



Aberdeen City **voice**

Aberdeen's Citizens' Panel Newsletter
Number 9, January 2007

Welcome to the ninth citizens' panel newsletter. This newsletter gives feedback to you, the Aberdeen citizens' panel members, on the results of the 9th questionnaire which included the Community Planning themes of Land Use and the Environment, A Clean City and Aberdeen's Image.

This newsletter provides a summary of the results of the questionnaire you completed last September and how we plan to use this information. Your responses are important in informing and contributing to future plans by all partners of the City Voice.

Aberdeen City Voice is an initiative by Aberdeen's Community Planning Partnership, including Aberdeen City Council, Grampian Police, Grampian Fire and Rescue Service, Scottish Enterprise Grampian, NHS Grampian, Communities Scotland and Aberdeen Council of Voluntary Organisations. The partnership wants your opinions on services and issues relating to service provision and Community Planning. By knowing what you think on different issues, we can aim to provide services that meet your needs.

Questionnaire data is analysed by our research consultants at The Robert Gordon University. As always, all information provided is, of course, kept strictly confidential.

The 10th survey, focusing mainly on the Community Planning themes of Leading the City, Health & Social Care, Safety, Homes & Getting Involved, will be issued to you in early March. Many thanks to all of you who have continued to complete the questionnaires and have returned them promptly over the last couple of years.

Please continue to get in touch if you wish to make any comments on the citizens' panel. You will find my contact details at the end of the newsletter.

SONIA BOYD
CITY VOICE ADMINISTRATOR



9th Questionnaire – Panel Response

Here are the results of the 9th questionnaire you kindly completed in September. The results have now been analysed and a summary is presented in this newsletter. Many thanks for the 612 prompt and helpful replies you sent in. There are however 893 members on this panel! We would like as many members as possible to respond next time. This will help us put all your views and concerns before the Partnership (see front page) which is involved in providing services for Aberdeen residents and planning for your future.

Please let me know if there are any reasons for you not replying. Are the questionnaires too complicated? Too long? Are we asking about the things of little interest to you? What would you like us to ask you about? Please let me know by completing the tear off slip at the back of this newsletter.

Land Use and the Environment

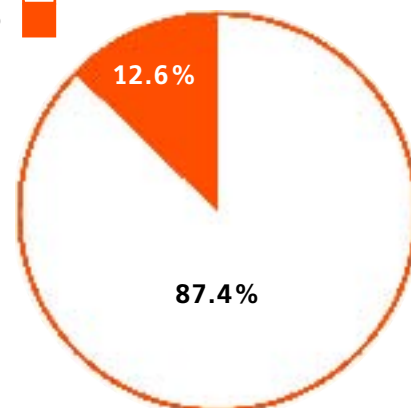
City Centre Improvements

The Council is currently in the process of creating a Masterplan for the city centre. The first stage of this Masterplan involves assessing the redevelopment schemes that have been proposed or implemented in recent years. Included in the works that have been carried out are various streetscape schemes such as the re-paving of Belmont Street and Back Wynd, widening the pavements in Union Street and the provision of sign boards, such as the boards explaining the history of the Castlegate.

The pie chart opposite shows that over 87% of you believe that the city centre has been improved by these schemes.

Do you think the city centre has been improved by the recent redevelopment schemes?

Yes
No



You were asked what the single biggest improvement that could *still* be made to the city centre would be. Your most popular responses included:

- Pedestrianisation (89 comments)
- Attract retailers to vacant premises on Union Street - additional comments were made that this should not be with amusement arcades or charity shops (41)
- Improve cleanliness (38)
- Improve transport infrastructure (37)
- Pedestrianise only certain sections of Union Street (25)
- Better/more shops (22)

Aberdeen's City Centre – this is what we're doing

I find it very encouraging to see such a positive response to the re-paving schemes. We hope that more re-paving to this standard can be carried out in the city centre and it is clear that this will be supported by your views. It is also encouraging that pedestrianisation emerges as the biggest single improvement that can still be made. When the number of you who agreed with pedestrianisation are added to the number seeking partial pedestrianisation of Union Street, it is by far the most popular improvement sought. Your views will constitute part of the public consultation process and inform the content of the city centre Masterplan.

Paul Pillath

Head of Conservation & Design,
Aberdeen City Council.



