	<input type="checkbox"/>

When answering the following question, please bear in mind that your answers will be handled anonymously.

### 3. On a scale of 1-5 (where 1 = extremely poor and 5 = extremely good), how would you rate your own mental wellbeing?

1 extremely poor	2	3	4	5 extremely good
<input type="checkbox"/>				

### 4. On a scale of 1–5 (where 1 = not at all confident and 5 = very confident), how confident are you that you are able to maintain your own mental wellbeing?

1 not at all confident	2	3	4	5 very confident
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Mental health problems affect one in four people over their lifetimes. Poor mental wellbeing can mean a greater risk of developing mental health problems. If you are concerned about your mental wellbeing one of the first steps to feeling better about yourself is talking. Family and friends are often the first people we turn to. If you feel you need more support your GP will be able to give help and advice.

Further contacts are:

- The Scottish Association for Mental Health: <http://www.samh.org.uk> or Tel: 0800 917 3466
- Breathing Space: <http://www.breathingspacescotland.co.uk> or Tel: 0800 83 85 87
- The Samaritans: <http://www.samaritans.org> or Tel: 08457 90 90 90

## EQUALITY FOR ALL

Aberdeen City Council would like to establish whether or not the citizens of Aberdeen believe there is 'equal opportunities for all'. Equality of opportunity or equal opportunities should be understood as equality of access to opportunity. This means that equality or equal opportunity is not about treating everyone the same. It is rather about treating people differently to ensure they have access to that opportunity. We need to respond to people's different needs by tailoring our service provision to meet their requirement so that they can enjoy equal opportunities or equality of opportunity.

For example, if we treated everyone the same, then someone with a disability, may not be able to use public transport or go to a theatre. We have to put different arrangements in place to offer the person with a disability equal opportunities/equality of opportunity. We need to take the necessary action to get everyone to the same starting place or to create a level playing field.

We would like to establish whether people feel there is equal opportunity in relation to:

- Access to employment
- Rates of pay
- Access to affordable housing (both in the rented and owner-occupied sectors)
- Access to education
- Access to healthcare
- Access to local authority care services
- Access to sport and leisure services
- Access to cultural services (libraries, galleries, theatres, cinemas and performance venues)

This information will be used to form part of the corporate business plan and as part of our public performance reporting.

### 1. Do you feel that the citizens of Aberdeen have equal opportunities for: (Please tick all that apply)

	Yes	No	Don't know
a) Access to employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Rates of pay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Access to affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Access to education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Access to healthcare	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Access to local authority care services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Access to sport and leisure services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Access to cultural services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## FAIRER – EQUALITY AND DIVERSITY

Local authorities have a central role to play in improving the lives of the people in their cities. This includes tackling disadvantage and inequality wherever they exist and bringing people together. In addition to this, the Scottish Government introduced specific duties for public authorities to produce and publish a set of 'equality outcomes' by April 2013. An 'equality outcome' is a result that the authority aims to achieve in order to further one or more of the following needs:

- eliminate discrimination
- advance equality of opportunity
- foster good relations

Aberdeen City Council published its Equality Outcomes in April 2013. Your answers to the following questions will help the Council to monitor the progress we have achieved in different areas of equality.

### 1. Have you, or a member of your household, experienced discrimination when receiving Council services because of the following during the past year? (Please tick all that apply)

a) Age	<input type="checkbox"/>
b) Disability	<input type="checkbox"/>
c) Gender reassignment	<input type="checkbox"/>
d) Marriage and civil partnership	<input type="checkbox"/>
e) Pregnancy and maternity	<input type="checkbox"/>
f) Race	<input type="checkbox"/>
g) Religion and belief	<input type="checkbox"/>
h) Sex	<input type="checkbox"/>
i) Sexual orientation	<input type="checkbox"/>
j) Not experienced discrimination (go to question 5)	<input type="checkbox"/>

### 2. Did you report this incident/experience to anyone?

a) Yes	<input type="checkbox"/>
b) No (go to question 4)	<input type="checkbox"/>

### 3. If yes, on a scale of 1-5 (where 1 = very dissatisfied and 5 = very satisfied) how satisfied were you with the response you received?

