



# ABERDEEN CITY CENTRE MULTI-STOREY BLOCKS

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## Consultation Report

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Aberdeen City Council Final  
Draft 29th November 2023

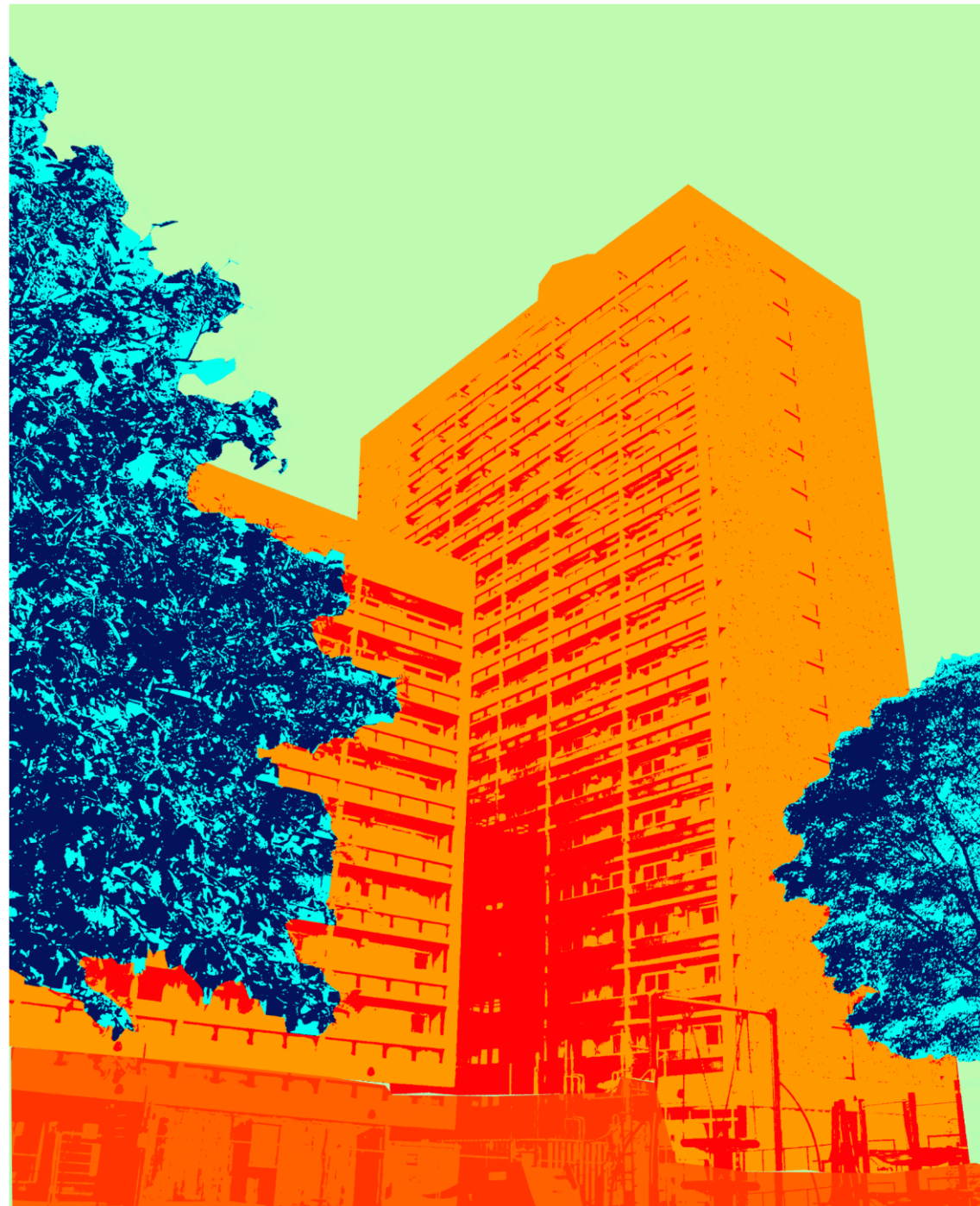
**streets-uk**

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INTRODUCTION	3
<b>PART 1</b>	
01 CONSULTATION METHODS	5
02 EXECUTIVE SUMMARY	7
<b>PART 2</b>	
03 THE SURVEY	9
04 ONLINE RESULTS & ANALYSIS	10
05 DROP-IN DETAILS & KEY THEMES EMERGING	27
<b>APPENDICES</b>	
1. LETTERS/ POSTERS / SOCIAL MEDIA	32
2. DATA ANALYSIS PER PAIR OF BLOCKS	34
3. FAQs	43
4. RESIDENTS' COMMENTS	45
5. SHELTER SCOTLAND OBSERVATIONS	59



## THIS REPORT

- Outlines the collaborative approach taken in the design of the consultation. The survey was co-designed with both the Tenants Participation Advisory Service (TPAS) and Shelter Scotland to help ensure impartiality, thereby encouraging increased participation from residents. This report also incorporates the key takeaways from the engagement from both TPAS and Shelter Scotland.
- Summarises the results of the online consultation and engagement that took place via streets-uk's online platform during a three-week period from 23rd October to the 10th of November 2023.



## INTRODUCTION

In May 2023, Aberdeen City Council's Communities, Housing and Public Protection Committee approved a paper entitled 'City Centre, multi-story blocks – progress on full options appraisal'. (See paper)

The report identified the specific challenges of the eight City Centre multistorey blocks in terms of the non-traditional, concrete structure and their ability, or otherwise, to meet future environmental or other standards.

The report also outlined the context within which the City Centre blocks sit, including the City Centre Masterplan and the existing listed status of five of the blocks and included as well as condition survey reports and life-cycle cost option reports which had been prepared by external consultants. Five strategic options were outlined all of which were aimed at extending the life of the blocks for up to another 30 years. One option focused on maintaining the status quo arrangements, three options looked at different levels of refurbishment and the fifth option considered demolition and building of new accommodation.

The Committee instructed the chief officer corporate landlord to undertake an extensive consultation exercise with tenants, owners and other stakeholders and to report these findings to the committee in the summer of 2024, with recommendations as to potential decisions that may then be made.

**streets-uk** were appointed on the 13th of September 2023 to undertake an initial community engagement exercise, seeking the views of a representative sample of residents, owners and other stakeholders based on the above committee report and outlined options. The remit was to have an online survey, as well as the opportunity for face-to-face engagement in a process designed to be as inclusive, accessible and transparent as possible.

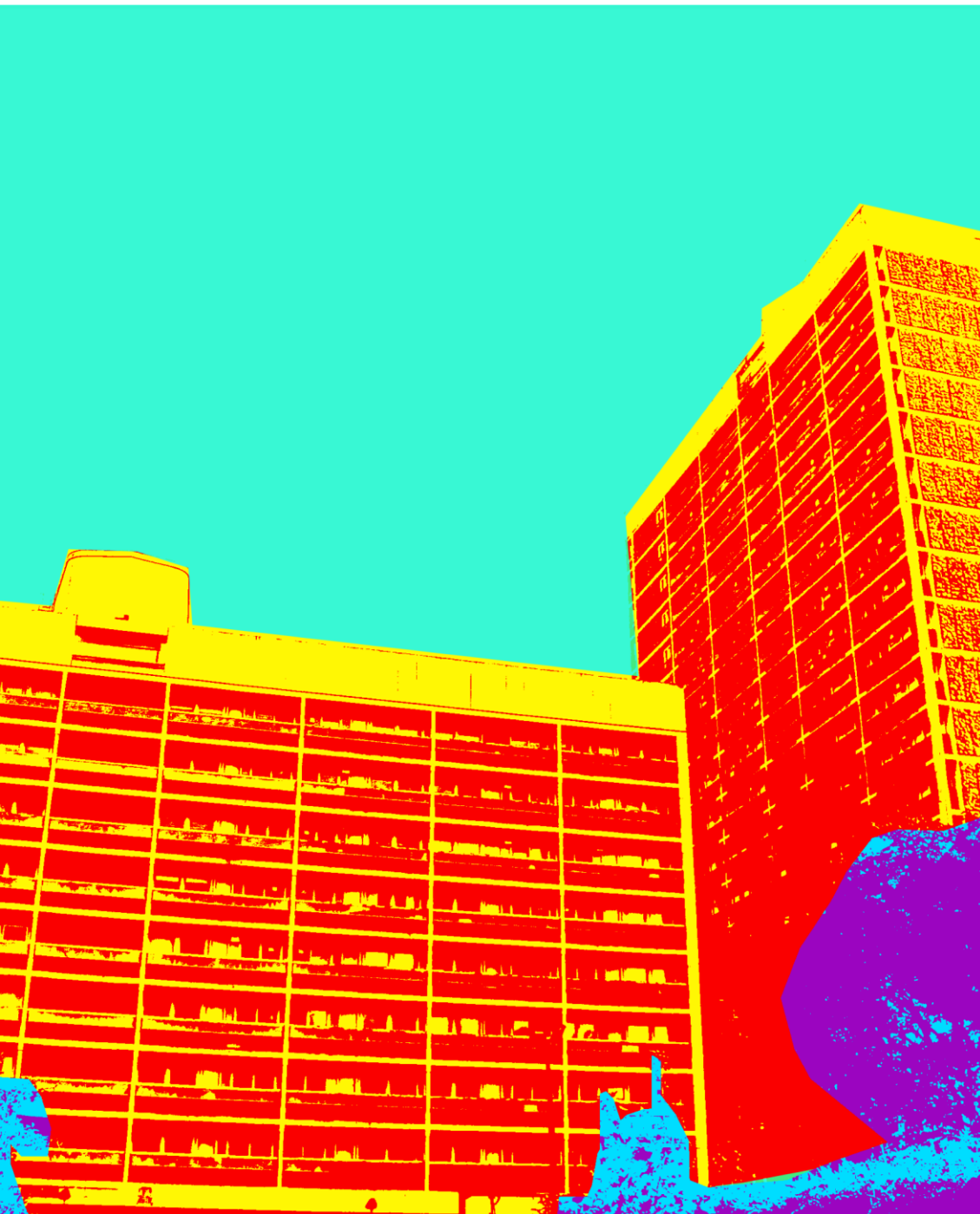
- Records the main themes that came to light during face-to-face engagement at a meeting with residents' committees and also the four drop-in events that were organised for the four pairs of blocks in question.



Resident drop-in event



Poster advertising consultation 3



## PART 1

01 CONSULTATION METHODS

02 EXECUTIVE SUMMARY



## 01 CONSULTATION METHODS

In accordance with the approved engagement approach utilised for other Aberdeen City Council projects, consultation was undertaken both in person and online, using a variety of materials appropriate for different audiences.

### Online survey

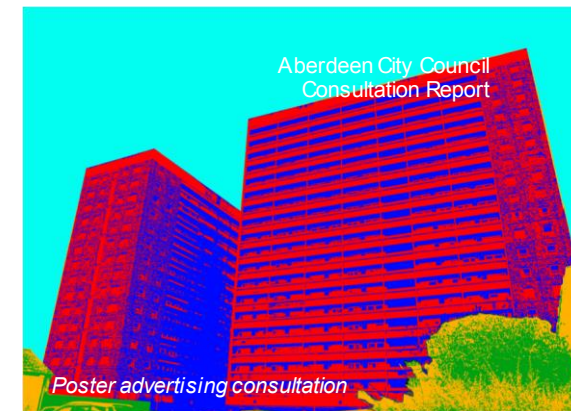
The Jotform online survey platform was utilised in order to provide a *survey that could be tailored to a variety of audiences, including being translated into Russian, Ukrainian and Polish*. The survey questions also allowed for the distinction between owners of flats and tenants.

By creating an accessible and user-friendly online survey and widely promoting it within the blocks, it was hoped that participation could be increased beyond the minimum ambition level of 10%.

### Publicity and background information

839 Letters were either hand-delivered to all Aberdeen City Council multi storey flat tenants or posted to landlords and owner occupiers. This was carefully timed to happen in advance of the press release from ACC announcing the engagement process. All letters also contained a 2 page 'Frequently Asked Questions' sheet outlining additional information to support completion of the survey.

Posters were put up throughout all eight blocks and notices and reminders were posted on the residents' Facebook pages, both in English and appropriate additional foreign languages.



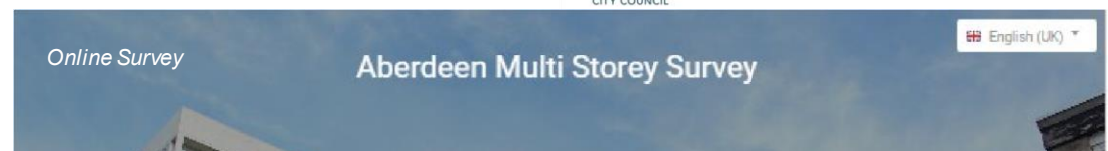
**GREIG & HUTCHEON COURTS**  
**HAVE YOUR SAY ON FUTURE OPTIONS FOR THE BUILDINGS**

Complete the short survey on your phone

Come along to the drop in event with Council housing staff, Streets-UK, TPAS and Shelter Scotland to find out more

Thursday 9th November at Greig Court  
Common Room from 2pm to 7 pm

Выскажите свое мнение о будущем многоэтажных квартир  
Висловіть свою думку про майбутнє багатопверхівок  
Wyraż swoją opinię na temat przyszłości mieszkań w wieżowcach





## 01 CONSULTATION METHODS

### Face to face engagement

A face-to-face meeting was held with the two existing residents' committees, namely Greig Court and Marischal Court. This was held on the evening of Wednesday, the 1st of November at Greig Court common room and was attended by ACC housing officers, streets-UK, TPAS and Shelter Scotland.

Drop-in events were held between 2 pm and 7 pm on four consecutive days. Marischal Court common room on 6th November, Seamount Court common room on 7th November, Thistle Court common room on 8th November and Greig Court common room on 9th November.

Display boards outlining the background information and the five options were at each of the events which were also attended by ACC housing officers, streets-UK, TPAS and Shelter Scotland.

*Resident drop-in events*



## 02 EXECUTIVE SUMMARY

The online survey highlighted general dissatisfaction with existing heating levels and costs, moderate satisfaction with levels of repair, cleanliness and sense of community and high levels of satisfaction with the location, views and local schools.

- **Heating efficiency and costs are key concerns of residents**
- **Residents very much like the accessibility and affordability of the city centre location**
- **Residents want improvement but want to minimize disruption**
- **Residents want more detailed information on the options to make informed choices**
- **Owner occupiers have concerns as to lack of housing options and lack of support**
- **Operational issues have a significant impact on living conditions and reflect on aspirations**
- **Survey responses per pair of blocks broadly reflect overall responses**

Most respondents did not want to have to move out of their home to enable refurbishment and approximately half of owners suggested they would be interested in the buyback scheme.

The key themes emerging from the open comment sections related to financial concerns, levels of information available and communication, demolition being overdue, refurbishment disruption and dissatisfaction with both existing heating and general state of repair.

The results per pair of blocks broadly reflect the results of the survey as a whole. The breakdown of responses per pair of blocks is included as Appendix 2.

### Drop-in events

This is the summary of the collaborative engagement programme

undertaken by ACC, streets-UK, TPAS and Shelter Scotland utilising both the drop-in events with a higher proportion of elderly residents and owner an online survey and face to face engagement events. This combination occupiers attending. There was a preference for refurbishment and provided a comprehensive opportunity for residents to become involved and improved heating but a wariness of disruption and a reluctance to move out, to provide their views on the existing conditions within their home and their temporarily or permanently. multi-storey block and the five strategic options outlined in the Council paper.

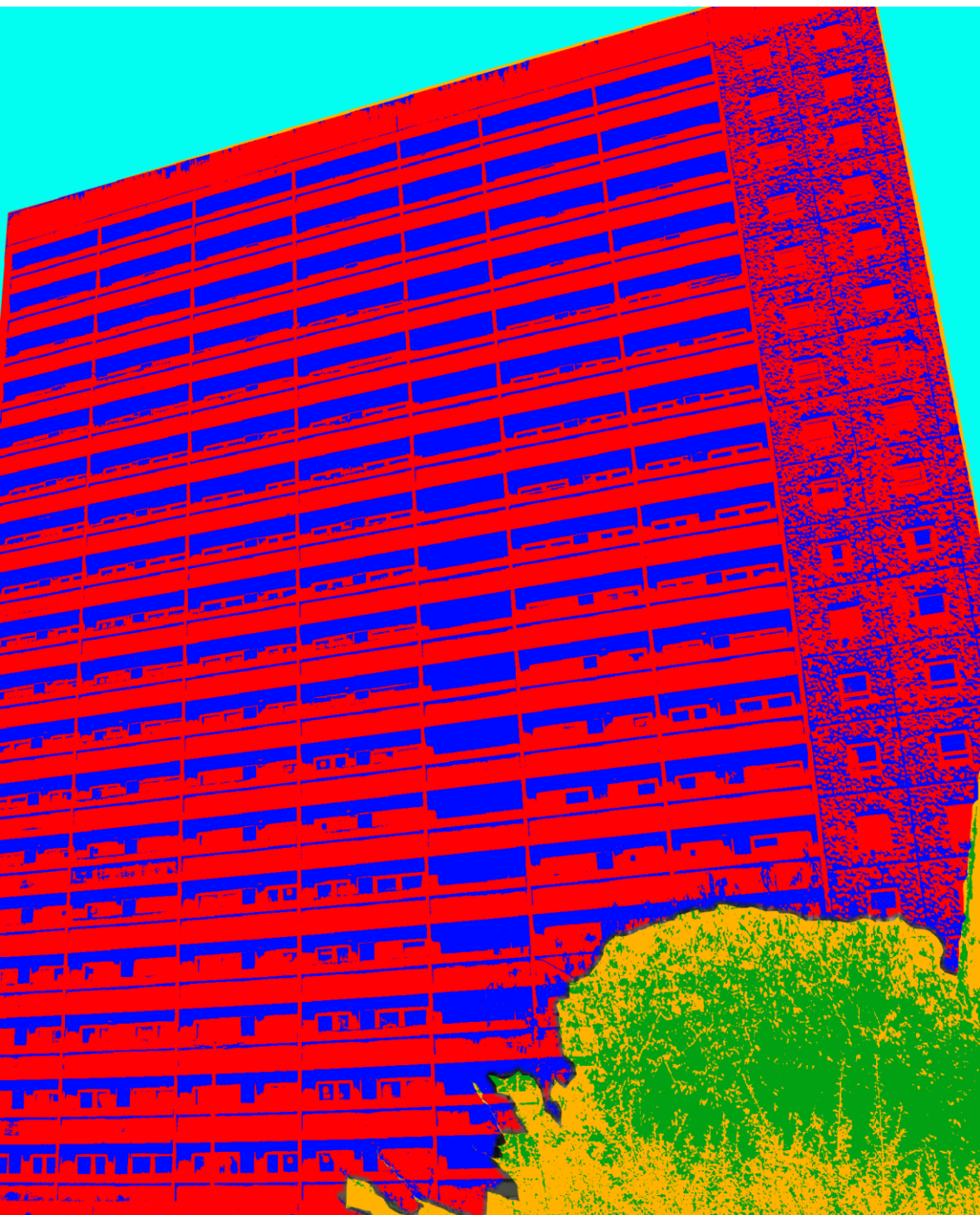
### Online Survey

477 survey forms were submitted, the majority of which were completed online and remote from the drop-in events. Assuming a total of 741 flats

Perhaps understandably, there was a different profile of respondents at the drop-in events with a higher proportion of elderly residents and owner occupiers were well-represented at the drop-in events and expressed their concern at the financial and housing implications for them should refurbishment proceed, especially if they opt for the buyback scheme.

currently owned and/or occupied (excluding voids) and one survey form per response rate of 64% directly to ACC housing officers and hoped this would lead to improved communications with the Council as the options process progresses. Concerns with on-going operational issues were a thread throughout, however residents appreciated the level of engagement and ability to speak flat, that is a lead to improved Nearly half of respondents (49.9%) opted for the 'do minimum' option,

34% opted for one of the three refurbishments options and 16% opted for demolition and re-build.