Community Stadium

Aberdeen City Council and other potential partners are looking into the potential for a community stadium to serve the North East of Scotland. The aim is to develop a facility which is much more than simply a football stadium. It also acts as an educational, training, social, recreational, employment and community hub seven days a week for the benefit of the North East of Scotland. The project would involve a wide range of public and private sector bodies as well as representatives from community groups in the city.

The majority of you (73%) support the idea of a community stadium in Aberdeen - support was slightly higher amongst those of you who are younger.

The table above shows that the facilities you would most support include an all-weather pitch (364 comments), a Sports hall (355), a swimming pool (338) and a gym (337). Some options were less popular, however, with only 17 of you indicating that you would like a casino as part of the Community Stadium, 89 a hotel and 93, offices.

Among those of you that did not support the community stadium, 72% said it was because 'money could be better spent'. 59% of you also said that the 'facilities were already available elsewhere'.

A Community Stadium in Aberdeen – this is what we're doing

Unfortunately, due to staff absences over the Christmas and New Year period, I have not been able to get comments on the results of the Community Stadium questions. I will, however, report them with the issue of Questionnaire 10 in March.

Which facilities should be included in Aberdeen's Community Stadium?

	No	Yes
All weather pitch	49	364
Casino	391	17
Community centre	136	277
Gym	77	337
Hotel	323	89
Ice skating	212	198
Indoor bowling	149	261
Offices	319	93
Sports hall	57	355
Swimming pool	74	338
Squash courts	175	237
Sports massage/injury clinic	97	315



A Clean City

Aberdeen City Council is committed to maintaining a clean city. The key result from the questions we asked you was that overall, you believe that the city as a whole is fairly clean. The areas you rated as 'least clean' were the City Centre, followed by footpaths, while the areas 'most clean' were public parks.

Particular areas in the city you thought were poor included:

- City Centre – especially Union Street (120 comments)
- Outside fast food premises (30)
- Dog fouling problems (16)
- George Street (16)
- Chewing gum on streets (15)

The best areas in the city you thought were Parks (80 comments) with a further 18 of you specifically mentioning Duthie Park.

A Clean Aberdeen – this is what we're doing

Overall, your comments have provided positive feedback. With regards to the cleanliness of the city it was encouraging to see that so many of you regard of the city as 'fairly clean'. Your results also show that the area most in need of improvement in terms of cleanliness is the city centre. This links back into the earlier City Centre improvements question where 38 of you thought improving cleanliness was an issue for the city centre. Significant improvements have been made in recent years to the cleanliness of Aberdeen and it is our aim to continue this trend and seek further improvements. The city centre has already been identified as an area requiring improvement, particularly at weekends, and this is being addressed through changes to work patterns and programmes of work, an increase in resources and ensuring identified hot spots are targeted on a regular basis.

Steven Shaw

Area Environment Manager (Central),
Aberdeen City Council.

Public Toilets

Aberdeen City Council is currently carrying out a review of public toilet provision in the City. This will include details on the condition, usage and number of toilets in the City.

- 57% of you believe that there should be more toilets in the city, particularly on Union Street (114 comments), in the city centre (85), at the beach area (51) and in parks (35).
- The majority of you believe that public toilets are clean (61%) and easily accessible (51%).
- However, 76% of you believe that they are cold, 61% believe that they are smelly and 54% that they are vandalised. Only 31% think that they are safe and secure.
- 84% of you think that it is reasonable to charge a small amount for using improved facilities.

Public toilets in Aberdeen – this is what we're doing

The information you have given us will greatly inform the location of our toilets and how we manage the facilities in the future. It is evident that there is a need for public toilets in the Union Street/wider City Centre area. It was reassuring that 61% of you found the toilets clean as the monitoring of toilets has been increased in recent months. However, there were concerns about cold, accessibility, vandalism, security and smell, which will be taken into consideration. It is also interesting to note that 84% of you believe that it is reasonable to charge a small amount for using improved facilities. Overall your responses will help us plan the provision of public toilets in Aberdeen.

Allan Whyte

Head of Service Shelter & Environment,
Aberdeen City Council.

Household Waste

Aberdeen City Council currently provides the following household waste collection services:

- A fortnightly kerbside recycling collection of paper, cardboard, glass, plastic bottles and cans (householders receiving this service are provided with a white bag to collect paper and card and a black box for cans, plastic bottles and glass)
- fortnightly brown bin collection of garden waste (for green waste collection)
- weekly black bin collection of general waste

Approximately 84% of you use the kerbside recycling collection service and 77% use the green waste collection.