1 very dissatisfied	2	3	4	5 very satisfied
<input type="checkbox"/>				

### 4. If you did not report the incident/experience, why not?

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The term 'equality group' refers to persons who share a relevant protected characteristic. The public sector equality duty covers the following protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

**5. To what extent do you agree or disagree with the following statements?**

	Strongly Disagree	Disagree	Agree	Strongly Agree	Don't know
a) Aberdeen is a welcoming place for members of equality groups to live and work.	<input type="checkbox"/>				
b) People from equality groups living and working in the city are valued and respected.	<input type="checkbox"/>				

**6. Did you know that information about Council services is available in the following formats? (Please tick all that apply)**

a) Large print	<input type="checkbox"/>
b) Community languages	<input type="checkbox"/>
c) Audiotape / CD	<input type="checkbox"/>
d) British Sign Language	<input type="checkbox"/>

**7. How aware do you feel you are on what the Council is doing to improve the quality of life for different equality groups? (Please tick one box)**

a) Very aware	<input type="checkbox"/>
b) Aware	<input type="checkbox"/>
c) Unaware	<input type="checkbox"/>

**8. What more could the Council do to improve the quality of life for people from different equality groups in the city?**

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**Older People**

Aberdeen's Older People's Advisory Group (OPAG) includes representation from many agencies and organisations working to improve services for older people in the city. OPAG identifies and then takes action on priorities for older people. Your responses to the following questions will assist OPAG on actioning a work plan which will best deliver on the needs of older people.

The following questions relate to older people. You can answer these questions based on your own experience or the experience of an older person in your family.

**1. From the following list, who do you think older people usually turn to if they have a financial issue? (Please tick all that apply)**

a) Friends/Family	<input type="checkbox"/>
b) Council	<input type="checkbox"/>
c) Voluntary organisation	<input type="checkbox"/>
d) Other (please specify)	<input type="checkbox"/>

**2. Would you (or any other relevant family member) know where to find information on the following health issues?**

	Yes	No
a) Attendance allowance	<input type="checkbox"/>	<input type="checkbox"/>
b) Community alarm	<input type="checkbox"/>	<input type="checkbox"/>
c) Blue badge	<input type="checkbox"/>	<input type="checkbox"/>
d) Personal Independence Payment	<input type="checkbox"/>	<input type="checkbox"/>
e) Carer's Allowance	<input type="checkbox"/>	<input type="checkbox"/>

For information on Attendance Allowance, Personal Independence payment and/or Carer's allowance, please contact Cash in Your Pocket Partnership.  
Tel: 01224 200221 or email [info@ciypp.co.uk](mailto:info@ciypp.co.uk)

For information on Community alarms, please contact Aberdeen Care and Repair, 11 Waverley Place, Aberdeen, AB10 1XJ or Tel: 01224 251133

For information on the Blue Badge Scheme, please contact Enterprise, Planning and Infrastructure, Aberdeen City Council on 01224 538048 or email [disabledbadges@aberdeencity.gov.uk](mailto:disabledbadges@aberdeencity.gov.uk)

**3. It is often the case that older people require help to sort out finances when they return from hospital. In your experience is enough support given to sort out their finances when they return home?**

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>
c) Don't know	<input type="checkbox"/>

**4. Do you (or any other relevant family member) know how to access assistance with travel expenses for older people when having to travel to other regions for hospital care/treatment?**

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>
c) N/A	<input type="checkbox"/>

5. **Do you (or any other relevant family member) know how to access assistance with issues around the home? For example regarding repairs and maintenance, adaptations to meet the needs of the older person, minor aids to assist independent living, home care?**

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>
c) N/A	<input type="checkbox"/>

If you require further information please contact Aberdeen Care and Repair, 11 Waverley Place, Aberdeen, AB10 1XJ. Tel: 01224 251133

6. **Do you think there is enough support/opportunities available for older people in Aberdeen who would like to get back into employment or volunteering?**

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>
c) Don't know	<input type="checkbox"/>

7. **Are you aware of any services that currently provide support of this nature for older people?**

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>
c) If yes, please specify	<input type="checkbox"/>

8. **Footprints and the Silver City Surfers have been key projects for ensuring that Older People are linked in to the potential benefits of information technologies. What can support services do to ensure that older people, who cannot/have no interest in using the Internet, are not left disadvantaged through lack of access to online information?**

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If you would like to know more about the work we do on equalities, please contact: The Equality Team at: [equality\\_and\\_diversity@aberdeencity.gov.uk](mailto:equality_and_diversity@aberdeencity.gov.uk)

## WEALTHIER & FAIRER – WELFARE REFORM

The UK Government is currently introducing a number of changes to the Welfare System. Given the current economic climate in the country, Aberdeen City Council is interested in finding out panellists' awareness of these changes, their impact on individuals and families, and your views on wage rates in the city.

The results from this survey will be used to inform the policies and services that are being developed by the Community Planning Partnership in response to Welfare Reform.