## PART 2

03 THE SURVEY

04 SURVEY RESULTS & ANALYSIS

05 COMMITTEE MEETING & DROP IN SESSIONS



### 03 THE SURVEY

Background to the survey was provided to all residents in letter form, accompanied by a 'Frequently Asked Questions' (FAQs) sheet providing additional information to support completing the survey. See Appendix 3.

The online survey itself was fully translated into Ukrainian, Russian and Polish via a drop-down menu, as were the FAQs. Conditional logic was also used in the survey to tailor the questions and information to the block the residents were in as well as whether they were tenants or owners. Access to paper versions at the drop-ins as well as support in completing the form was highlighted in the letter and on posters.

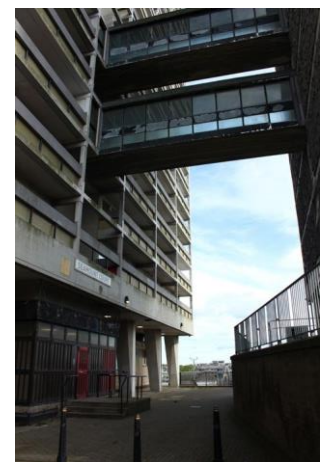
The response rate was high for a survey of this nature and based on previous surveys undertaken by ACC. There are 839 flats in total. 98 flats are currently void giving a net total of 741.

If one response per flat is assumed, this gives a response rate of 64%. It is possible that there will have been more than one response from some flats and also feasible that some parties from outwith the blocks may have submitted responses, although the user profiles suggest this latter scenario has been very limited if it has happened at all.

The analysis within the body of this report relates to the overall results however a breakdown of responses to each question by the adjacent pairs of blocks is included as Appendix 2. No additional commentary has been made on these as they broadly reflect the overall responses.

Interactive versions of these dashboards, which allows the data to be interrogated per block and per pair, are also available to view at [https:// streets-uk.com/ams/data](https://streets-uk.com/ams/data)





## 04 SURVEY RESULTS & ANALYSIS

### Q1 - Which Block

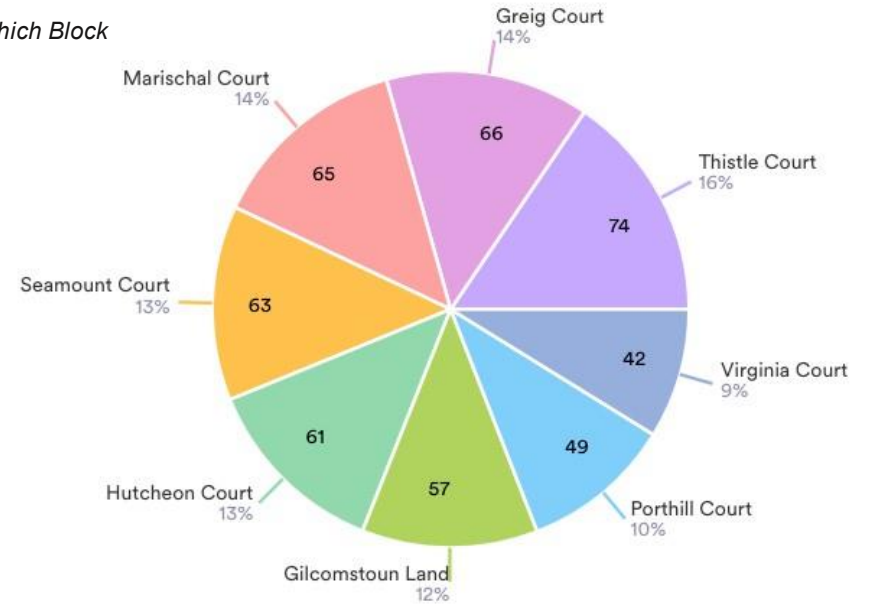
The responses were fairly evenly spread across the eight blocks. As a proportion of the flats in each block, however, Gilcomstoun Land and Virginia Court had the most responses and Greig Court and Hutcheon Court the least.

### Q2 - Age Range

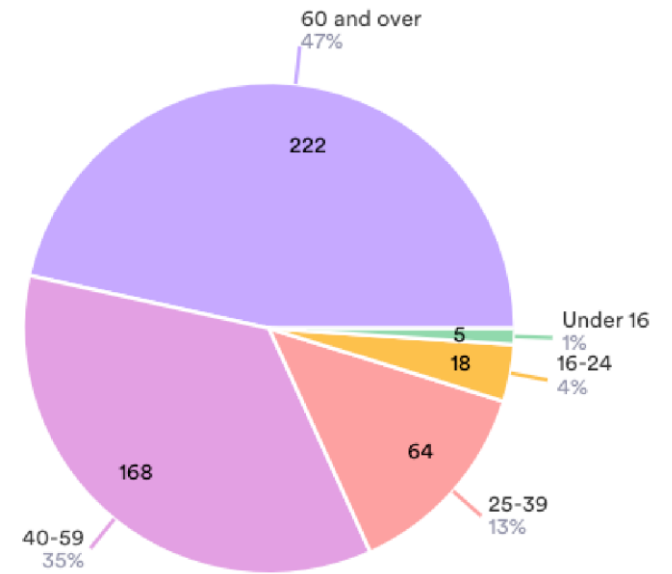
Almost half the respondents (47%) identify as being 60 and over, with another 35% identifying as being 40-59. These figures seem high although we do not have data from ACC as to the actual makeup of residents by age. It may reflect the older generations' greater willingness to participate in surveys and/or their greater levels of concern as to the potential impacts on them.

## 04 SURVEY RESULTS & ANALYSIS

Which Block

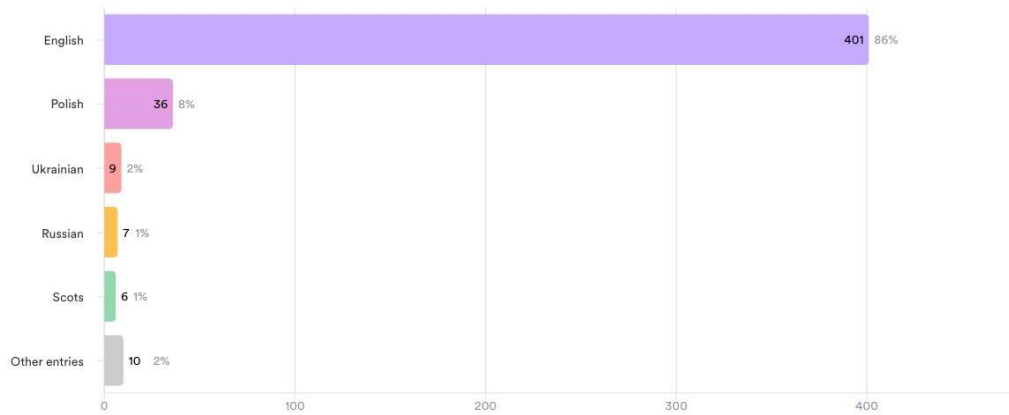


Age Range



## 04 SURVEY RESULTS & ANALYSIS

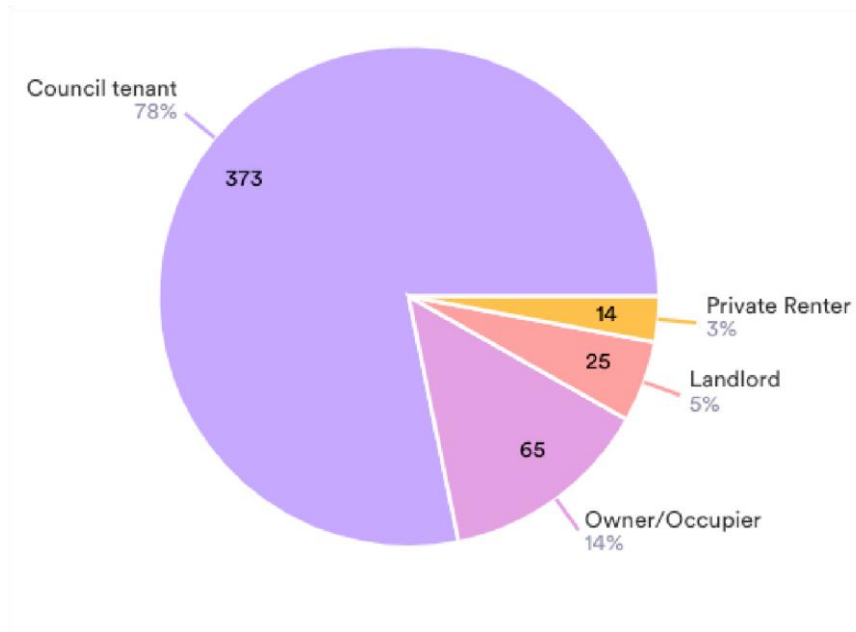
### First Language



### Q3 - First Language

The number of submissions from first languages other than English seems relatively low, especially from Ukrainian/Russian speakers.

We understand from ACC that they are aware of at least 65 flats across the eight blocks as occupied by Ukrainian/Russian speakers. This is despite the survey and FAQs being fully translated and posters in Ukrainian/Russian/Polish being put up in the blocks and on social media (see Appendix 1.2)



### Q4 - Tenure

19% of respondents identified as being either owner/occupiers or landlords. This compares to the actual proportion of privately owned flats of almost 28%.

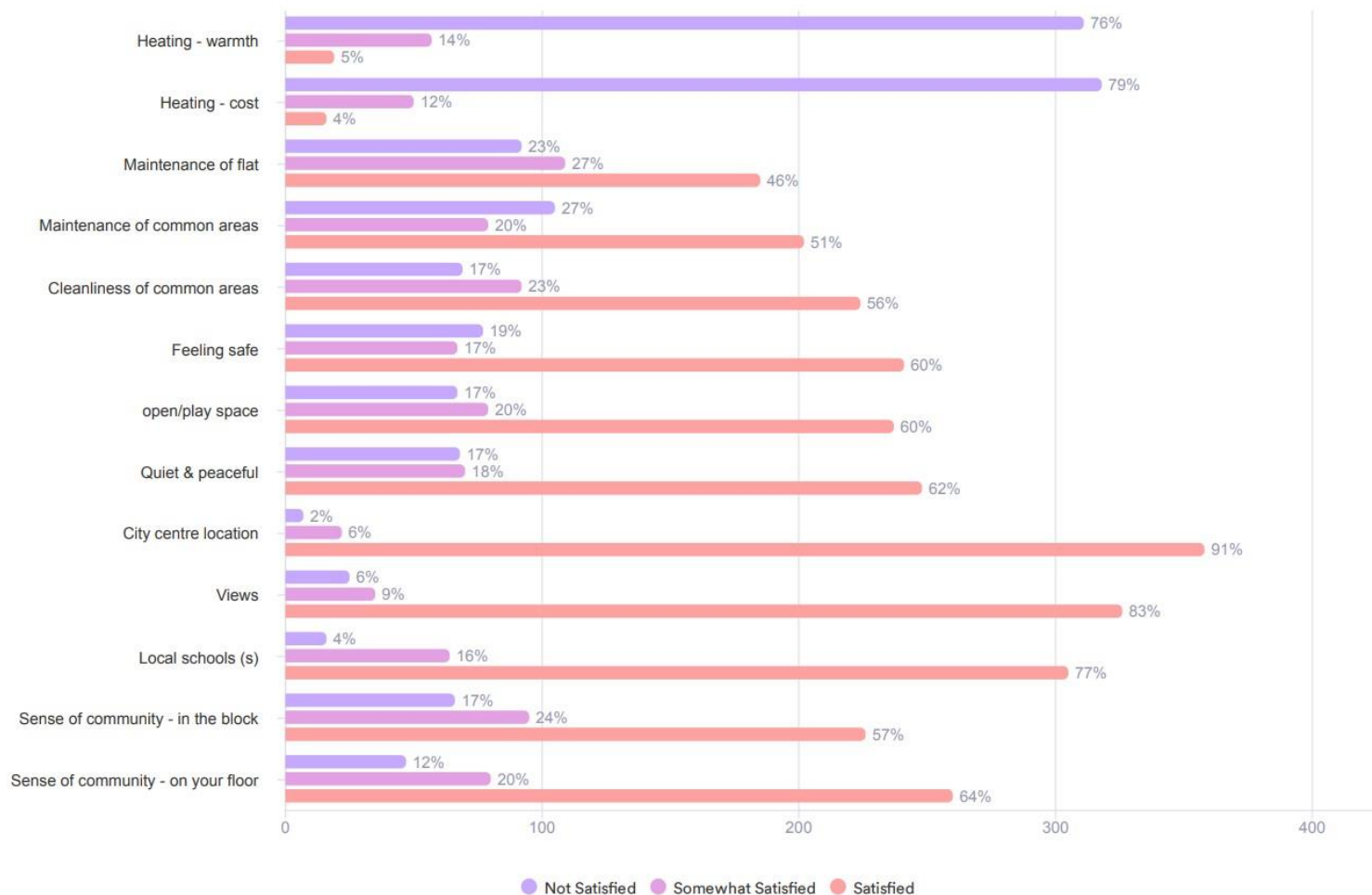
### Tenure

## 04 SURVEY RESULTS & ANALYSIS

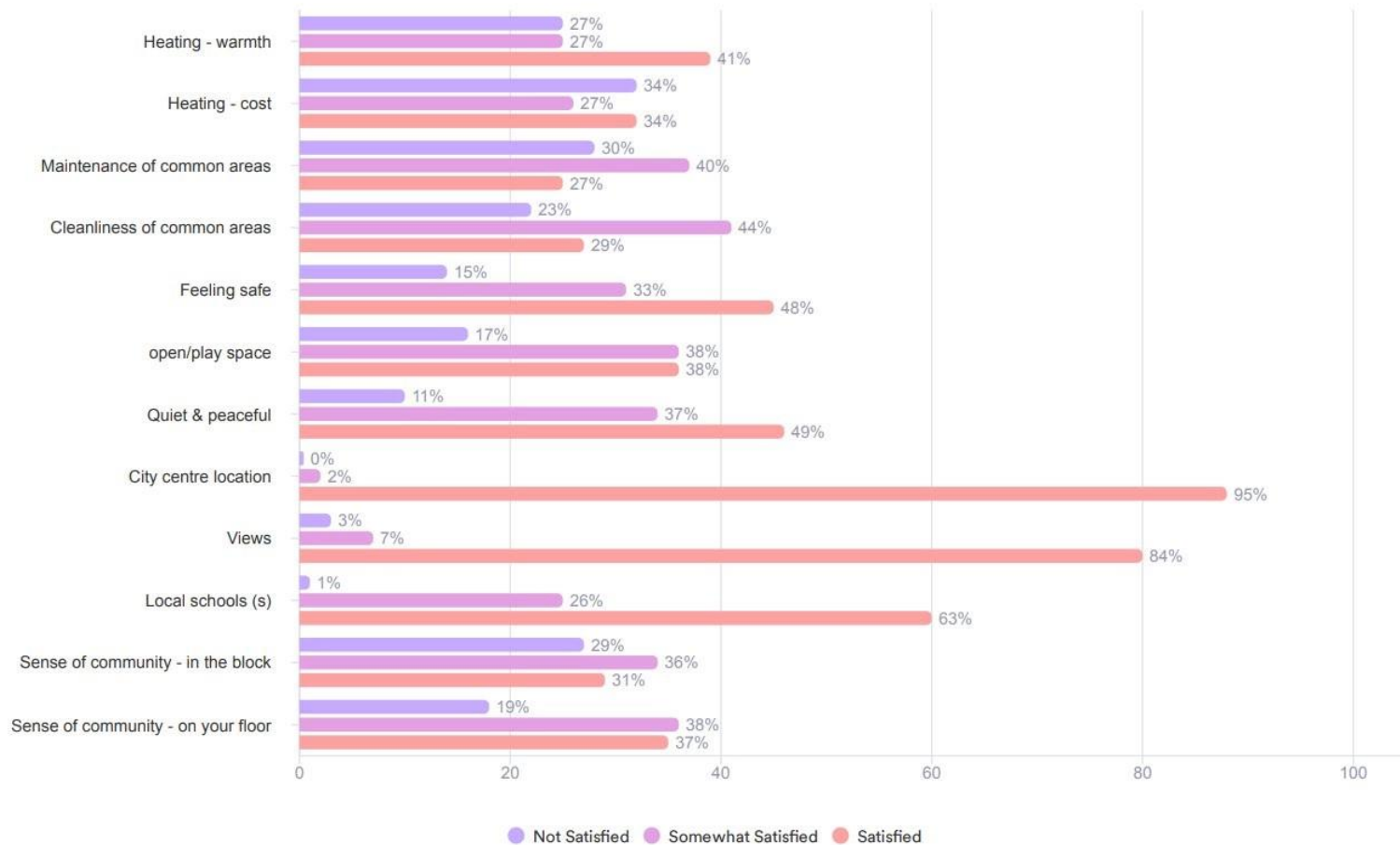
## Q5 - Quality of Current Home – Council Tenants

Amenities recording the greatest satisfaction levels were City Centre Proximity, Views, Quiet & Peaceful, Local Schools and Feeling Safe. Those recording the lowest satisfaction levels were Heating Warmth and Heating Cost.

Respondents were also given the opportunity to provide comments against each of these criteria. **These comments are included as Appendix 4.**



## 04 SURVEY RESULTS & ANALYSIS



### Q6 - Quality of Current Home – Privately Owned

There are notable differences in response between tenants and owners with regard to heating – warmth and heating – costs. 76% and 79% of tenants are not satisfied with levels of warmth and costs respectively, whilst the figures for owners are 27% and 34%. This could suggest that owners have upgraded their own heating and/or insulation.

## 04 SURVEY RESULTS & ANALYSIS

### Q7 - Ranking Potential Positive Impacts

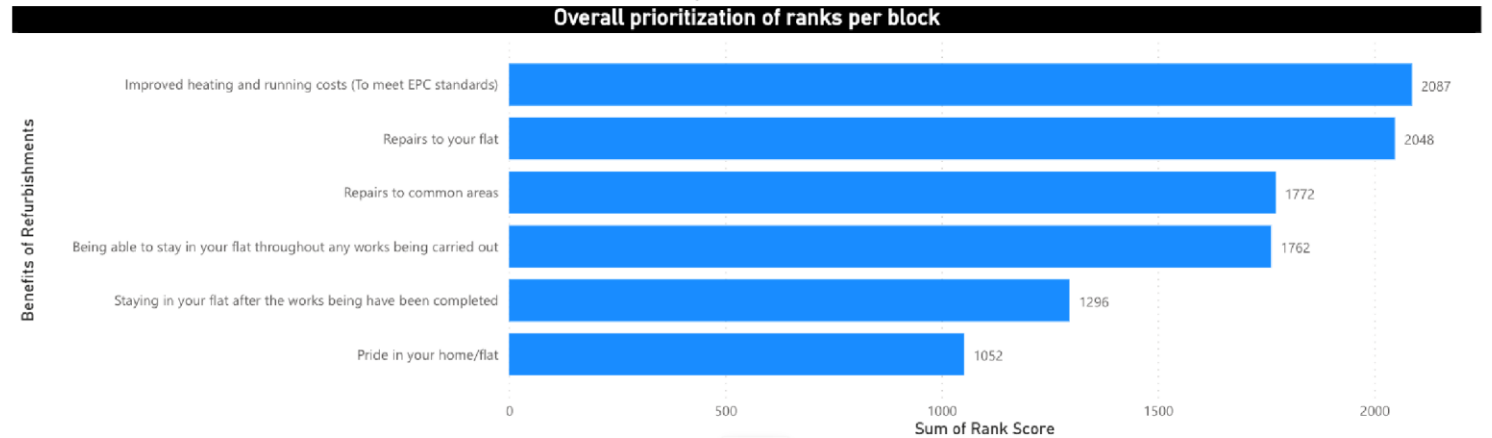
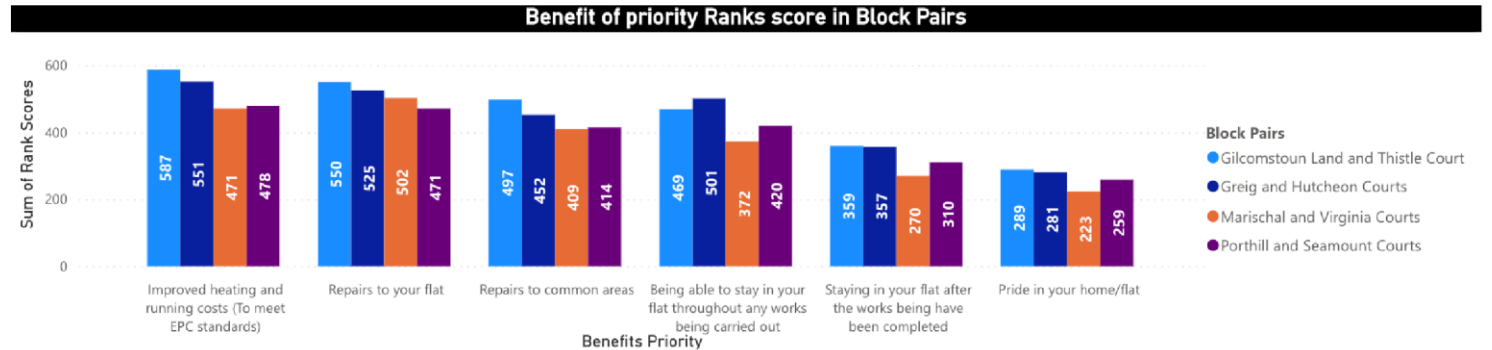
The potential positive impacts of refurbishment ranked highest are 'Improved heating and running costs (to meet EPC standards)' 'Repairs to your flat' and 'Being able to stay in home throughout the works being carried out.'