The table on the following page shows that of those who use the kerbside recycling and green waste collection services, 198 of you would like more information on what you can recycle on the kerbside and 196 would like weekly collection of materials for kerbside recycling.

The main reasons you do not use either the kerbside recycling collection or green waste collection is because you are 'not offered this service', you 'use the recycling centres instead' and 'there is not enough room to store materials'. You would, however, be encouraged to use the kerbside recycling service if there was a weekly collection of materials for recycling (71 comments) and more information on what you can recycle (41). You could also be encouraged to use the green waste services if it were a more reliable service (12) and if there were weekly collections of materials for recycling (30).

What changes could be made to our Kerbside Recycling and Green Waste collection services?

	Kerbside Recycling	Green Waste
A weekly collection of materials for recycling	196	80
More information on what you can recycle	198	48
More information on the benefits of recycling	107	48
Penalise residents who don't recycle	172	74
None	84	70

You were asked what steps you would like to see Aberdeen City Council take to reduce the amount of household waste that is sent to landfill. Your most popular responses included:

- Give more information on HOW to minimise waste
- Give more information on WHAT you can recycle
- Offer a weekly collection of materials for recycling
- Dispose of waste through an 'Energy for Waste' facility

You were also asked if Aberdeen City Council could offer the collection of one additional material for recycling what would it be? Your responses included:

- Clothing/Textiles (92 comments)
- All plastics (65)
- Used batteries (27)
- Carrier bags (16)
- Electrical goods (15)
- Wood/Furniture (13)

Household waste in Aberdeen – this is what we're doing

The Waste Team are delighted to see that the majority of respondents use the kerbside recycling and garden waste collection services, and that the main barrier to participation is purely that the services are not offered in all areas.

We were interested to note that many of you asked for a weekly collection of recyclate. Introducing such a service would allow us to move to an alternate weekly collection of refuse and garden waste to encourage more residents to participate in the services. We are also interested to note that a high proportion of you were in favour of penalising residents who don't recycle. This option cannot be employed until national legislation allows us to do so, and a decision of this is expected from Central Government shortly. We note that respondents would prefer to receive information on recycling and waste minimisation via press articles and bus shelter adverts rather than the regular updated inserts and collection calendars for their Waste Aware Guide. These comments will be considered by the Waste Marketing Officer for future campaign materials.

The Waste Team are delighted to know that nearly 25% of you use a compost unit, although the main barrier to participation is a lack of suitable garden space. Although many of you stated that you would prefer not to receive information on waste minimisation and recycling via leaflets, this was the preferred method of receiving information on home composting. We may use this method, along with newspaper adverts, to promote the services in the future.

When asked for details of an additional items that should be collected for recycling, the majority of you suggested textiles. Although textile banks are widely available at Recycling Centres and Points across the City, Aberdeen City Council is currently working on proposals to offer a monthly kerbside collection of textiles along with a partner organisation. Details of this new service will be released in the New Year. You may also like to know that household battery recycling banks are available at all four Recycling Centres (Greenbank Crescent in East Tullos, Pitmedden Road in Dyce, Perwinnes Moss on Scotstown Road and Sclattie Depot on Bankhead Avenue). The Centres are open Monday-Friday 10am to 4.45pm and Saturday and Sunday 9am to 4.45pm and are closed on Christmas Day and New Year's Day. Take-back services are also offered by a number of major retailers in the City and residents are advised to enquire in-store when they purchase batteries for further advice. Carrier bag recycling facilities are also offered by the major supermarkets.

Clare Neely

The Waste Team,
Aberdeen City Council.