1. **On a scale of 1-5 (where 1 = not at all aware and 5 = very aware) how well do you feel you understand the changes in Welfare Benefit provision currently being introduced?**

1 not at all aware	2	3	4	5 very aware
<input type="checkbox"/>				

2. **Have you or a member of your family been directly affected by any of the Welfare Reform changes that have been introduced since 2010? (Please tick all that apply)**

a) Yes, I have been directly affected since 2010	<input type="checkbox"/>
b) Yes, a member of my family has been directly affected since 2010	<input type="checkbox"/>
c) No, neither I nor a member of my family have been affected since 2010. (Go to question 6)	<input type="checkbox"/>

3. **If you answered the question above with yes, have you been affected in a positive or a negative way from Welfare Reform changes? (Please tick one box)**

a) Positively affected	<input type="checkbox"/>
b) Negatively affected	<input type="checkbox"/>

4. **If negatively affected, please provide information on the impact of these changes.**

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5. **If positively affected, please provide information on the impact of these changes.**

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**6. How many of these had you heard of before reading about them in the City Voice? (Please tick all that apply)**

a) The Welfare Matters website (www.welfaremattersaberdeen.org.uk)	<input type="checkbox"/>
b) The Aberdeen City Council Welfare services	<input type="checkbox"/>
c) The Aberdeen City Council Housing services	<input type="checkbox"/>
d) The Aberdeen City Council Debt advice services	<input type="checkbox"/>
e) Scottish Welfare Fund	<input type="checkbox"/>
f) Cash In your Pocket Partnership and website	<input type="checkbox"/>
g) Citizens Advice Bureau	<input type="checkbox"/>

One of the changes being introduced as part of welfare reform will be the increasing use of digital forms of communication for benefit claimants to complete applications for benefit by themselves online. Also, in the future as part of Welfare Reform changes, benefit payments recipients will be required to have a bank account.

**7. Do you have access to a computer, tablet, smart phone or other form of access to the internet? (Please tick one box)**

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

**8. On a scale of 1-5 (where 1 = not at all confident and 5 = very confident) how confident are you in relation to completing online forms?**

1 not at all confident	2	3	4	5 very confident
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9. For people who do not have access to digital technology and the internet but will be required to apply for benefits online do you feel the public sector should provide support through services such as libraries, community centres, literacy support and welfare advice and information services? (Please tick one box)**

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

**10. If yes, why do you feel the public sector should provide support?**

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**11. If no, why do you feel the public sector shouldn't support this?**

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**12. In future, benefit payments may need to be paid into a recipient's own bank account. Do you have a bank account in your own name?**

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

**Living Wage**

Aberdeen's Community Planning Partnership as part of its Single Outcome Agreement is committed to achieving an outcome that all employees in the city receive as a minimum "Living Wage" – currently recognised as £7.45 per hour in Scotland. Please note the term "Living Wage" is different from the National Minimum Wage of £6.31 per hour for adults over 21 years of age.

**13. Are you currently in employment? (Please tick one box)**

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

**14. If yes, is this part-time or full-time employment? (Please tick one box)**

a) Part-time employment	<input type="checkbox"/>
b) Full-time employment	<input type="checkbox"/>

**15. If yes, do you currently receive as a minimum £7.45 per hour wage rate? (Please tick one box)**

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

**16. Do you support the concept of promoting a "Living Wage" for all people in employment in the city?**

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

**17. Can you please explain why you feel this way?**

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**Food Banks**

You may be aware of the growth of Food Banks in the city and across the country. In other parts of the UK and in France there has been the development of what has been termed "Social Solidarity Shops". These are shops (like a small supermarket) exclusively for those receiving benefit where they can purchase subsidised groceries and other household products and can receive other support services such as help with household budgeting and employment.

**18. Before reading about it in the City Voice were you aware of the existence of Food Banks in the city? (Please tick one box)**

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>

**19. Have you either had to use a Food Bank or donated food to a Food Bank provider e.g. via a supermarket collection or a workplace collection? (Please tick one box)**

a) Used	<input type="checkbox"/>
b) Donated	<input type="checkbox"/>
c) Both	<input type="checkbox"/>
d) Never used or donated	<input type="checkbox"/>

**20. Do you think the concept of “Social Solidarity Shops” is something we should consider developing in the city? (Please tick one box)**

a) Yes	<input type="checkbox"/>
b) No	<input type="checkbox"/>
c) Don't know	<input type="checkbox"/>

**21. If yes, who do you think should meet the cost of subsidising this? (Please tick one box)**

a) UK government	<input type="checkbox"/>
b) Scottish government	<input type="checkbox"/>
c) Local authorities	<input type="checkbox"/>
d) Voluntary sector	<input type="checkbox"/>
e) Retailers	<input type="checkbox"/>
f) Other (please specify)	<input type="checkbox"/>

**22. Which of the following do you think is causing the greatest financial concern for households in the city? (Please tick one box)**

a) Cost of food	<input type="checkbox"/>
b) Rising fuel prices	<input type="checkbox"/>
c) Welfare benefit cuts	<input type="checkbox"/>
d) Childcare costs	<input type="checkbox"/>
e) Other (please specify)	<input type="checkbox"/>

**ROADS**

Aberdeen City Council is continuing to participate in a nationwide project to develop an Asset Management Plan for its roads. The Council has to maintain 500 miles of road, 1,000 miles of footway and 30,000 street lights. Feedback on the public perception of the quality of Roads Maintenance is vital to the Asset Management Plan.