The positive impacts ranked lowest are 'pride in your home' and 'staying in your home after the works have been completed' and 'pride in your home'.

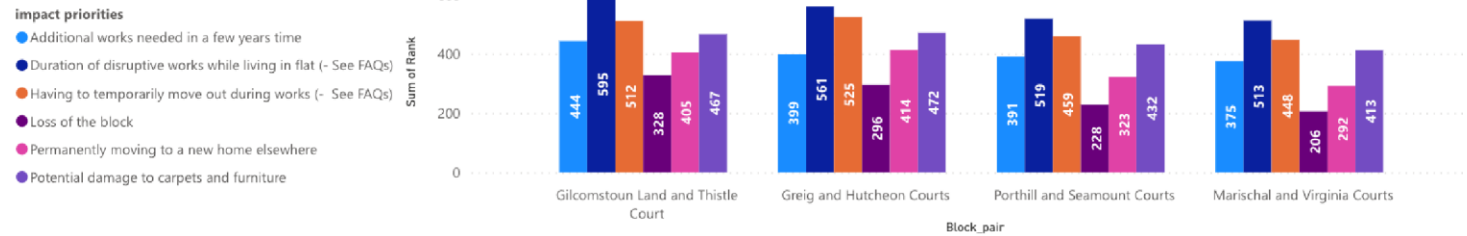
The responses per pair of blocks broadly reflected the overall response and these are detailed in Appendix 2.



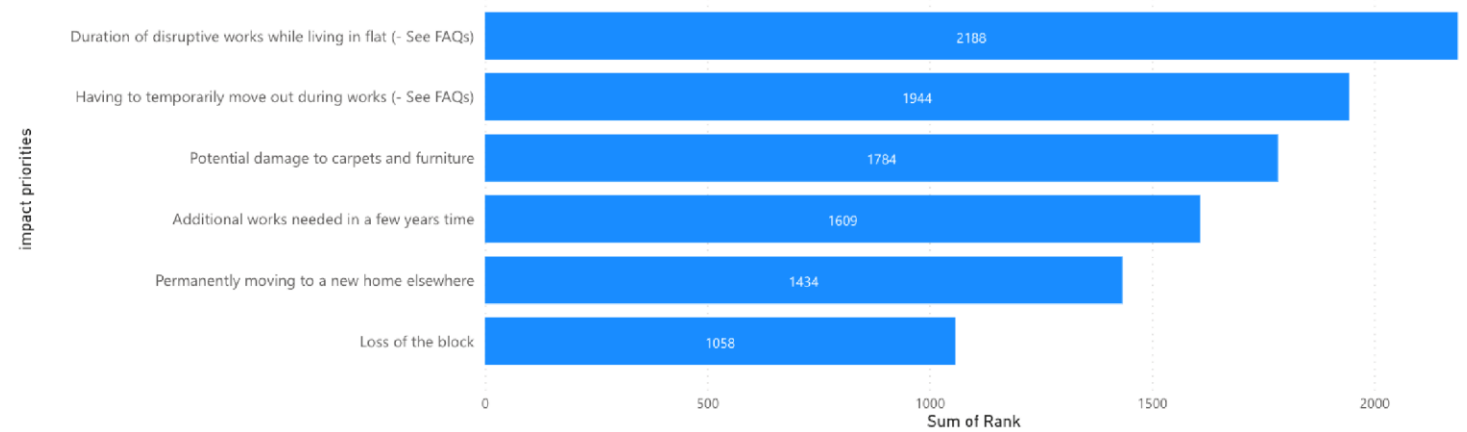
## 04 SURVEY RESULTS & ANALYSIS



Distribution of response for Impact by Blocks



Distribution of Response for Impact Priorities by Blocks



### Q8 - Ranking Potential Negative Impacts

The potential negative impacts causing most concern are 'duration of disruptive works while living in home' and 'having to temporarily move out during works'.

The potential negative impacts causing least concern are 'permanently moving to a new home elsewhere' and 'loss of the block'.

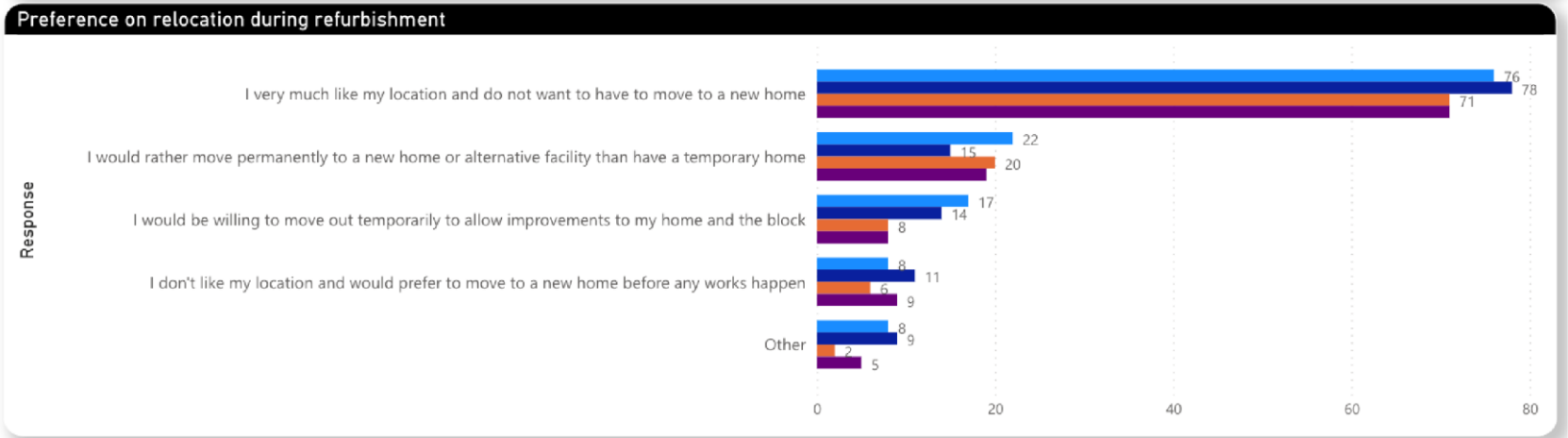
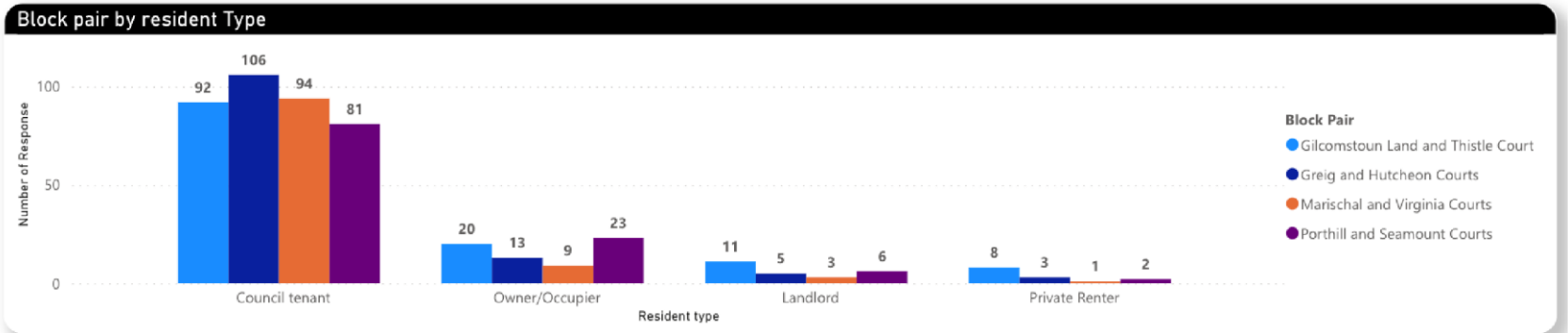
The responses per pair of blocks broadly reflected the overall response and these are detailed in Appendix 2.

## 04 SURVEY RESULTS & ANALYSIS

### 04 SURVEY RESULTS & ANALYSIS

#### Q9 - Preference on relocation during refurbishment

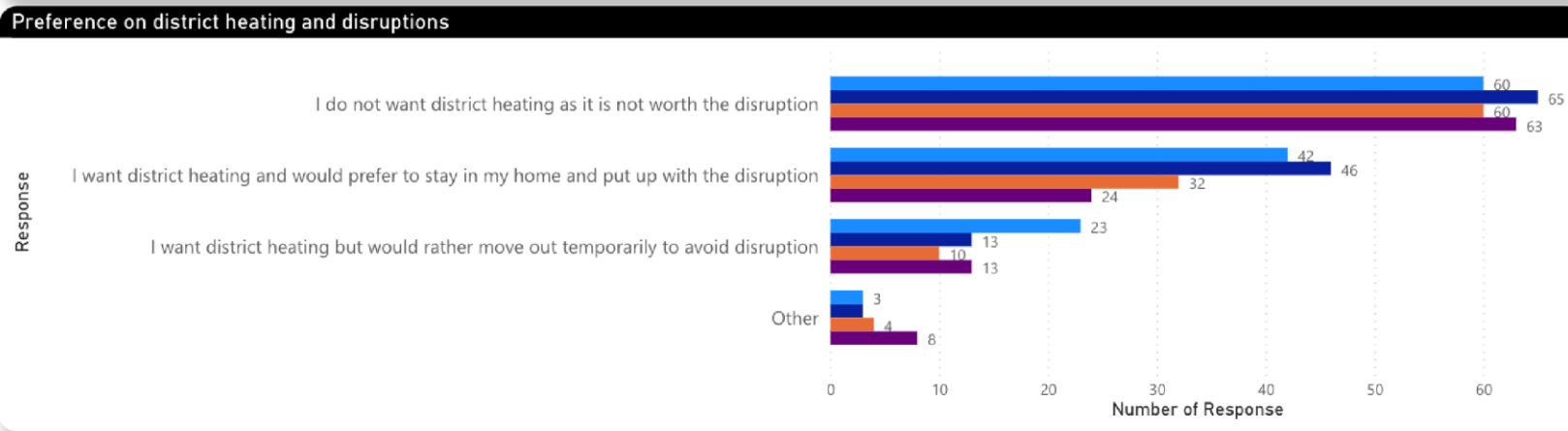
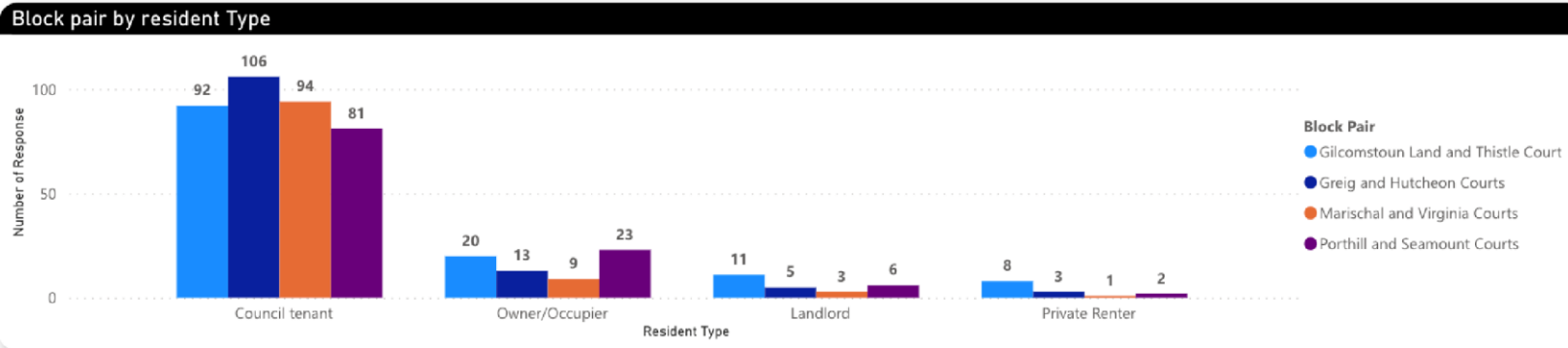
A majority (62%) do not want to have to move at all, either temporarily as a decant or permanently.



## 04 SURVEY RESULTS & ANALYSIS

### Q10 - Preference on District Heating and Related Disruption

Approximately half (52%) do not want district heating as they do not feel it is worth the disruption. Just below half (44%) want district heating but are split between preferring to stay in their home or move out. These figures may be fluid as consultees found it hard to answer based on the level of information about prospective disruption available at this time.



## 04 SURVEY RESULTS & ANALYSIS

### Q11 - Owners' Feelings on Costs

The largest proportion (33%) would rather sell than participate.

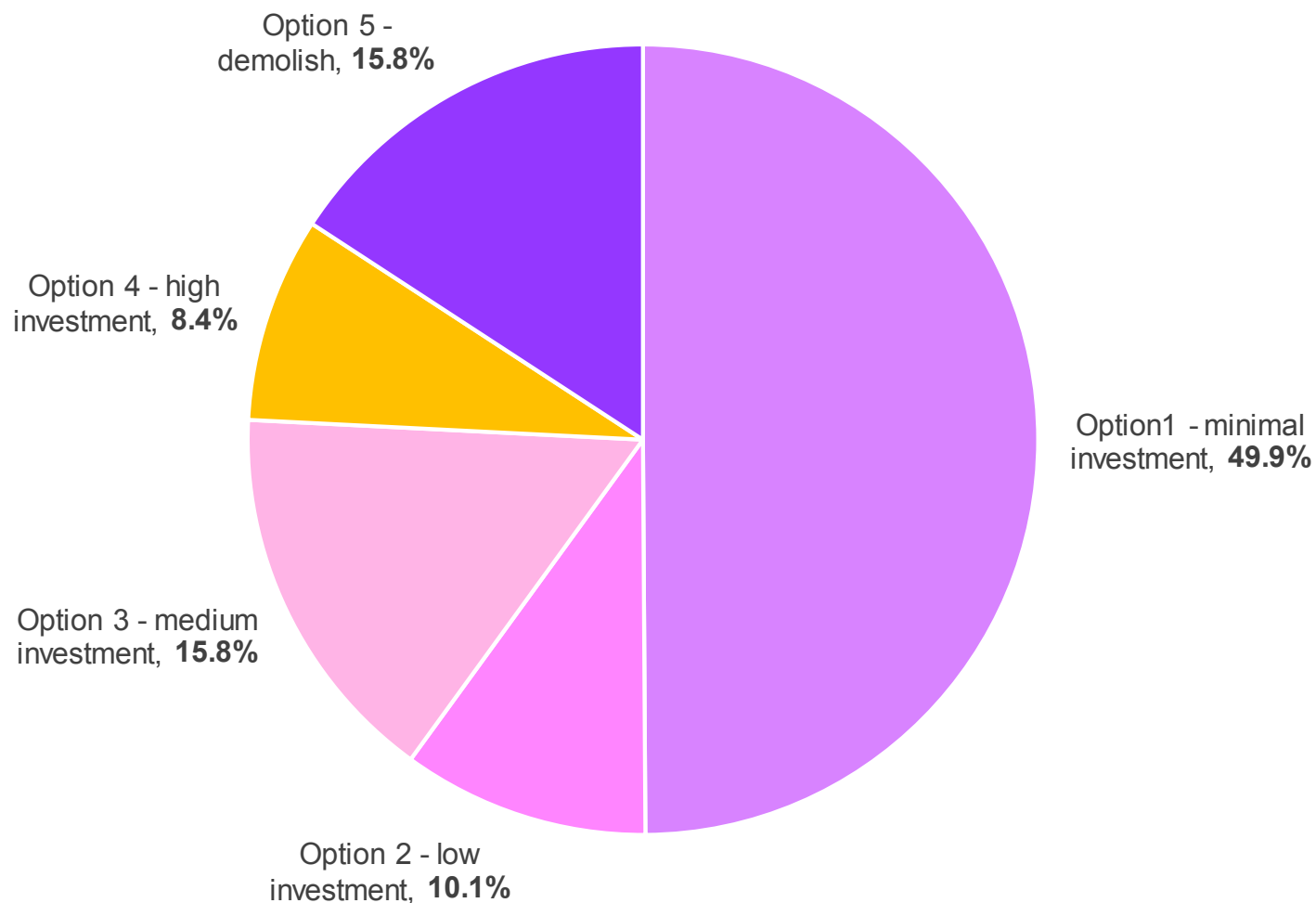
A further 48% are in favour of refurbishment but either cannot or do not want to contribute to costs.

19% are in favour of refurbishment and think it reasonable that owners make a realistic contribution to costs.

In conversation, this realism was in relation to the value of the property rather than the scale of the costs.



## 04 SURVEY RESULTS & ANALYSIS



## 04 SURVEY RESULTS & ANALYSIS

### Q12 - Which option - cont.

Investment Preferences - Gilcomstoun Land and Thistle Court

### Q12 - Which option

Half (49.9%) have selected Option 1, Minimal Investment. This mirrors the answer on feelings regarding district heating and related disruption but is counter to the earlier questions on quality of existing heating which 76% of tenants described as unsatisfactory. This would suggest concern regarding disruption is the most dominant factor.