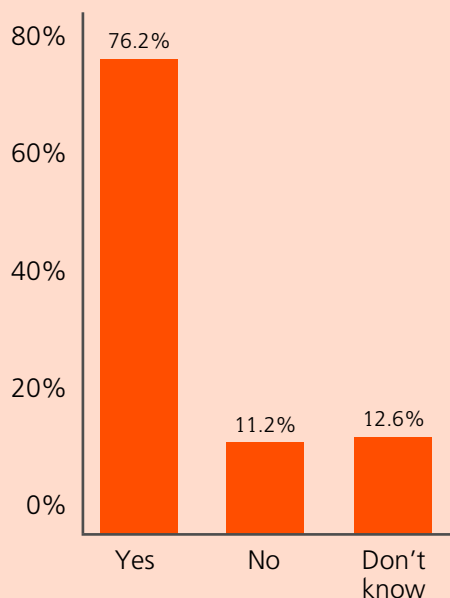
Aberdeen's Image

Trees

Trees and woodlands are an integral part of our natural heritage. Their presence can have a significant impact on our environment quality and contribute to the attractiveness, beauty and character of Aberdeen.

When asked if trees made up an important part of our natural heritage, almost all of you (97%) stated they think that trees make up an important part of the landscape of Aberdeen. Approximately 86% of you also believe that more trees should be planted. The most popular places you would like to see them planted are in open spaces (430 comments), parks and gardens and on street verges.

Do you think 'Green Monuments' should be given the same protection as Listed Buildings in Aberdeen?



The graph above shows that the majority of you (76%) thought that large mature trees of important heritage value, often known as 'Green Monuments', should be given the same protection as listed buildings in Aberdeen.

You were asked what should or could be done to preserve these 'Green Monuments' for future generations. Some of your most popular comments included:

- Plaque beside tree stating its history and why it is a monument (36 comments)
- Regular maintenance and pruning of trees (34)
- Preservation orders (27)
- Raise awareness/provide information (24)
- Strict planning rules (19)

Trees in Aberdeen – this is what we're doing

I am very pleased with your responses to the questions regarding Aberdeen's image in relation trees – they are very interesting and give a good indication as to how the people of Aberdeen feel about the trees in their urban environment. It would have been interesting to know the number of people that responded positively, who own trees themselves. I often come into contact with people who do not own trees but would like to see more within the city. On the other hand, I also come across people who own trees, but would like to see less trees in their garden and Neighbourhood because they are aware of the cost of managing their own trees.

Your responses will go a long way to supporting the need for an Aberdeen Woodland/Forest/Tree Strategy. Your results appear to show that the people of Aberdeen care about trees and wish to be involved in the care, protection and maintenance of trees within their locality. Currently in Aberdeen there is a branch of the national organised Tree Warden Scheme that encourages local volunteer involvement in the management and care of their trees and woodlands.

If you would like more information please call me on 522440.

Duncan McGregor
Planner (Arboricultural),
Aberdeen City Council.

General Questions

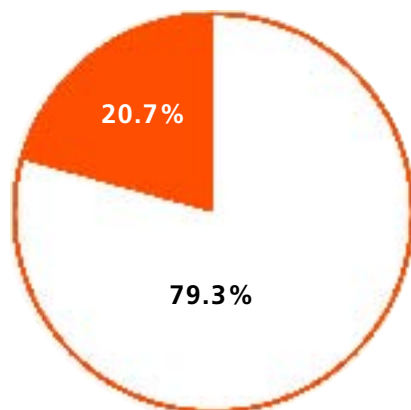
Doorstep Crime

Doorstep crime is a phrase used to describe crimes committed by people who attempt to take advantage of, predominantly older, residents by calling unannounced at their home (cold calling). Typically, the caller will try to persuade the resident to accept their offer of goods or services for which a wholly unacceptable and usually very high charge is made. Sometimes the caller, having "tricked" their way into a resident's home, will simply steal money or property whilst the householder's attention is diverted.

Approximately 40% of you thought that displaying 'No Cold Caller Zone' signs would be an effective means of combating doorstep crime, while 36% of you did not. Support was slightly higher amongst those of you that are older and also male.

Would you be happy with No Cold Caller signs displayed in your area?

Yes
No



The pie chart above shows that the majority (79%) of you would be happy to have such signs displayed in your area, while 21% would not.

Doorstep crime in Aberdeen – this is what we're doing

By far the majority of you have indicated that you would be happy to have 'No Cold Caller Zone' signs displayed in your area.

You have also generally given a positive response to the question, 'Do you think that displaying 'No Cold Caller Zone' signs in Aberdeen would be an effective means of combating doorstep crime?'. As a result, we intended to progress this matter further with a view to trialling such zones within Aberdeen. I will now make enquiry elsewhere in order to learn from the experience of others in the implementation of such zones.