The following questions were set a couple of years ago and we would like to develop a continuing picture of the response to our efforts to use the Roads Maintenance budget to best effect. This will involve setting these or very similar questions at regular intervals.

**1. To help prioritise limited budgets, please indicate whether you are satisfied or dissatisfied with our present performance in each of the following areas. Please note, those options marked with a \* refer to quality and upkeep, not how clean they are.**

	Very satisfied	Fairly satisfied	Neither satisfied or dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
a) The condition of bus routes and other main roads*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) The condition of side / local roads*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Time taken to repair roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The condition of busy footways* (e.g. near schools, shops etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) The condition of local footways*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Time taken to repair footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Intensity of street lighting (city centre)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Intensity of street lighting (residential areas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i) Time taken to repair street lights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**2. In order to help us to prioritise our budget, from the areas listed below, which (if any) would you like to see us spend more on, or be prepared for us to spend less on?**

	More	the Same	Less
a) Main roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Side roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Busy footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Local footways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## HOMES

### Fuel Poverty

One of the challenges outlined in Aberdeen's Community Plan is to 'eradicate as far as possible, fuel poverty in Aberdeen'. The term 'fuel poverty' is defined as 'paying more than 10% of your disposable income on heating your home to a comfortable standard'. The Council is already working to reduce fuel poverty but is calling on the City Voice panel to provide further information that will enable them to target their work more effectively.

Your responses to the following questions will help the council to measure the extent of fuel poverty in the City and identify the number and type of households that are more likely to be affected. This information will be used to focus resources on households that are most at risk of fuel poverty.

#### 1. What is the main fuel type used to heat your home? (Please tick one)

- |                               |                          |
|-------------------------------|--------------------------|
| a) Mains Gas                  | <input type="checkbox"/> |
| b) Electricity                | <input type="checkbox"/> |
| c) Liquid Petroleum Gas (LPG) | <input type="checkbox"/> |
| d) Oil                        | <input type="checkbox"/> |
| e) Solid fuel (wood, coal)    | <input type="checkbox"/> |
| f) Renewable source           | <input type="checkbox"/> |
| g) Other (please specify)     | <input type="checkbox"/> |

#### 2. Do you usually heat your whole house (all rooms) during the winter months?

- |                           |                          |
|---------------------------|--------------------------|
| a) Yes (go to question 4) | <input type="checkbox"/> |
| b) No                     | <input type="checkbox"/> |

#### 3. If no, can you tell us which of these rooms you heat? (Please tick all that apply)

	N/A, I don't have this room	Yes, I heat this room	No, I don't heat this room
a) Living room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Hallway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Bedroom 1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Bedroom 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Bedroom 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f) Bathroom	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g) Kitchen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h) Other rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### 4. Approximately, how much of your disposable income (i.e. income after mortgage/rent has been deducted) is spent on heating your home? (Please tick one box)

- |                      |                          |
|----------------------|--------------------------|
| a) Less than 5%      | <input type="checkbox"/> |
| b) 5-10%             | <input type="checkbox"/> |
| c) 10-15%            | <input type="checkbox"/> |
| d) 15-20%            | <input type="checkbox"/> |
| e) More than 20%     | <input type="checkbox"/> |
| f) Unsure/don't know | <input type="checkbox"/> |

#### 5. If you ticked 'unsure/don't know' in Question 4, please complete the box below and we can work this out for you.

- |                                                     |                      |
|-----------------------------------------------------|----------------------|
| a) Approximate annual income (less mortgage / rent) | <input type="text"/> |
| b) Approximate annual spend on heating              | <input type="text"/> |

For further information or advice on fuel poverty and/or energy efficiency please contact Aberdeen City Council's Home Energy Team. Tel: 01224 522016 or 01224 522094. More information and advice on energy saving in your home can be found at:

[http://www.aberdeencity.gov.uk/housing/council\\_tenants/home\\_energy\\_saving/hoa\\_HomeEnergySaving.asp](http://www.aberdeencity.gov.uk/housing/council_tenants/home_energy_saving/hoa_HomeEnergySaving.asp)

Thank you . . .

for taking the time to complete this questionnaire. Please return in the pre-paid envelope provided or send it to

Aberdeen City Voice  
Freepost Plus RLZR-RYJT-KXJU  
Business Hub 18  
4th Floor West  
Marischal College  
Broad Street  
ABERDEEN  
AB10 1AB



Community Planning  
in Aberdeen