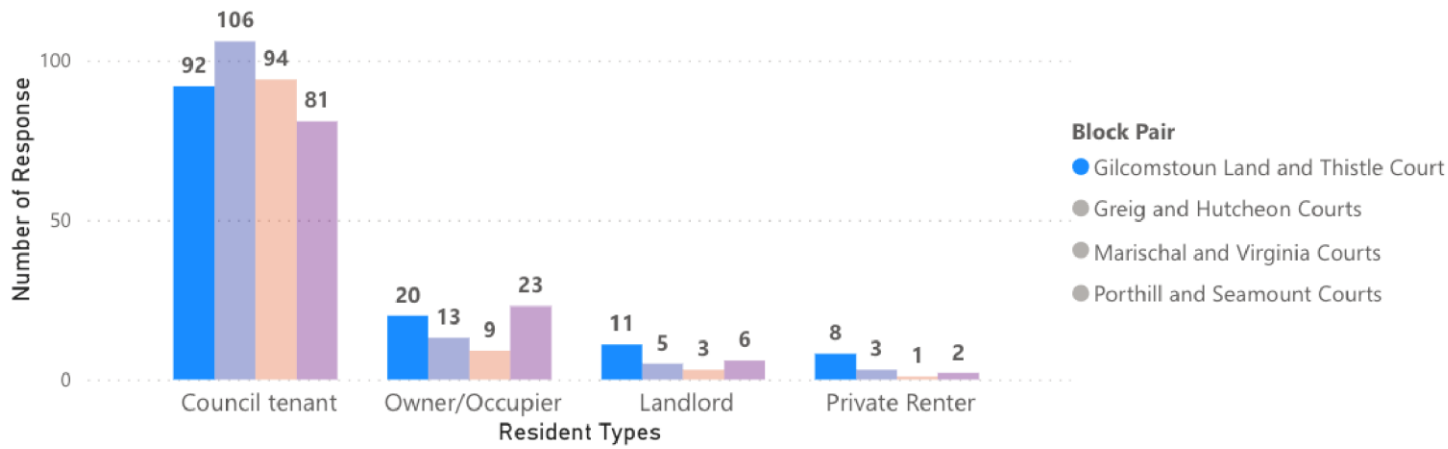
34.3% selected one of the 3 refurbishment options involving installation of a communal district heating system.

15.8% selected demolition. Anecdotal evidence from the drop-ins suggests some may have chosen this option in the hope that demolition would speed up their desired move to an alternative property but it cannot be confirmed if this is the case.

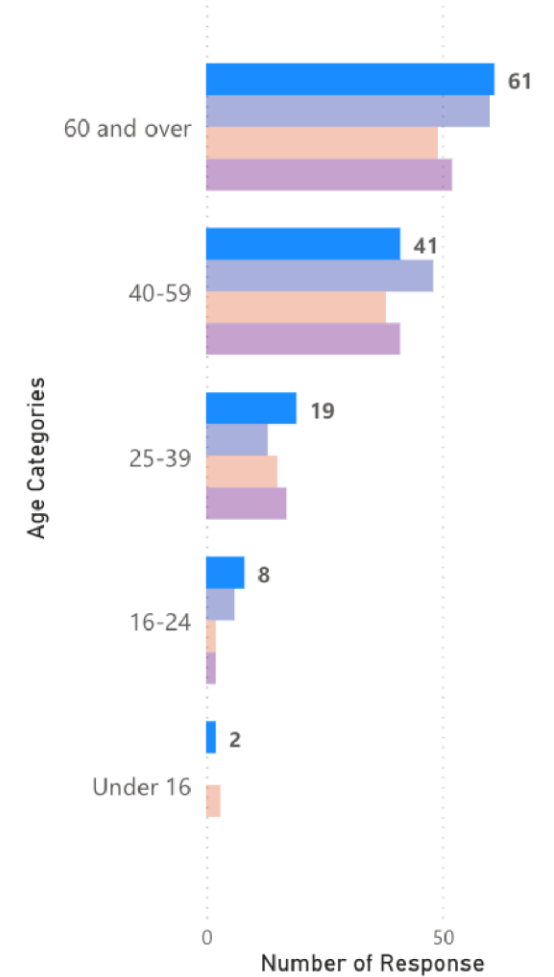
When the response to this question is analysed by pairs of blocks, the results are very consistent across each pair.

Results are shown by each block pair on the following pages.

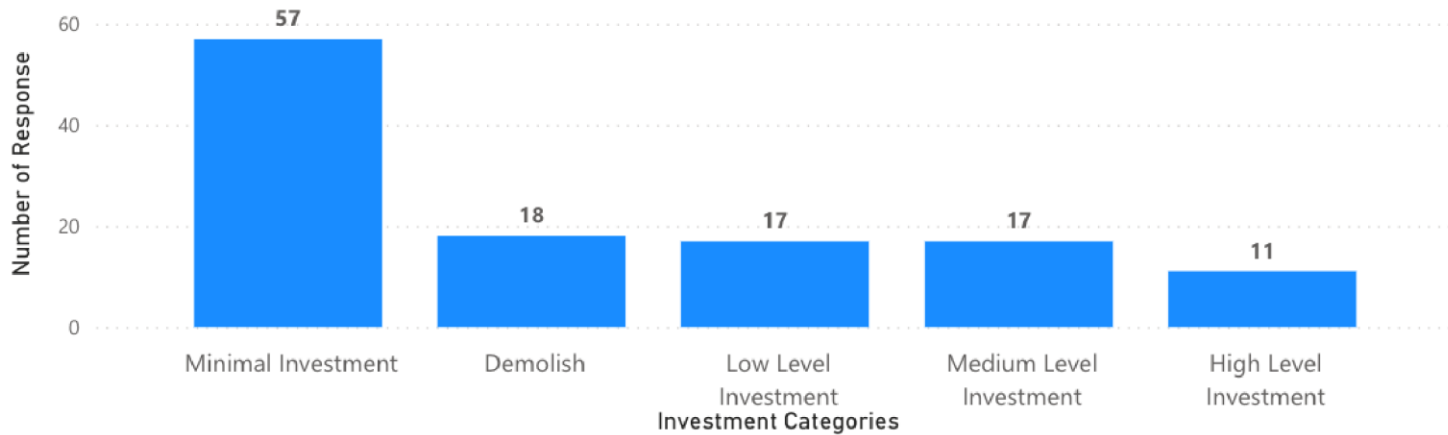
### Block pair by resident Type



### Age Categories



### Investment Categories

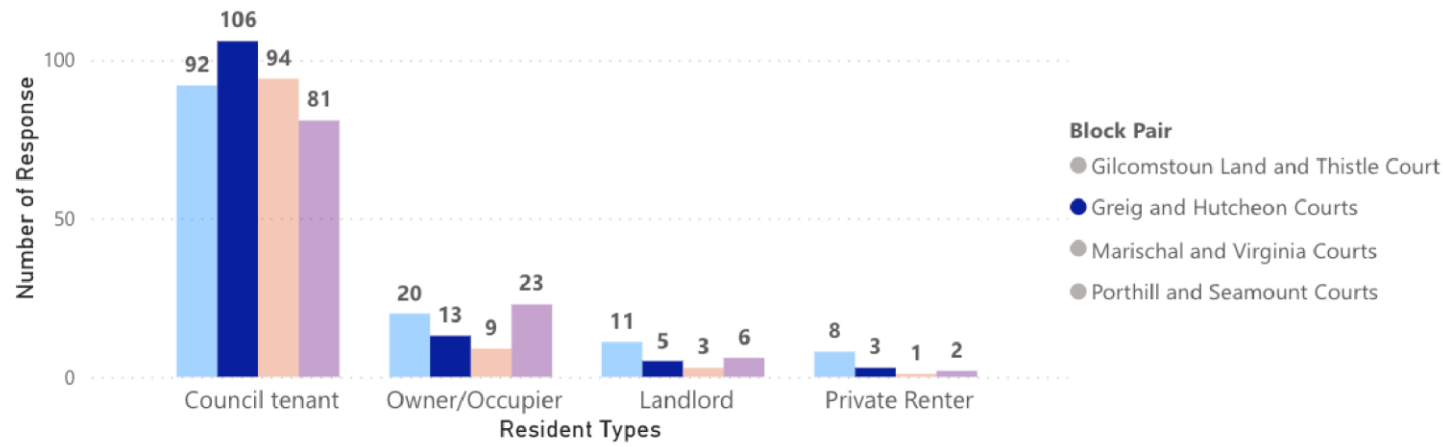


## 04 SURVEY RESULTS & ANALYSIS

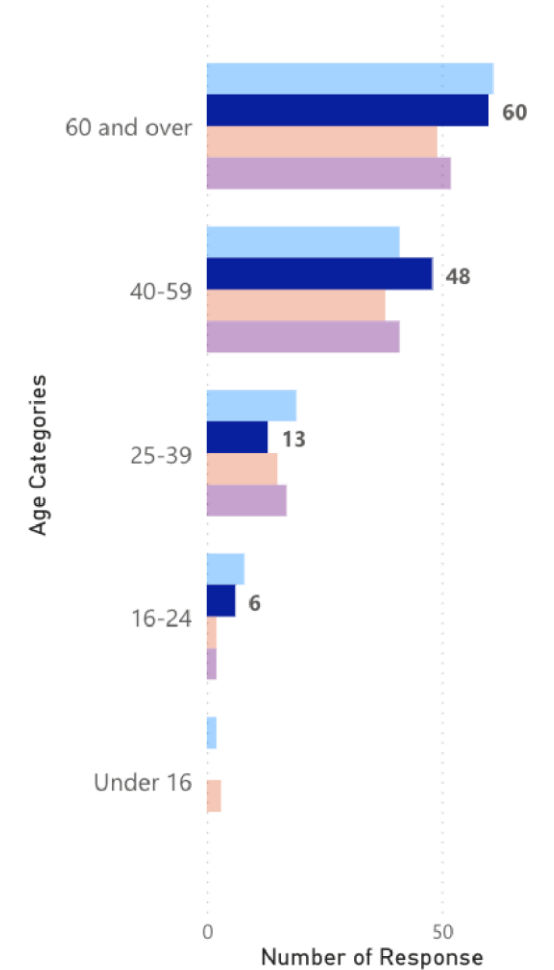
### Q12 - Which option - cont.

Investment Preferences - Greig and Hutcheon Courts

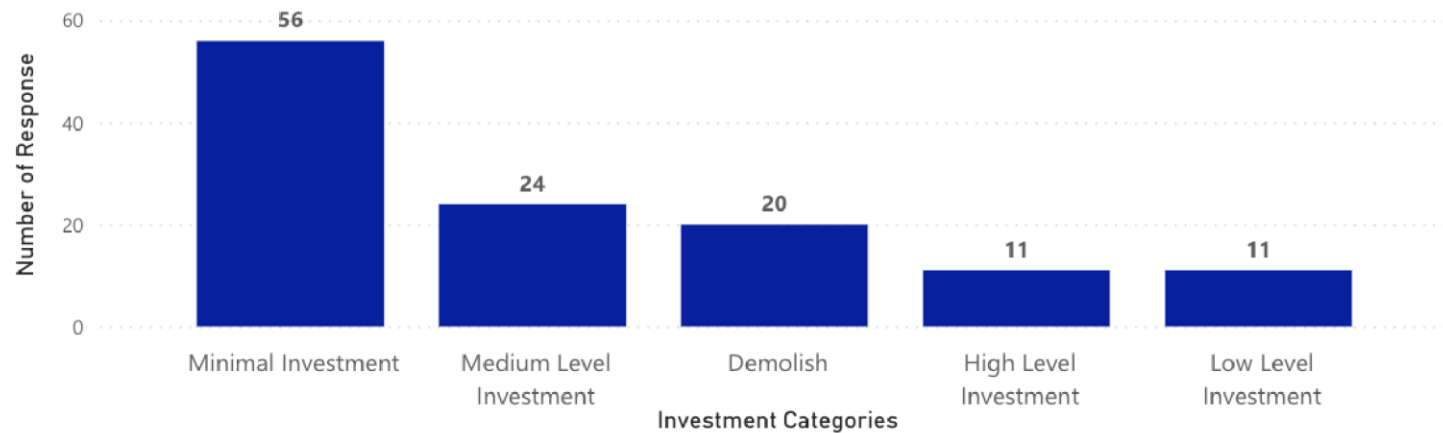
### Block pair by resident Type



### Age Categories



### Investment Categories



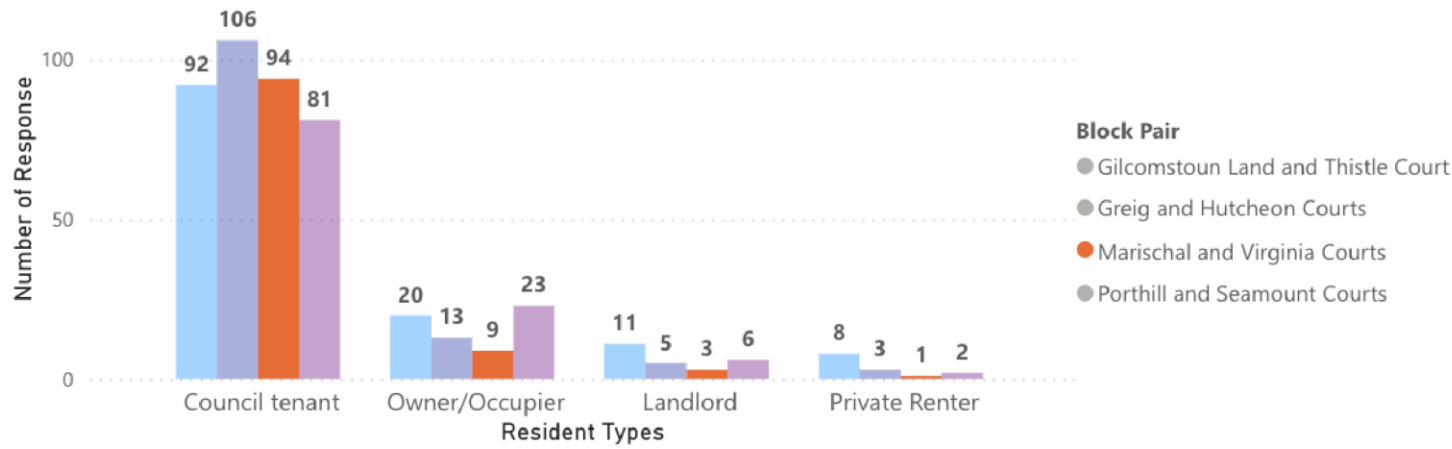
## 04 SURVEY RESULTS & ANALYSIS

### Q12 - Which option - cont.

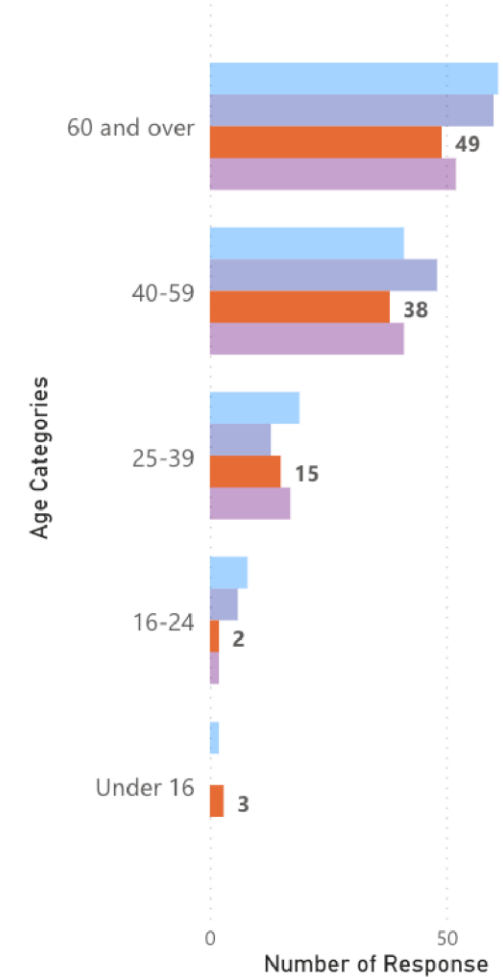
Investment Preferences - Marischal & Virginia Courts



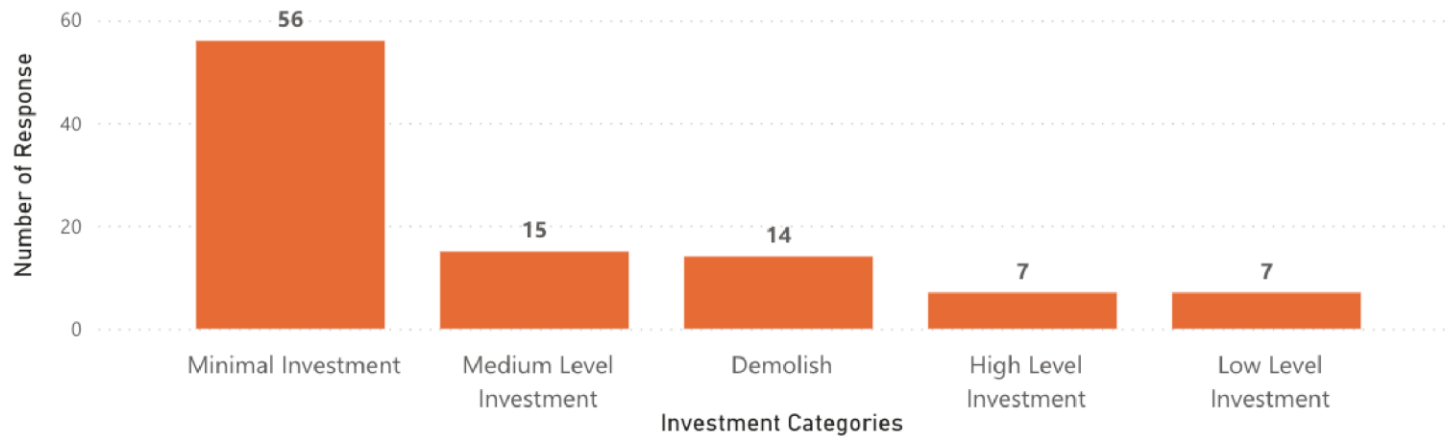
### Block pair by resident Type



### Age Categories



### Investment Categories

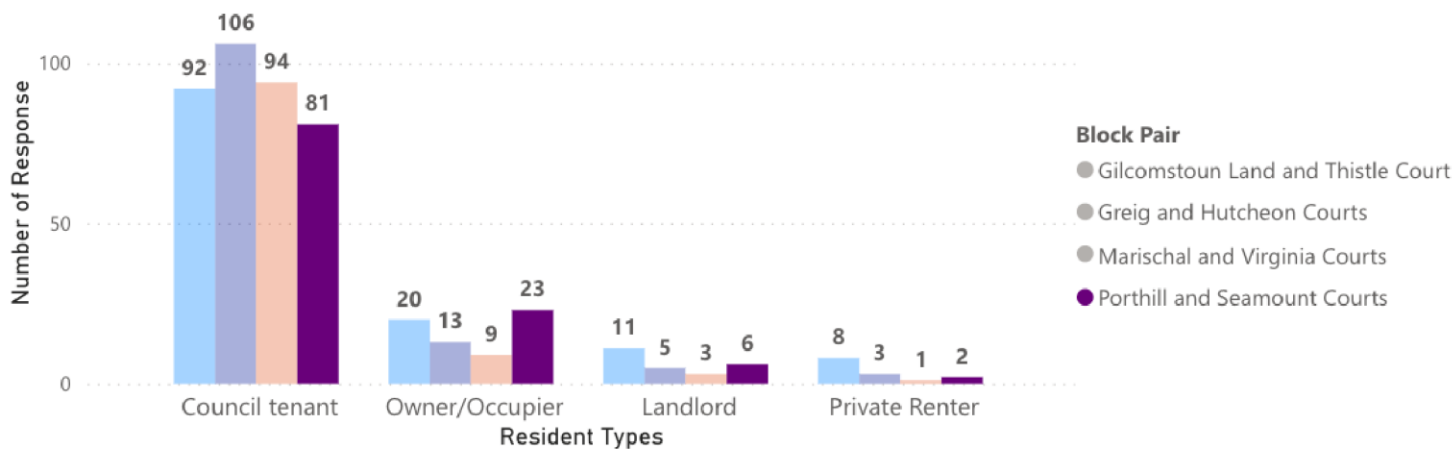


## 04 SURVEY RESULTS & ANALYSIS

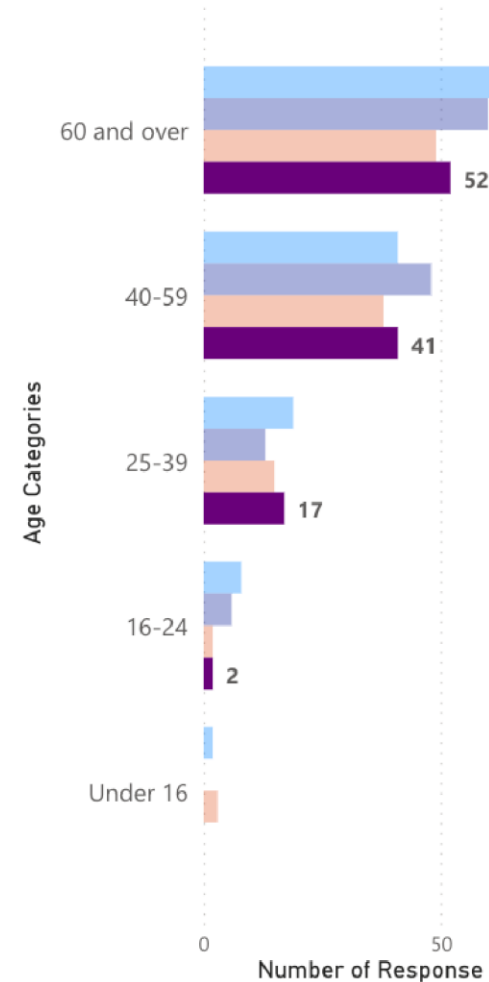
### Q12 - Which option - cont.