PC Neil Montgomery

Aberdeen Division Crime Reduction Unit, Grampian Police.

Parking Patrols

The Council is looking to increase parking patrols throughout the city dealing with street parking. This will mean that patrols are in progress for 20 out of 24 hours, seven days a week.

The graph on the right shows that 67% of you do not think that the stated increased length of enforcement is required. 66% of you think that additional patrolling will not ease congestion throughout the city while 21% of you think that it will.

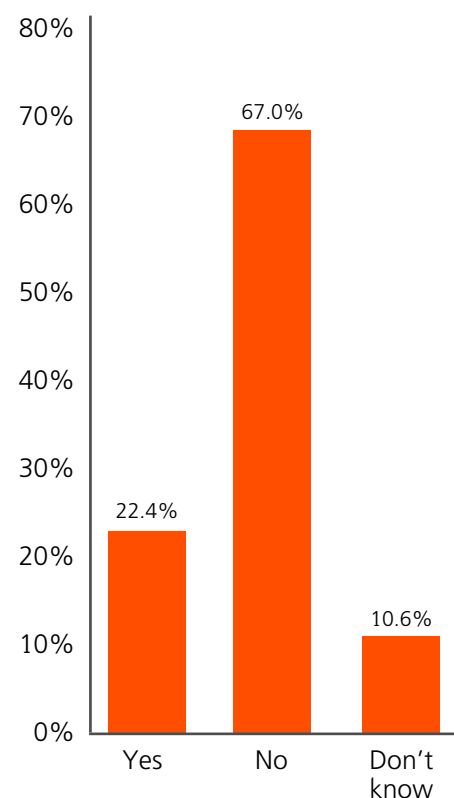
Parking patrols in Aberdeen this is what we're doing

A recent report from the Environmental and Infrastructure Committee approved a pilot scheme to extend parking provision for a trial period of three months. Feedback from the Evening Express indicated that most responses were in favour of increasing patrols in the city. It is, therefore, surprising to note that 67% of you do not think that the level of enforcement is required; whilst 66% do not believe it will ease congestion throughout the city. That being said, your responses will provide a basis for the views of members of the public when reporting to Committee at a future date.

Allan Whyte

Head of Service Shelter & Environment, Aberdeen City Council.

Do you think that an increase in parking patrols is required?

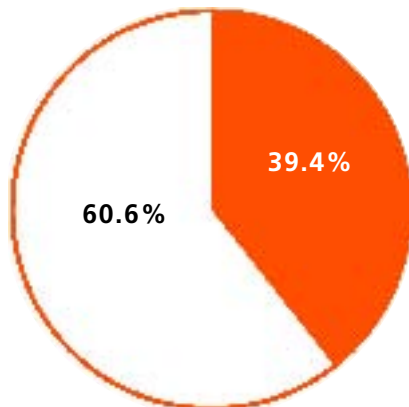


Neighbourhood Community Action Plans

The first Neighbourhood Community Action Plans for the City's 37 Neighbourhoods were produced in May 2006. These plans highlight local issues and priorities within a specific Neighbourhood, as identified by those living in the Neighbourhood. They also explain what Community Planning Partners are doing to address these issues and priorities. Neighbourhood Community Action Plans can be found in Community Centres, Dentists, Health Centres, Doctors Surgeries, Post Offices, in Central and Local Libraries and the home library service and on the Community Planning website (www.communityplanningaberdeen.org.uk).

Have you heard of Neighbourhood Community Action Plans?

Yes
 No



The pie chart above shows that the majority of you, approximately 61%, have not heard of Neighbourhood Community Action Plans. Of those of you that had heard about them:

- 46% of you believe that you have a small role in the Neighbourhood Community Action Plan published for your area. 13% of you feel you have a significant role.
- The majority of you (55%) are not aware of how to get local issues included in your Neighbourhood Community Action Plan.
- The majority of you (55%) are now more likely to get involved in the neighbourhood planning process having read the plan.



Neighbourhood Community Action Plans in Aberdeen – this is what we're doing

The pie chart to the left shows that 61% of you had not heard of Neighbourhood Community Action Plans (NCAPs). This shows that we as Neighbourhood Community Planning Officers (NCPOs) need to promote NCAPs and the Neighbourhood Planning process better, particularly to those of you who are unaware and are currently not community activists. The following figures relate to those of you who have heard and/or read your NCAPs. It is encouraging to see that 59% of you believe you have a small or significant role in the NCAP published for your area. We will also work to publicise this process better and hopefully increase this involvement. The results also show that the majority of you (55%) are not aware of how to get your local issues included in the Neighbourhood Community Action Plan Process. This again relates to publicising the whole process better. It is encouraging that the majority of you (approximately 55%) who have read a plan are now more likely to

get involved in the Neighbourhood Planning process. If you would like to find out who your specific Neighbourhood Community Planning Officer is, or about how to get involved in the Neighbourhood Community Planning process, please call Alan Mulvie on 523750.

As a result of your comments, Neighbourhood Community Planning Officers will:

- publicise better Neighbourhood Community Actions Plans and the Neighbourhood Planning Process, including how people can become involved.
- undertake to look at ways of promoting Neighbourhood Planning including having clear web links on the home pages of all Community Planning Partners.
- continue to develop the Local Community Networks and Neighbourhood Service Teams to ensure that local issues are identified and that these issues are actioned.

Mark Armstrong
Head of Service Culture & Learning,
Aberdeen City Council.

iKiosks

iKiosks offer residents and tourists free and easy access to information about the city. In May 2006, iKiosks were installed at six sites in Aberdeen. Outdoor iKiosks are situated outside the Art Gallery, near Marks & Spencer, at the Music Hall and in the Castlegate. Two indoor single-screen kiosks are located at Aberdeen Royal Infirmary and the Robert Gordon University's new sports complex. In late December, a further iKiosk will be available at Torry library.

The majority of you (approximately 85%) have never used an iKiosk.

The table below shows the facilities that you think should be available on the iKiosks. The facility that received the highest level of agreement, 96.7%, was 'Free internet calls for emergency notification'.

Other suggestions for services available on the iKiosks included:

- Tourist information (2 comments)
- Report vandalism
- Information about local amenities

Which of the following facilities would you like to see available on the iKiosks?

	No		Yes	
	Number	%	Number	%
Free Internet calls for emergency notification	2	3.3%	59	96.7%
Free Internet calls for information requests	5	12.5%	35	87.5%
On-line request forms	6	12.0%	44	88.0%
Credit or debit card payment options	6	26.1%	17	73.9%
Council's Accord smart card	3	8.6%	32	91.4%

Approximately 69% of you think that iKiosks should display adverts if they help to pay for additional iKiosks at no extra cost to the council. The majority of you also think there needs to be better signs on top of iKiosks which can be seen from a distance, explaining their use more clearly.

iKiosks in Aberdeen – this is what we're doing

The latest City Voice Questionnaire was certainly a thought-provoking read. The iKiosk Network, along with the Peoples Network within our Library system, does and can help in bridging the "digital divide" between the 'haves' and 'have nots', as it provides (depending on location) 24/7 "free" Internet access, eMail, Video Mail and now Webcalls. I am not surprised that the "free" Webcalls received overwhelming endorsement and have been a success. My hope is to build on that and gain support for emergency numbers and services e.g. homelessness. Other strategic partners have been more proactive and NHS24 are now considering it, along with the local radio station, airport and Samaritans etc.

However, only 15% of you said that you had used an iKiosk. Therefore, I would like to see more "traditional" awareness raising events and presentations made to young, old, disabled and migrant groups and forums throughout the City and communities.

I am continually striving to ensure that those who use with the iKiosks find them easy to use and carry away a good experience. I am heartened to see that around two thirds did but I am looking at ways to ensure that is not just maintained but improved and that the third who did not are converted. Your responses highlighted the need for more language conversation (Polish, Chinese, French, German etc.) of key, emergency messages and services. The Council recently approved funds to allow this, with the Polish & Chinese communities being the first to benefit. Better (non-electronic) visual signage was also highlighted and this has been addressed and additional signage will appear on the iKiosk at Torry Library to be launched this coming Thursday 21st December. Thereafter the rest of the Network.

Finally, the most encouraging feedback is your desire to see the iKiosk Network grow and that a majority of you would support an income generating model that included the use of sensitive advertising to help offset costs. This has been included in the iKiosk report requested by Council and my hope is that some progress can be made with this in the New Year.