Investment Preferences - Porthill & Seamount Courts

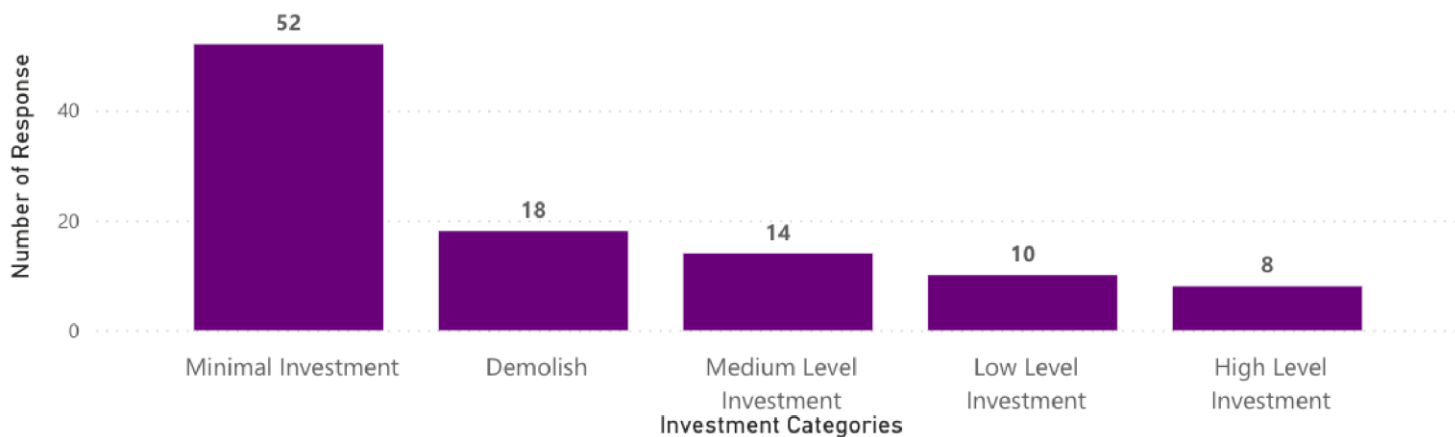
### Block pair by resident Type



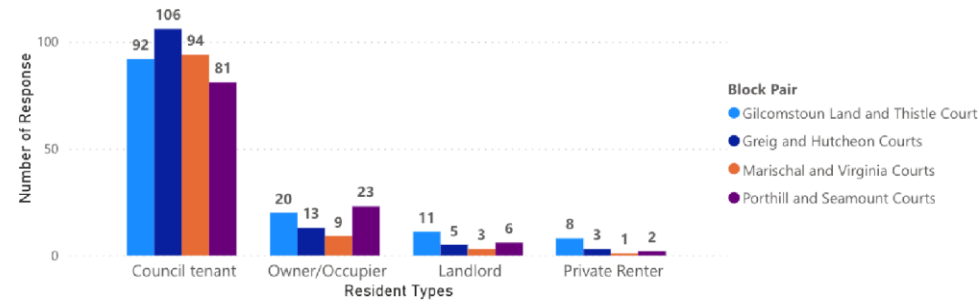
### Age Categories



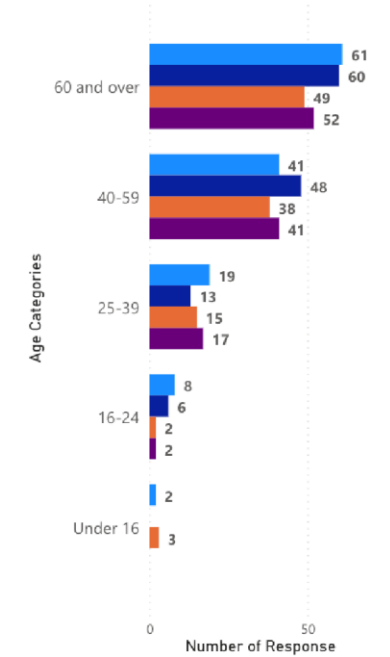
### Investment Categories



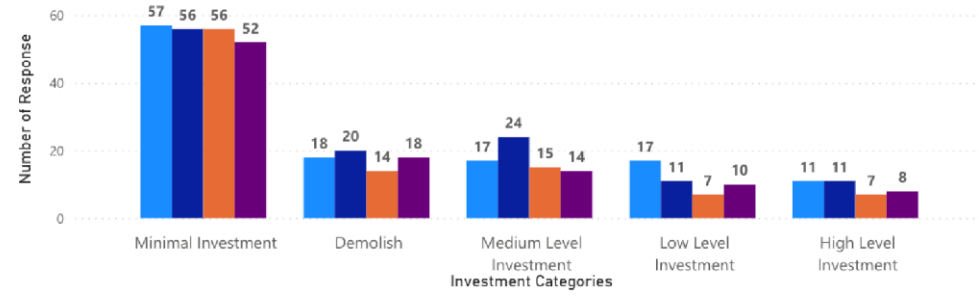
**Block pair by resident Type**



**Age Categories**



**Investment Categories**



## 04 SURVEY RESULTS & ANALYSIS

### Q12 - Which option - cont.

When they are analysed by age group, however, significantly higher proportions of the 60 and over age group selected Option 1. Compared to the overall of 49.9%, the proportions for this age group per pair were 63% for Gilcomstoun and Thistle, 69% for Greig and Hutcheon, 69% for Marischal and Virginia and 71% for Porthill and Seamount.

Graphics of the responses per pair of blocks by age grouping can be seen in Appendix 2.

### Q13 - Additional Comments on Choice of Option

The additional comments have been analysed by choice of option and most common themes and topics. **All comments are detailed in Appendix 4**

## Investment Preferences - Resident type and age categories

### 04 SURVEY RESULTS & ANALYSIS

#### Q14 - Owners' Awareness of Buy Back Scheme

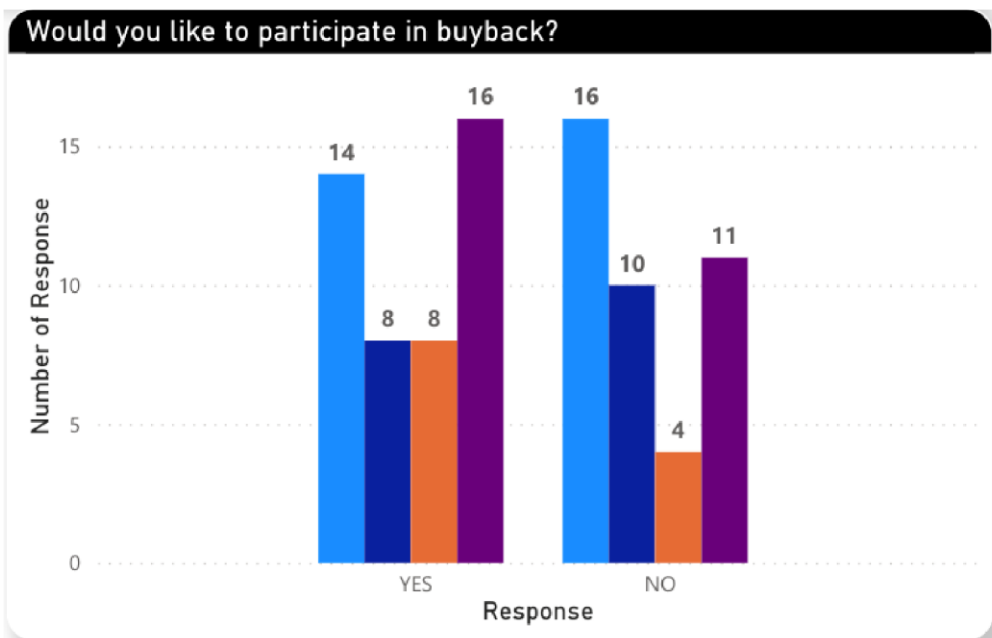
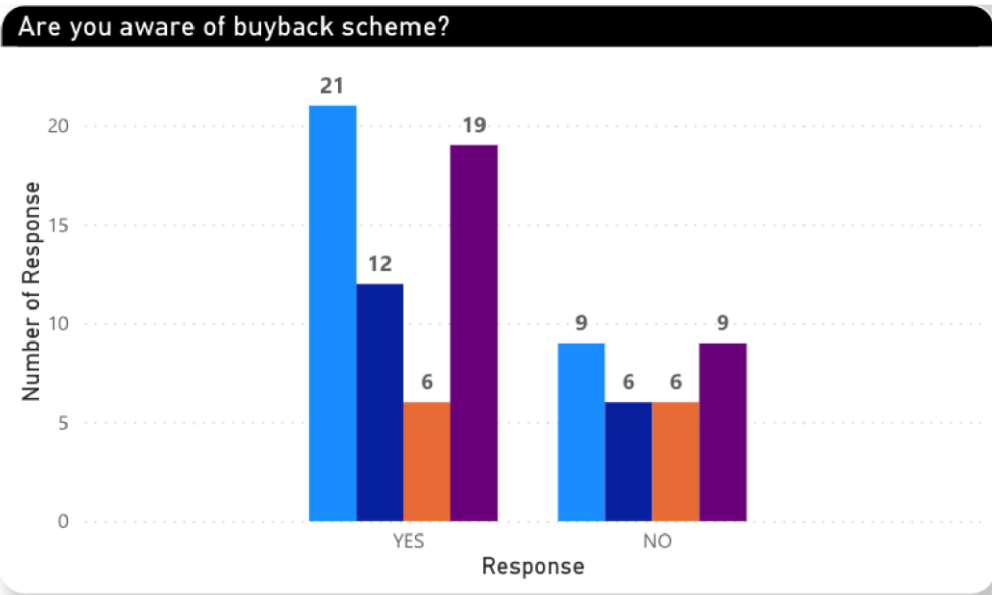
There was good awareness of the Council's buy back scheme, with 66% of owners confirming they had heard of the scheme

#### Q15 - Owners' Willingness to Participate in Buy Back scheme

A majority (54%) in the online survey confirmed they would want to participate in the scheme however quite a few of the owner occupiers and landlords at the drop-ins suggested their preferred answer would be 'don't know' until further detail of both the preferred option and the buy back scheme specific to the multi storey blocks are known

#### Q16 - Additional Comments, Concerns or Suggestions

The additional comments have been analysed and categorized by most common themes and topics. **All comments are detailed in Appendix 4**

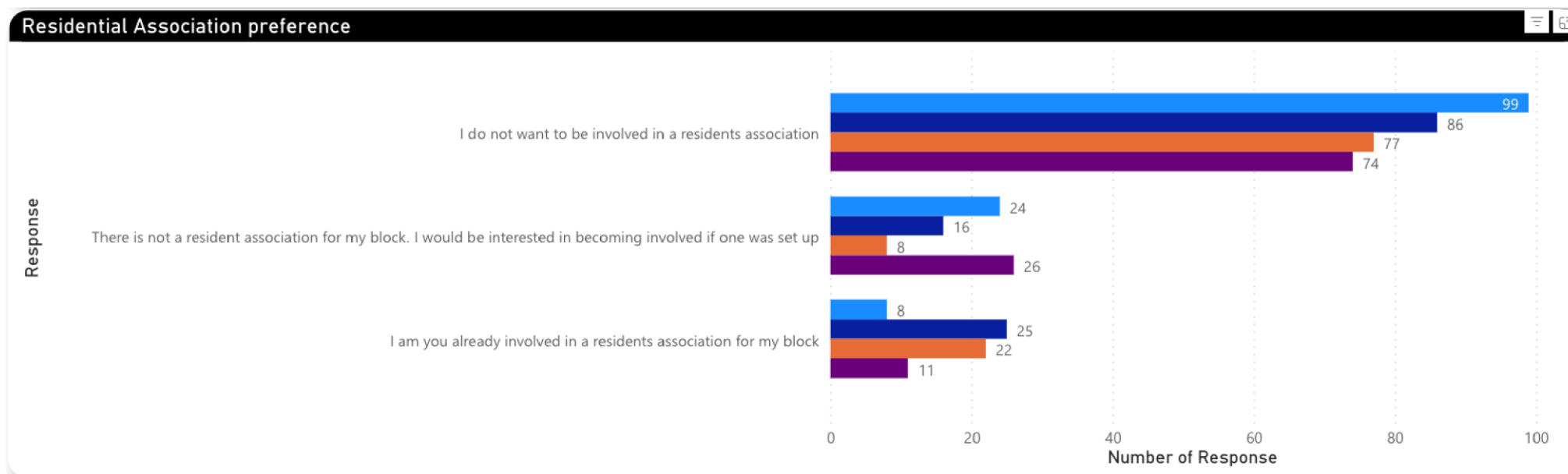


## 04 SURVEY RESULTS & ANALYSIS

### Q17 - Interest in Becoming Involved in Residents' Associations

Although 71% of respondents state they do not want to be involved in a residents' association, 74 individuals across the 8 blocks said that they do.

This gives both ACC and Shelter Scotland opportunity to help establish associations in those blocks that currently do not have one (All apart from Greig Court and Marischal Court).



## 05 RESIDENT COMMITTEE MEETING & DROP IN SESSIONS

The timings of the drop-in sessions were detailed in the letters issued to all residents and owners as well as being highlighted within the online survey, on posters throughout the blocks and on residents groups' Facebook pages. They were also mentioned in the press release covered by most local media.

Display boards were prepared for all face-to-face sessions which were all attended by housing officers from ACC, streets-UK, TPAS and Shelter Scotland.

Date & Time	Location	Description	No of attendees
1 <sup>st</sup> Nov 6pm	Greig Court Common Room	Meeting with Greig Court Residents' Committee and chair of Marischal Court Residents' Committee	14
6 <sup>th</sup> Nov 2-7pm	Marischal Court Common Room	Drop-in session for residents of Marischal Court and Virginia Court	25
7 <sup>th</sup> Nov 2-7pm	Seamount Court Common Room	Drop-in session for residents of Seamount Court and Porthill Court	65
8 <sup>th</sup> Nov 2-7pm	Thistle Court Common Room	Drop-in session for residents of Thistle Court and Gilcomstoun Land	65
9 <sup>th</sup> Nov 2-7pm	Greig Court Common Room	Drop-in session for residents of Greig Court and Hutcheon Court	31





## 05 COMMITTEE MEETING & DROP IN SESSIONS

The main aims of the face-to-face events were;

- to provide additional background information around the proposals and the engagement process
- to answer queries from attendees; to listen to attendees thoughts and concerns on both the existing living conditions and on the proposed options • to support completion of the survey either online or in paper form
- to highlight the opportunity for support in establishing additional residents' associations.

The deliberate branding of the engagement materials in bright, non-Council colours and the attendance of independent parties helped to overcome elements of suspicion and cynicism towards the Council amongst the attendees.

This collaborative and 'listening' approach was then very much adopted by the ACC housing staff who were also able to discuss 'operational' issues that were concerning attendees.



*Resident drop-in events*

## 05 COMMITTEE MEETING & DROP IN SESSIONS

Notes from the events from both TPAS and Shelter Scotland are included in Appendix 6 however the key themes emerging from the conversations were;

**Heating** – There was considerable dissatisfaction with the efficiency of the existing heating systems within the flats as well as a lack of effective insulation, leading to cold and damp conditions. This inefficiency meant that heaters would require to be used a lot leading to higher energy bills. A significant proportion expressed their desire for a communal district heating system that would be more effective and better value.

**Operational Issues** – A significant number of residents complained of necessary repairs and maintenance, both inside flats and in the common areas, not being attended to within a reasonable timescale and with antisocial behaviour issues not being addressed. Although not directly linked to the strategic option proposals, many of the residents believed there is little point refurbishing the fabric of the building if such operational issues are not addressed.

**Owner Occupier concerns** – Many owner occupiers felt that they could not afford to pay significant contributions towards the costs of refurbishment and would therefore require to opt for the buyback scheme. Their concerns with this outcome were that the market value of their flat would not allow them to buy elsewhere in Aberdeen. In addition, they would not qualify for housing benefit and do not know if they would qualify for social housing. Several elderly owner occupiers expressed considerable anxiety at the position they feel they are now in.

**City Centre location** – Most residents very much like the central location of their block. As well as being convenient for amenities, residents highlighted the lower costs associated with not needing to run a car or for additional bus journeys to work. Most residents with children appreciated the quality of the local schools and had concerns at not knowing where in the City they might end up if a move was required.

**Reluctance to move**– Linked to the above theme around city centre location, many residents just don't want to have to move. This may be because of location, existing sense of community, not wanting the disruption and potential cost or not knowing where they may be relocated to. Some residents have lived in their block for decades and are very reluctant to change.

**Level of potential disruption** – A repeated concern is the lack of specific information at this stage as to the likely level of disruption, per flat, and its duration. Residents felt it hard to choose between the options based on the 'high level' information currently available.

**Timescales** – Residents were keen to understand what the anticipated timescales are, both for the next stage of the decision-making process around options and also potential start dates for the chosen option(s). Re-assurance was given that their views would be considered by the Committee as part of a wider report before the end of 2023.

**Decision making process** – A minority of residents expressed the view that there is already a preferred option for the Council and that this is what will be chosen come what may. A greater number wanted assurance that their views would be a key factor in the decision-making process and that this consultation should be the start of constructive engagement and dialogue with residents, not the end. **Individual blocks**– Several residents highlighted the different circumstances of individual blocks in terms of age, condition, listed status, alternative uses of the land and wondered if the decision-making process allowed for different solutions for different blocks.

**Desire for a new home** – A number of residents expressed the opinion that the blocks were not pleasant to live in and that they very much wanted to move. Some of this group felt that the best solution would be to knock the blocks down and provide better quality new homes to meet the demand.





# ABERDEEN CITY CENTRE MULTI-STOREY BLOCKS

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Appendices

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**streets-uk**

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## APPENDICES

1. LETTERS / POSTERS & SOCIAL MEDIA
2. DATA ANALYSIS PER PAIR OF BLOCKS
3. FAQs
4. RESIDENTS' COMMENTS
5. TPAS & SHELTER SCOTLAND OBSERVATIONS



## **APPENDIX 1.1 - LETTERS**

### *1.1 Resident letter*



16 November 2023

The Resident

XXXXXXXXXXXXXXXXXX

ABERDEEN

XXXXXXXXXXXXXXXXXX

Business Services  
Housing Assets  
Aberdeen City Council  
Business Hub 16  
3rd Floor West  
Marischal College  
Broad Street  
Aberdeen AB10 1AB

Dear resident,

Consultation on future of the City Centre multi storey blocks  
Marischal Court, Virginia Court, Seamount Court, Porthill Court, Greig Court, Hutcheon Court, Thistle Court and  
Gilcomston Land

You may have heard that Aberdeen City Council have been considering options for the future of eight  
City Centre Multi Storey blocks. Five different options were outlined in a report by Aberdeen City Council's  
Communities, Housing and Public Protection Committee in May 2023, where Councillors requested that a consultation  
exercise be carried out to gather the opinions of the residents and flat owners within those blocks on the options  
contained in the report. (Details of the options are on the other side of this letter.)

The survey, which was co-produced with streets-UK, TPAS Scotland and Shelter Scotland (see enclosed FAQs for  
more information) can be accessed online at [www.streetsuk.com/aberdeencitymultistoreys](http://www.streetsuk.com/aberdeencitymultistoreys) or by scanning the QR code  
over the page. It will take about 10 minutes to complete.

The consultation survey will be open until 10<sup>th</sup> November 2023 and can be done online now, or by attending a drop-in  
session for residents and flat owners from your block on: Monday 6<sup>th</sup> Nov at Marischal Court Common Room; Tuesday  
7<sup>th</sup> November at Seamount Court Common Room; 8<sup>th</sup>  
November at Thistle Court common Room and 9<sup>th</sup> November at Greig Court Common Room all at  
2pm to 7pm. Representatives of streets-UK, The Tenant Participation Advisory Service Scotland (TPAS), Shelter  
Scotland and Aberdeen City Council will attend the drop-in session to discuss the options and can assist you to  
complete the survey form if necessary.

The views and comments collected through the survey will be analysed and shared with you when complete. They will  
also be included in a further report to the Council's Communities, Housing and Public Protection Committee in 2024 to  
assist its members to reach a decision on the next steps regarding the future of the eight blocks.

I look forward to your participation in the consultation exercise.

Yours faithfully,

Ian Perry  
Housing Assets Team Leader

Option 1 – Do Minimum - Minimal investment  Backlog repairs and maintenance only.

- No improvement to Energy Performance (see FAQs)
  - minimal disruption

Option 2 – Low Level Investment

- Backlog repairs and maintenance
  - communal district heating
  - modest EPC improvements
- Medium levels of disruption

Option 3 – Medium Level Investment

- Backlog repairs and maintenance
  - communal district heating
  - good EPC improvements
    - upgrading works
- High levels of disruption

Option 4 – High Level Investment

- Backlog repairs and maintenance
  - communal district heating
- Very good EPC improvements
  - upgrading works
- Temporary move out of flat (decanting)

Option 5

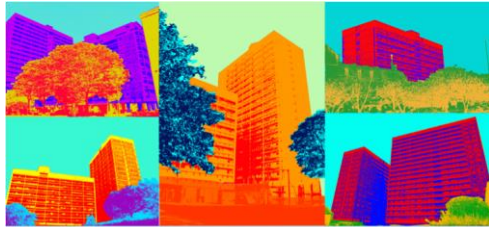
- Urgent repairs and maintenance only
- Process of re-allocation to new housing for tenants and buyback from owners
  - Demolition of block and construction of new social housing, or
    - Sale of block to fund other social housing

You can access the survey form by scanning this QR code:





# APPENDIX 1.2 - SOCIAL MEDIA & POSTERS



## CITY CENTER MULTI STOREY BLOCKS THERE IS STILL TIME TO COMPLETE THE SURVEY!

Complete the short survey by clicking the link or by going to [streets-uk.com/aberdeenmultistoreys](http://streets-uk.com/aberdeenmultistoreys)

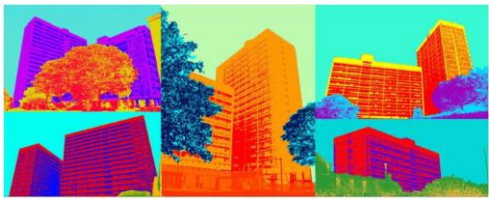
To find out more, come along to the drop in event with Council housing staff, Streets-uk, TPAS, and Shelter Scotland.

**MARISCHAL & VIRGINIA**  
Marischal Court Common Room  
Monday 6th November  
2pm-7pm

**SEAMOUNT & PORTHILL**  
Seamount Court Common Room  
Tuesday 7th November  
2pm-7pm

**GREIG & HUTCHEON**  
Greig Court Common Room  
Thursday 9th November  
2pm-7pm

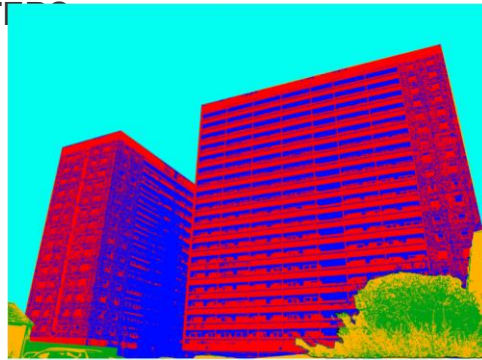
**THISTLE & GILCOMSTOUN**  
Thistle Court Common Room  
Wednesday 8th November  
2pm-7pm



## CITY CENTER MULTI STOREY BLOCKS

### THERE IS STILL TIME TO COMPLETE THE SURVEY!

Complete the short survey by clicking the link or by going to [streets-uk.com/aberdeenmultistoreys](http://streets-uk.com/aberdeenmultistoreys)



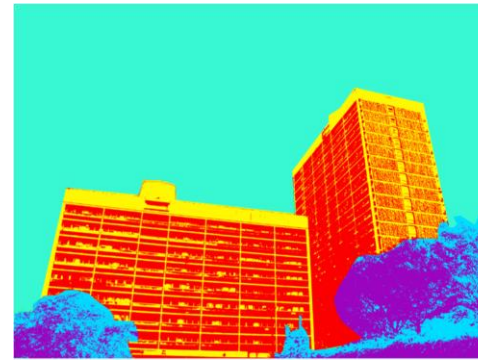
## GREIG & HUTCHEON COURTS HAVE YOUR SAY ON FUTURE OPTIONS FOR THE BUILDINGS

Complete the short survey on your phone

Come along to the drop in event with Council housing staff, Streets-UK, TPAS and Shelter Scotland to find out more

Thursday 9th November at Greig Court  
Common Room from 2pm to 7 pm

Выскажіть своє мнение о будущем багатоэтажних квартир  
Висловіть свою думку про майбутнє багатоповерхівок  
Wyraz swoją opinię na temat przyszłości mieszkań w wieżowcach



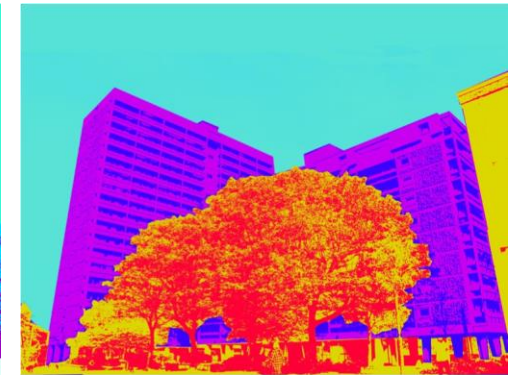
## MARISCHAL & VIRGINIA COURTS HAVE YOUR SAY ON FUTURE OPTIONS FOR THE BUILDINGS

Complete the short survey on your phone

Come along to the drop in event with Council housing staff, Streets-UK, TPAS and Shelter Scotland to find out more

Monday 6th November at Marischal Court  
Common Room from 2pm to 7 pm

Выскажіть своє мнение о будущем багатоэтажних квартир  
Висловіть свою думку про майбутнє багатоповерхівок  
Wyraz swoją opinię na temat przyszłości mieszkań w wieżowcach



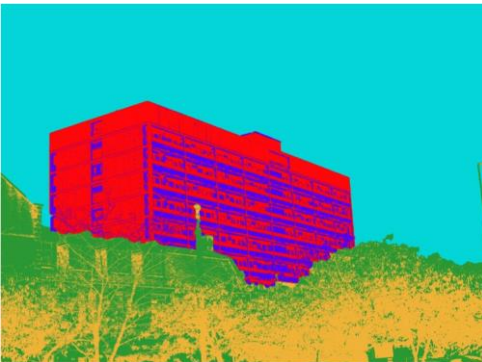
## SEAMOUNT & PORTHILL COURTS HAVE YOUR SAY ON FUTURE OPTIONS FOR THE BUILDINGS

Complete the short survey on your phone

Come along to the drop in event with Council housing staff, streets-UK, TPAS and Shelter Scotland to find out more

Tuesday 7th November at Seamount Court  
Common Room from 2pm to 7 pm

Выскажіть своє мнение о будущем багатоэтажних квартир  
Висловіть свою думку про майбутнє багатоповерхівок  
Wyraz swoją opinię na temat przyszłości mieszkań w wieżowcach



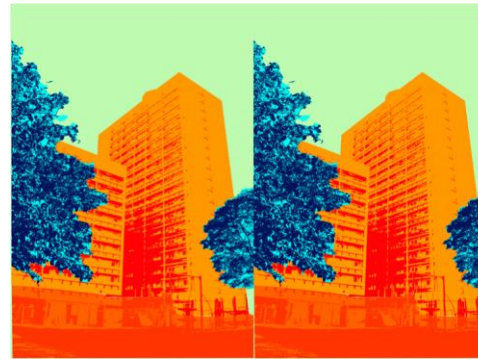
## GILCOMSTOUN LAND HAVE YOUR SAY ON FUTURE OPTIONS FOR THE BUILDINGS

Complete the short survey on your phone

Come along to the drop in event with Council housing staff, Streets-UK, TPAS and Shelter Scotland to find out more

Wednesday 8th November at Thistle Court  
Common Room from 2pm to 7 pm

Выскажіть своє мнение о будущем многоэтажных квартир  
Висловіть свою думку про майбутнє багатоповерхівок  
Wyraz swoją opinię na temat przyszłości mieszkań w wieżowcach



## THISTLE COURT HAVE YOUR SAY ON FUTURE OPTIONS FOR THE BUILDINGS

Complete the short survey on your phone

Come along to the drop in event with Council housing staff, Streets-UK, TPAS and Shelter Scotland to find out more

Wednesday 8th November at Thistle Court  
Common Room from 2pm to 7 pm

Выскажіть своє мнение о будущем многоэтажных квартир  
Висловіть свою думку про майбутнє багатоповерхівок  
Wyraz swoją opinię na temat przyszłości mieszkań w wieżowcach



Багатоповерхівкові будинки в центрі міста...  
**ЧИ ПРОХОДИЛИ ВИ ЦЕ ОПИТУВАННЯ?**

Щоб пройти коротке опитування щодо варіантів розвитку цієї будівлі, відскануйте QR-код за допомогою камери або перейдіть за посиланням [www.streets-uk.com/aberdeenmultistoreys](http://www.streets-uk.com/aberdeenmultistoreys).

Опитування повністю перекладено українською мовою і доступне через вилдаване меню. Воно також надасть контекст щодо планів розвитку.




Wielopiętrowe bloki w centrum miasta...  
**CZY WYPEŁNIŁEŚ TĘ ANKIETĘ?**

Aby wziąć udział w krótkiej ankiecie na temat możliwości rozwoju tego budynku, należy zeskanować kod QR za pomocą aparatu lub wejść na stronę [www.streets-uk.com/aberdeenmultistoreys](http://www.streets-uk.com/aberdeenmultistoreys).

Ankieta została w pełni przetłumaczona na język polski i jest dostępna poprzez rozwijane menu. Zapewni również kontekst dla planów rozwoju.




Многоэтажные здания в центре города  
**ЗАПОЛНИЛИ ЛИ ВЫ АНКЕТУ**

Чтобы принять участие в коротком опросе о вариантах развития этого здания, отсканируйте QR-код с помощью фотоаппарата или зайдите на сайт [www.streets-uk.com/aberdeenmultistoreys](http://www.streets-uk.com/aberdeenmultistoreys).

Опрос полностью переведен на русский язык и доступен через выпадающее меню. Он также позволит определить контекст для планов развития.




## APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS

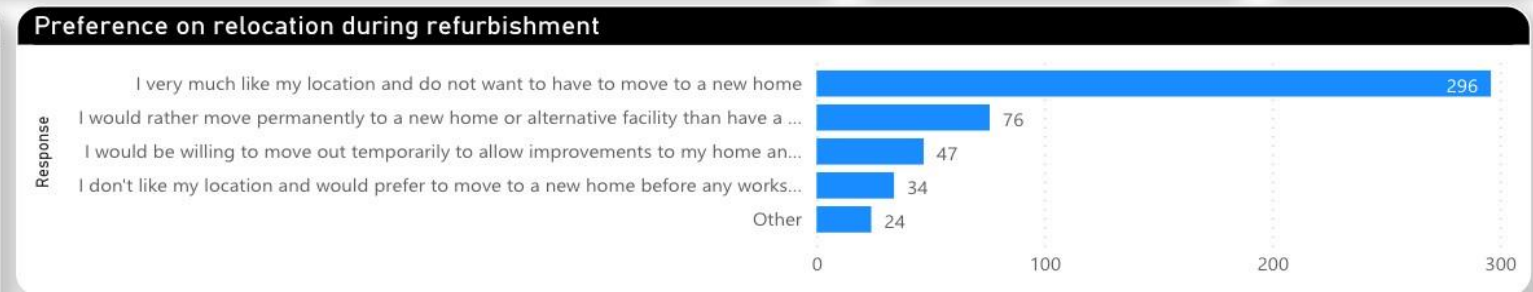
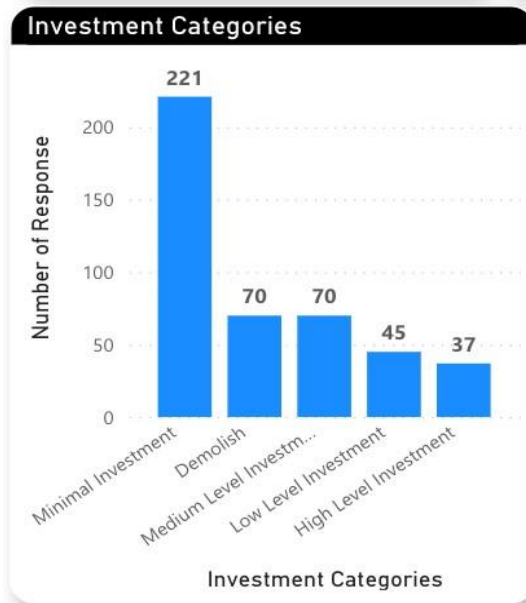
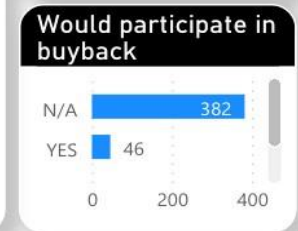
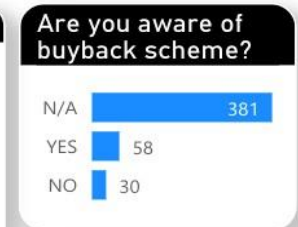
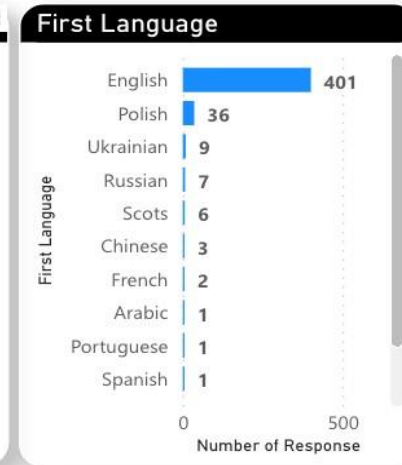
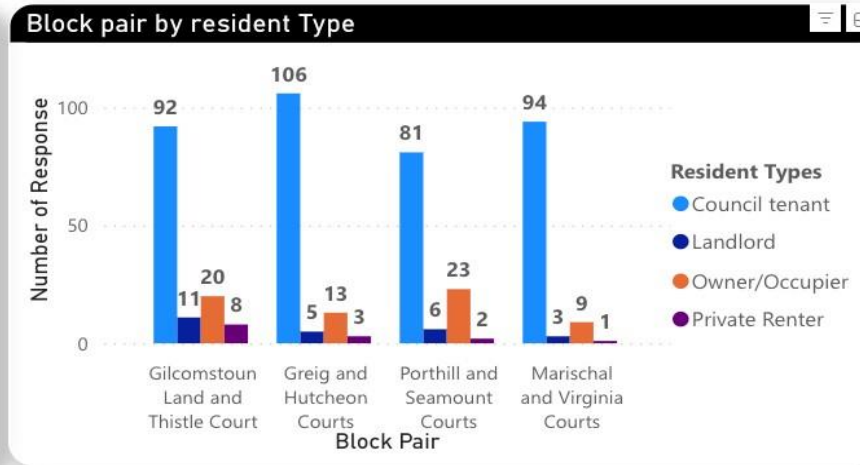
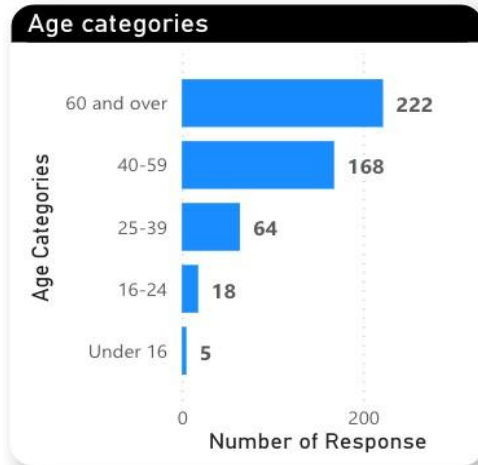
*Facebook posts*