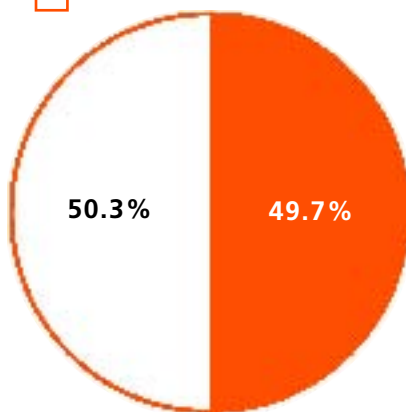
Phil Mills-Bishop
eGovernment Project Manager,
Aberdeen City Council.

Aberdeen City Council Website

Aberdeen City Council's website (www.aberdeencity.gov.uk) was re-launched in May 2006. The new site is designed to be more accessible to citizens. It provides information on all council services, and in many cases is a way of accessing these services electronically.

Have you visited Aberdeen City Council's website in the last 12 months?

Yes No



The pie chart above shows that approximately half of you have visited the Aberdeen City Council (ACC) website in the last twelve months. When looking at age, your responses show that 73% of 25-34 year olds have used the website as opposed to only 18% of over 65s.

Of those of you who had not visited the ACC website in the last twelve months the majority of you, approximately 51%, stated that the main reason was that you had no access to a computer. Other reasons for not accessing it include:

- No need to (9 comments)
- I would prefer to speak to someone if I had a problem (7)
- Have not required any info (6)
- Too busy (5)
- Access council info in other ways (2)
- Have a computer but not the Internet (2)

The majority of you (53%) visit the website to access the events diary, with approximately 8% accessing the website for road information.

In your opinion, is the Council website:

	No		Yes	
	Number	%	Number	%
Easy to navigate	59	23.5%	192	76.5%
Easy to read	15	6.0%	234	94.0%
Easy to understand	23	9.5%	218	90.5%
Helpful	27	11.3%	213	88.8%
Offers services I want	30	14.6%	175	85.4%
Quick to load	13	6.4%	191	93.6%



Other reasons for visiting the site include:

- Planning Information (14 comments)
- General information (11)
- Contact details (8)
- Look at webcams (7)
- Minutes of council meetings (6)
- Reporting Faults (6)
- Weather (6)
- Sports facilities (5)

The table at the top of the page shows that the majority of you who have visited the website in the last 12 months answered yes to each of the above aspects of the council website. You also thought:

- Difficult to use the search engine (5 comments)
- Can't find the information I'm looking for (4)
- Less easy to navigate after website update (3)
- Current website vast improvement (3)

You were asked to list additional topics you would like to see on the website. A summary of some of your most popular responses are listed below:

- Information on what's on in the city (14 comments)
- Up-to-date travel information, e.g. road works and traffic (5)
- Information on buses, e.g. bus lanes, timetables, routes (5)
- History of Aberdeen (4)
- Tourist information (4)
- Clear contact details for councillors/council officials (3)
- Council budget and expenditure (3)
- Information on religious services (3)
- Contact details of all council employees (3)
- Online parking permit renewals (2)
- Neighbourhood watch information (2)

12 Aberdeen's Citizens' Panel Newsletter

Future Questionnaires

This newsletter and the full results of the 9th questionnaire are available to view on the Aberdeen City Council website (www.aberdeencity.gov.uk) in the section titled Aberdeen City Voice. Internet access is provided at libraries throughout Aberdeen City and hard copies will be available shortly at The Point (Broad Street), and all city libraries. Alternately, hard copies can be posted out by contacting me on the details adjacent.

In November, when Partners of the City Voice met to discuss the future of the citizens' panel, the main topic of discussion was relaunching the Virtual Voice, an online edition of the questionnaire. Along with the Robert Gordon University, I am currently looking into the best way of doing this. I will let you know when the questionnaire will be available to answer online.

Contact

Sonia Boyd

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St Nicholas House
Broad Street
Aberdeen AB10 1BW

Telephone: 01224 522935

Email: SoBoyd@aberdeencity.gov.uk



ABERDEEN
CITY COUNCIL

www.aberdeencity.gov.uk



Additional Comments - Please let us know if your personal details have changed:

Name: _____

Previous Address: _____

New Address: _____

I no longer wish to be a panellist

Please return the above information in the prepaid envelope provided, or email SoBoyd@aberdeencity.gov.uk.

Thanks for your assistance.