*Posters in blocks*

Dashboard All



## APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS



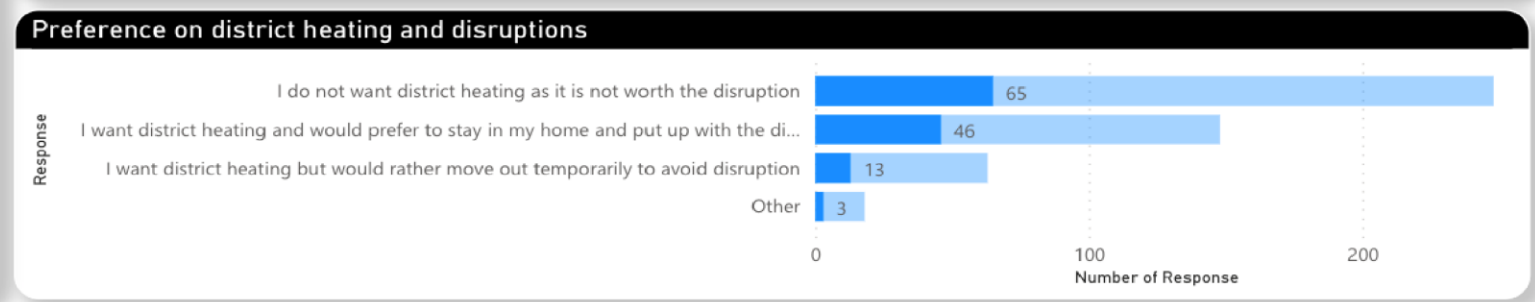
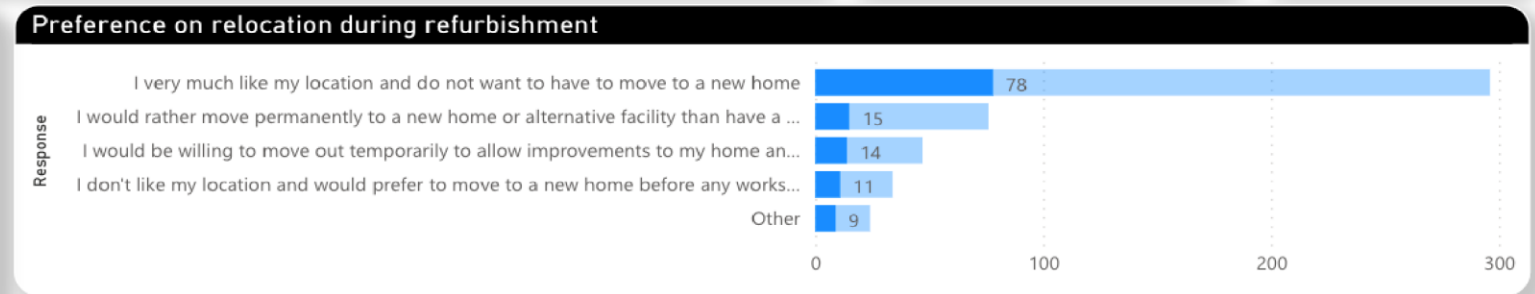
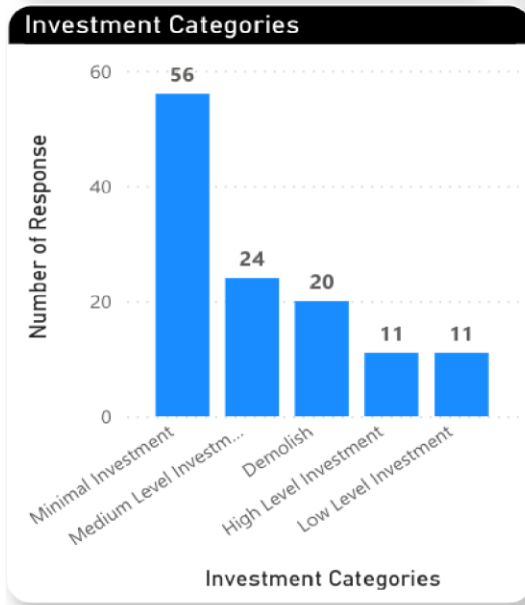
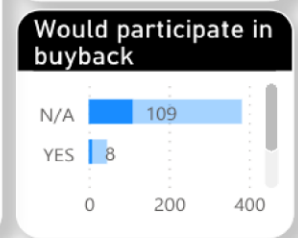
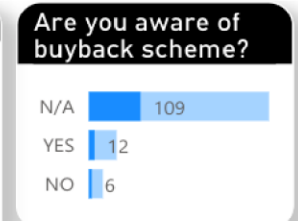
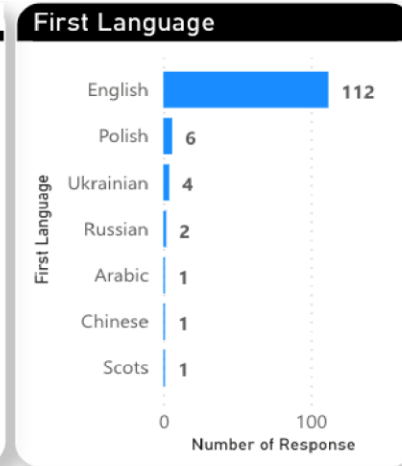
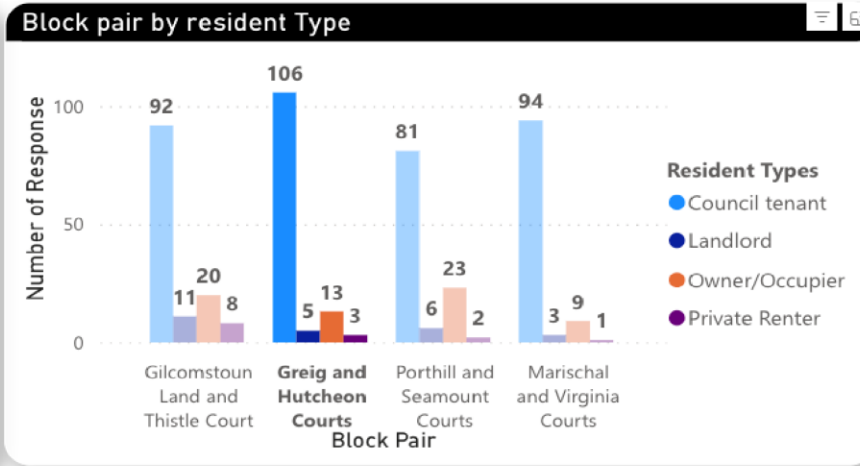
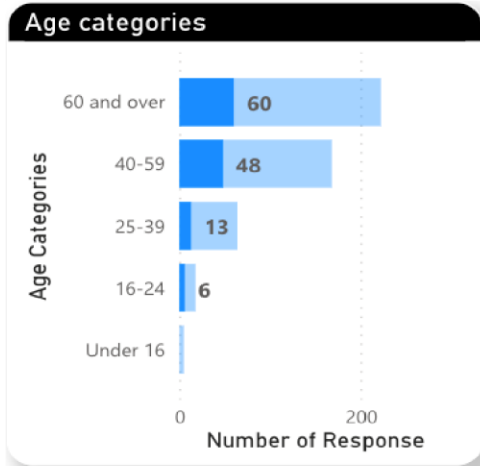
Dashboard Gilcomstoun Land and Thistle Court

## APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS



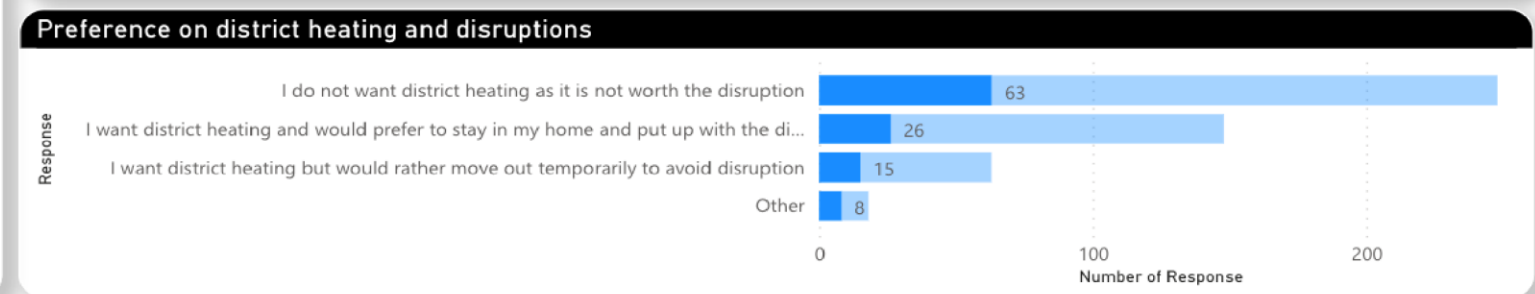
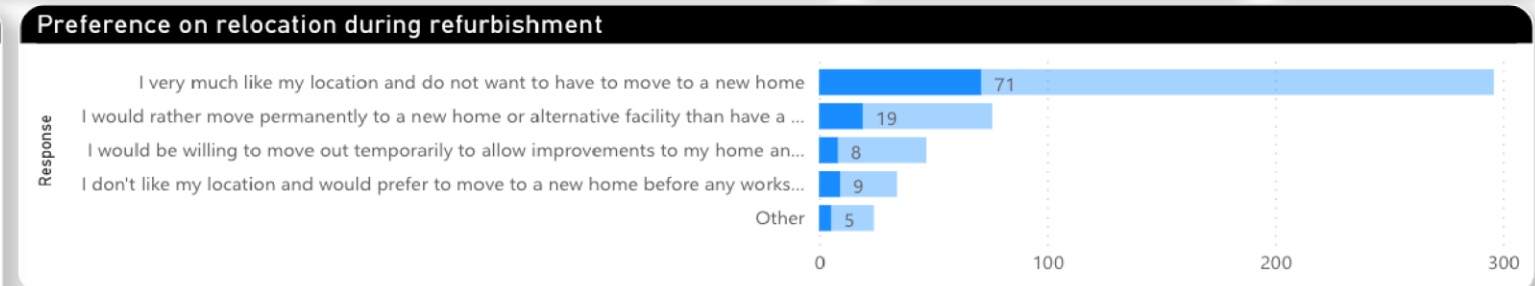
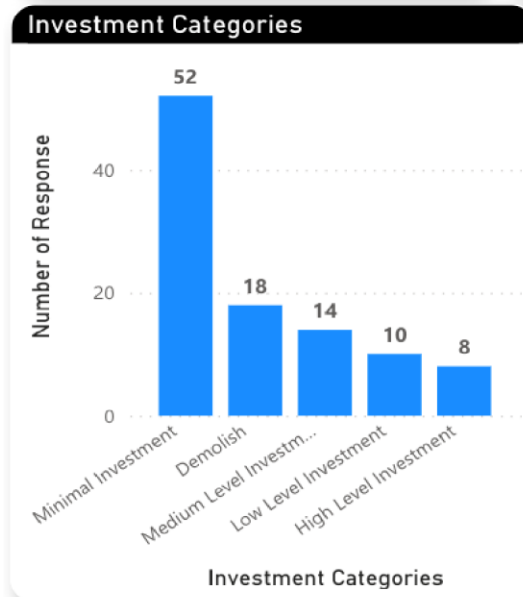
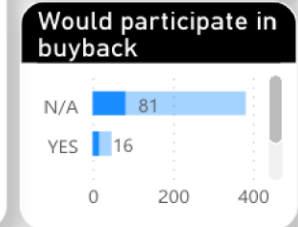
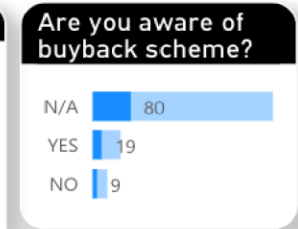
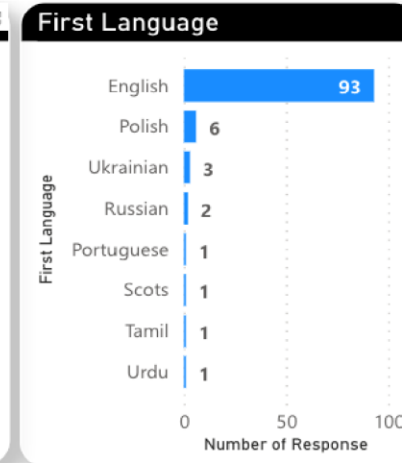
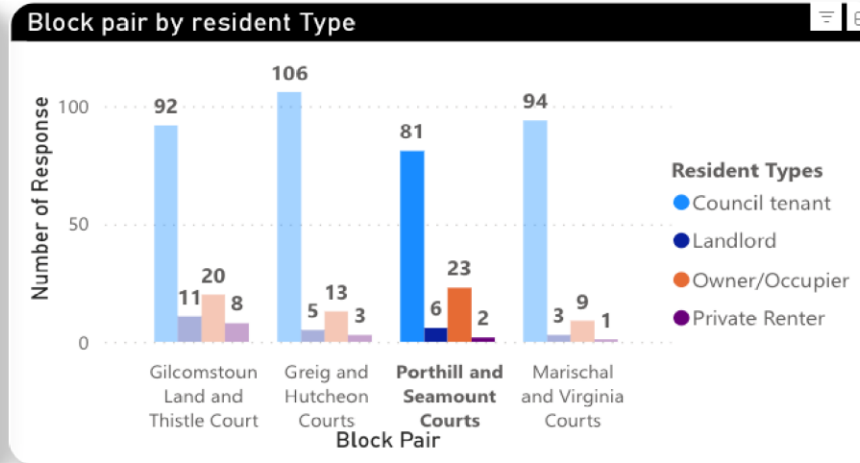
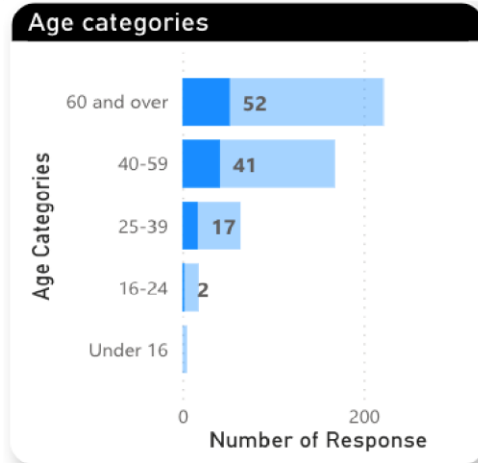
Dashboard Greig and Hutcheon Courts

## APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS



Dashboard Porthill & Seamount Courts

## APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS



Dashboard Marischal & Virginia Courts

## APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS

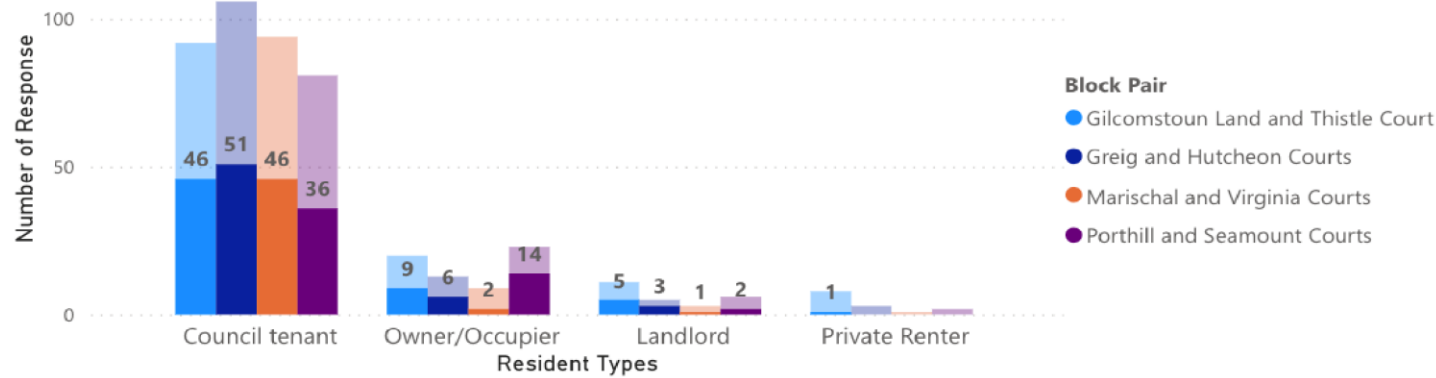


## APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS

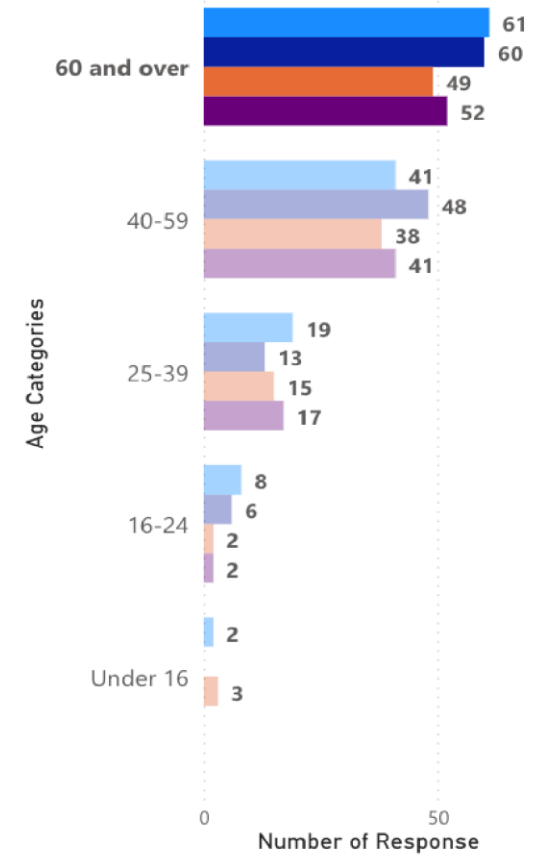
Investment Preferences Per Pair of Blocks – Age 60 and Over (Q12)

### Investment preference distribution by block pairs and resident types

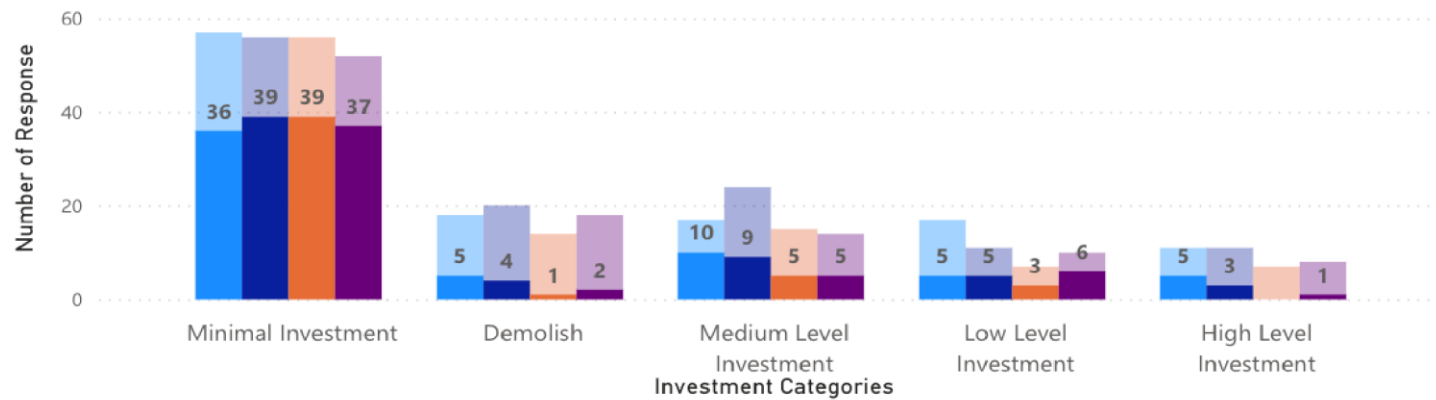
Block pair by resident Type



Age Categories



Investment Categories



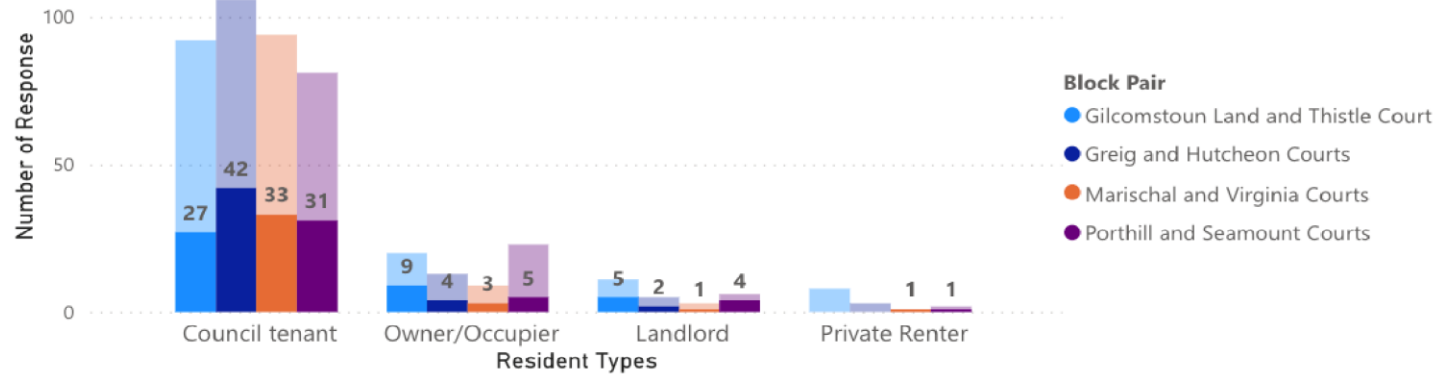
Investment Preferences Per Pair of Blocks – Age 40 - 59 (Q12)

## APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS

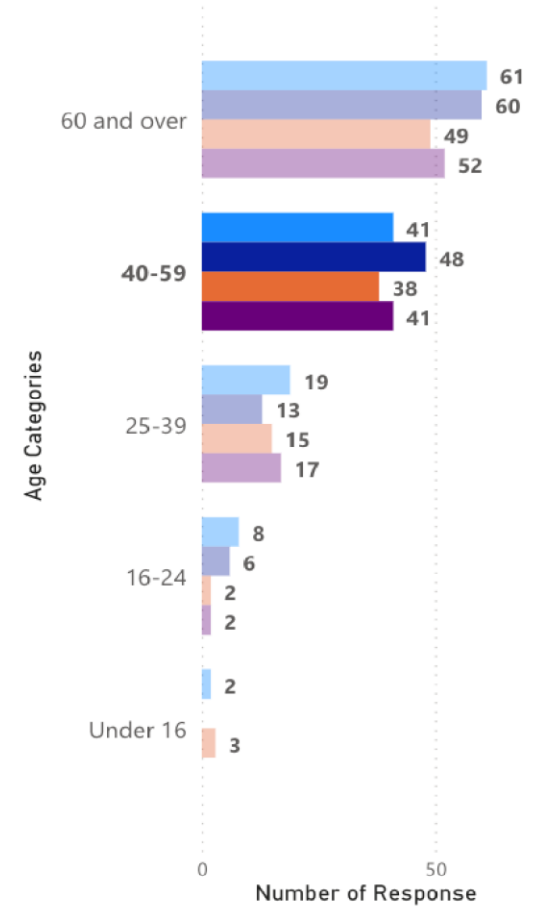
Aberdeen City Centre Masterplan  
[www.streets-uk.com/aberdeencitycentre/](http://www.streets-uk.com/aberdeencitycentre/)

### Investment preference distribution by block pairs and resident types

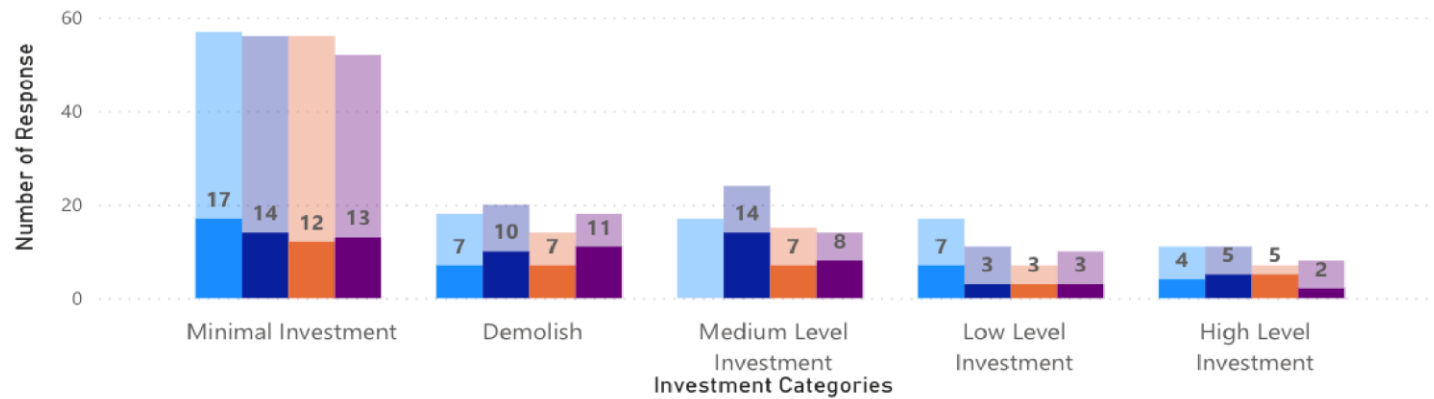
Block pair by resident Type



Age Categories



Investment Categories



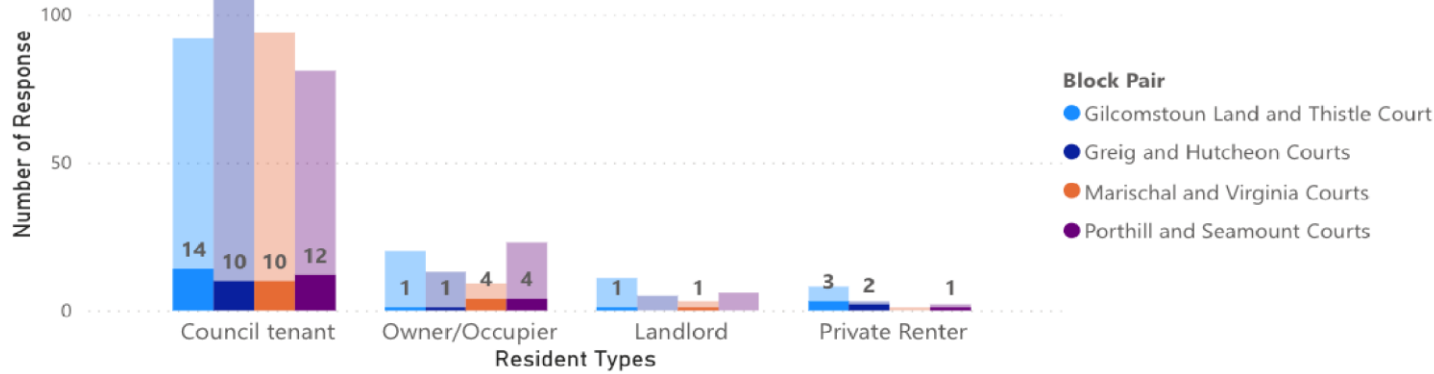
Investment Preferences Per Pair of Blocks – Age 25 - 39 (Q12)



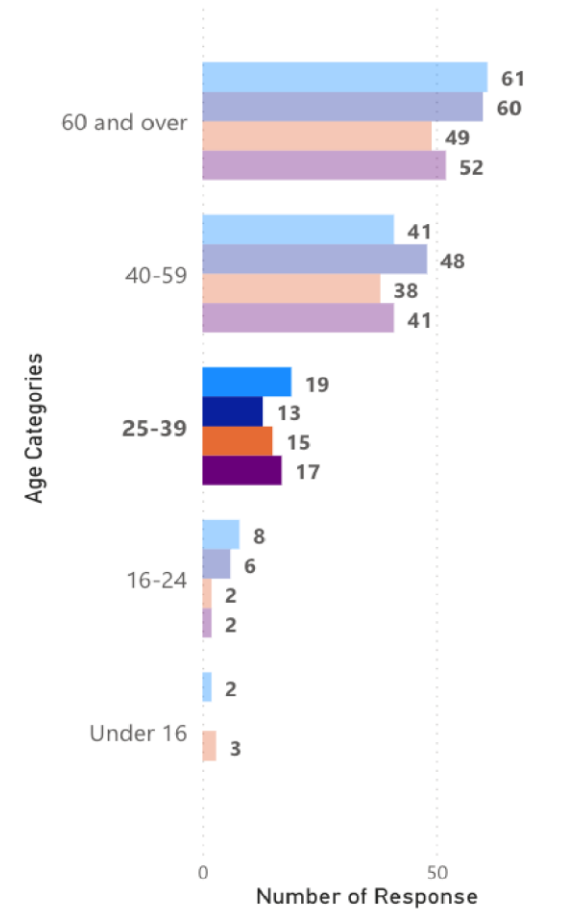
## APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS

### Investment preference distribution by block pairs and resident types

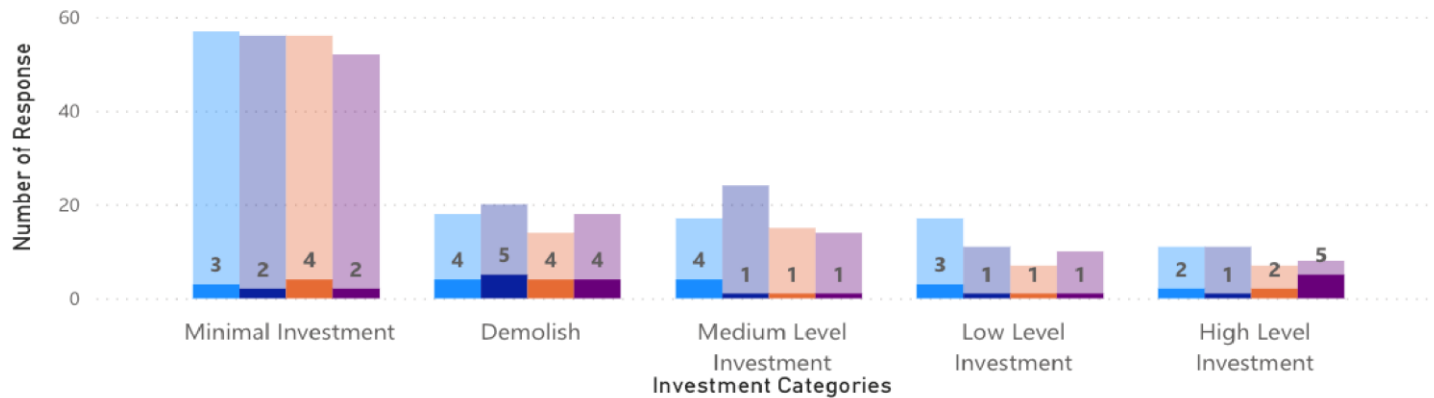
Block pair by resident Type



Age Categories



Investment Categories



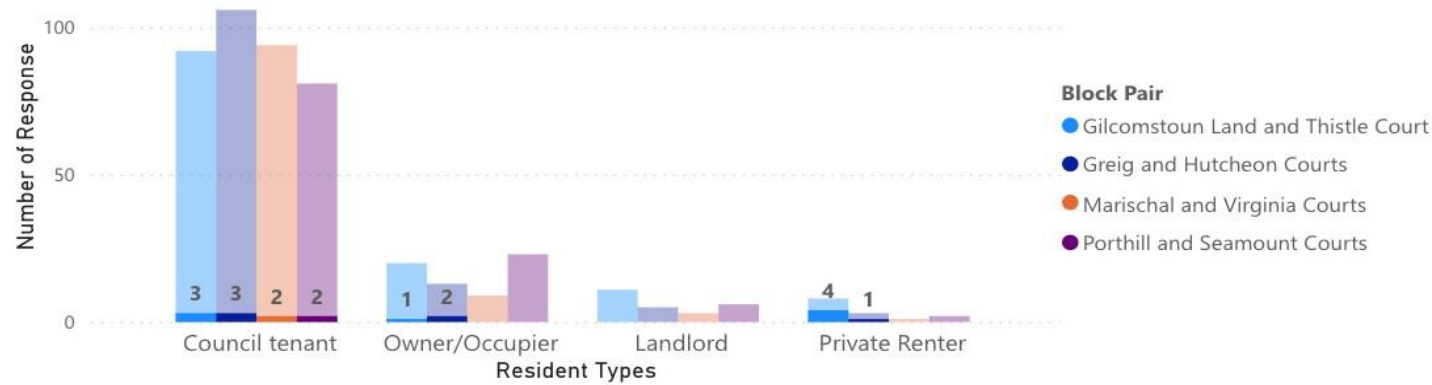
Investment Preferences Per Pair of Blocks – Age 16 -24 (Q12)



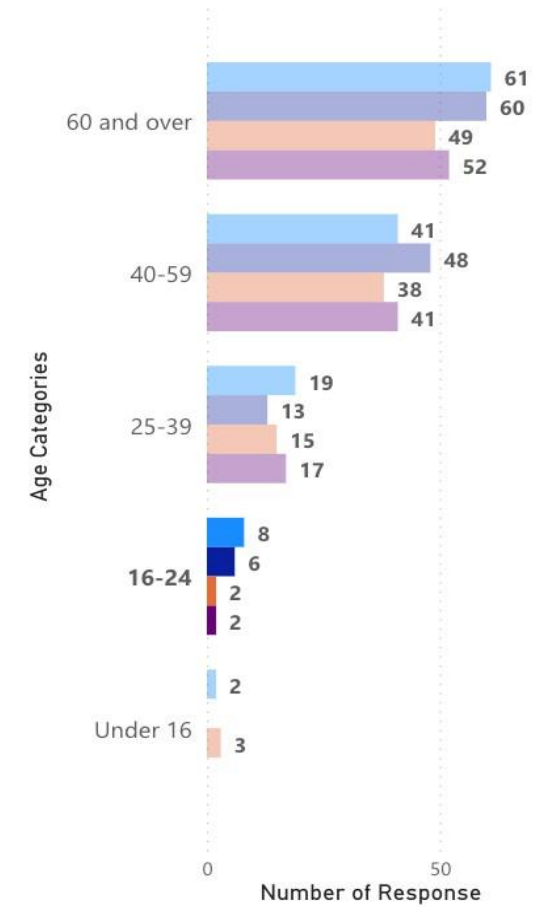
## APPENDIX 2 - DATA ANALYSIS PER PAIR OF BLOCKS

### Investment preference distribution by block pairs and resident types

Block pair by resident Type



Age Categories



Investment Categories



## APPENDIX 3 - FAQs

Consultation on the Future of the City Centre Multi Storey Blocks	
Frequently Asked Questions	
Who are streets-UK, TPAS, and Shelter Scotland?	streets-UK are a Scottish-based company who specialises in community and stakeholder engagement. They have helped organise, facilitate, and report on all the community engagement around the various City Centre and Beach Masterplan projects during the last 18 months.
TPAS Scotland is an independent tenant-led organisation that support tenants, residents and communities to have a strong voice to shape the future of their homes and area. You can contact us at any time at <a href="mailto:lesley.baird@tpasscotland.org.uk">lesley.baird@tpasscotland.org.uk</a> or <a href="mailto:tony.kelly@tpasscotland.org.uk">tony.kelly@tpasscotland.org.uk</a> Freephone 0800 049 5761. You can find out more about us at <a href="http://www.tpasscotland.org.uk">www.tpasscotland.org.uk</a>	
Shelter Scotland exist to defend the right to a safe home and fight the devastating impact the housing emergency has on people and society. We believe that home is everything. To make your voice heard on the housing issues that matter to you and your neighbours, contact Shelter Scotland's Aberdeen community organiser, Jacob, at <a href="mailto:Jacob_Campbell@shelter.org.uk">Jacob_Campbell@shelter.org.uk</a> For more information on your housing rights, please visit <a href="https://scotlandshelter.org.uk">https://scotlandshelter.org.uk</a>	
Why are the Council wanting to make these decisions just now?	A report went to the Communities, Housing and Public Protection Committee in May 2023 outlining the 5 options and Councillors asked for consultation with residents to allow the options to be explored further with a view to making a recommendation on the preferred option
Is there already a preferred option for the Council?	There is no preferred option at present.
What is Energy Performance Level?	All properties in each block have an energy rating which identifies the energy performance. Some homes which have been let more recently will have an Energy Performance Certificate which states what the levels of energy efficiency and environmental impact are. The more efficient, the less energy is required to heat and light it and the cheaper it is to run. Properties are graded from A to G with A being the best <a href="https://www.mygov.scot/energy-performance-certificates">https://www.mygov.scot/energy-performance-certificates</a>
Am I going to have to move out of my home?	For Options 1 it is very unlikely you would need to move out of your home. For Option 2 there is a possibility you may have to move out (decant) for a short time. For option 3 it is likely you will have to decant for a short period. Option 4 would require you to decant for a longer period while the works are completed. Option 5 would require you to move permanently.
How long will the work take?	It is difficult at this stage to estimate exactly how long the work would take. As well as further consultation on the details of any preferred option for the building, planning permissions, designs and scope of works would need to be approved prior to works commencing on the building. Furthermore, infrastructure works for the district heating system would need to be agreed and approved. As such, the initial process could take many months/years before any work to the buildings would begin depending on the complexity of the Option selected.
Where would I go? Would all my things come with me?	Where Council tenants would go would be dependent on the timing of the move and what alternative flatted properties are available at that time.
If this situation were to arise, ACC would have to consider the impact on the works, before deciding on a way forward.	
What sort of disruption might there be during the works?	A lot of the work would be to the common parts which would not impact your home directly but would cause some disruption with noise, access etc. Some of the work, however, would be within your home and may cause disruption in terms of being intrusive, dusty or noisy. Option 1 would mostly be restricted to the common parts. Options 2 & 3 would have some disruption to the common parts and within your home whilst works are carried out. Option 4 would be more disruptive in both the common parts and your home and it is likely that you would require to move out for a period while the works are carried out Option 5 does not have disruption caused by works
As an owner, what happens if moving out is required?	
If temporary housing is required, owners would be expected to find their own alternative accommodation or accommodation for their tenant if the property is privately rented.	
If my block is demolished or sold, where would my new home be?	As an Aberdeen City Council tenant you would be relocated to another Council property in Aberdeen. It would not necessarily be on the same site. This would not apply to private renters
Would I get a better-quality home if I have to move?	
This will be dependent on what alternative housing is available at the time	
What is a District Heating System?	
This is a centralised heating system that provides heating and hot water to a whole block through heavily insulated piping.	
How long would it be until a district heating system could be installed?	It is difficult at this stage to estimate exactly how long the work would take. Planning permissions, designs and scope of works, including for the infrastructure, would need to be approved prior to works commencing on the district heating system. As such, the initial process could take some time before any district heating work to the buildings would begin.
How long would the installation take and how disruptive would the work be?	It is estimated that the actual installation of district heating in these blocks would take 2 years per pair of blocks. Work in the individual homes would take less than a week. The direct disturbance to residents would therefore be minimal, though the indirect noise caused by work in the common parts would last longer.
How would the improvement works affect me financially?	Improvements to the properties may have an impact on rental levels for all tenants across the city. This would have to be calculated in potential rent increases in future years.
Owners would be expected to pay their share of the costs for Options 1-4. ACC may consider how its buyback scheme will be applied through the various options although Option 5 would require further detailed discussions between ACC and each owner. Legal representation costs would need to be considered for the buy-back process.	
Will the Council buy my property?	

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q5 Quality of Current Home

Would there be a relocation allowance and/or a disturbance allowance? How much would they be?
The Council would cover reasonable removal costs, including storage where necessary and would decorate and carpet any property a tenant is decanted to. Where rehousing is required due to demolition then residents may be entitled to a Home Loss payment. This will be discussed further with residents should the need arise.
What happens if I don't want to move?

ACC have a policy to buy-back ex-Council owned properties. Owners have the opportunity to engage with the Council regarding the buy-back scheme regardless of the final option. For more information please visit the
Why is demolition an option if my block is Grade A listed?
This could only happen if the building was de-listed, or the proposed alterations were not viable. ACC will be working with Historic Environment Scotland in the next Phase to discuss this issue further

### APPENDIX 3.1 - FAQ's TRANSLATED

<b>POLISH</b> Konsultacje dotyczące przyszłości wielopiętrowych bloków w centrum miasta
<b>Często zadawane pytania</b>
Kim są streets-UK, TPAS i Shelter Scotland?
streets-UK to firma z siedzibą w Szkocji, specjalizująca się w angażowaniu społeczności i interesariuszy. w ciągu ostatnich 18 miesięcy pomogli organizować, koordynować i raportować wszelkie działania związane z angażowaniem społeczności w różnorodne projekty Masterplanu Centrum Miasta i Plaży.
TPAS Scotland to niezależna organizacja prowadzona przez najemców, która wspiera najemców, mieszkańców i społeczności w aktywnym kształtowaniu przyszłości ich domów i okolic. Można się z nami skontaktować w dowolnym momencie pod adresem <a href="mailto:lesley.baird@tpasscotland.org.uk">lesley.baird@tpasscotland.org.uk</a> lub <a href="mailto:tony.kelly@tpasscotland.org.uk">tony.kelly@tpasscotland.org.uk</a> . Numer telefonu to 0800 049 5761. Więcej informacji o nas można znaleźć na stronie <a href="http://www.tpasscotland.org.uk">www.tpasscotland.org.uk</a> .
Shelter Scotland istnieje, aby bronić prawa do bezpiecznego domu i walczyć z niszczącym wpływem kryzysu mieszkaniowego na ludzi i społeczeństwo. Wierzymy, że dom to wszystko. Aby Twój głos był słyszany w sprawach mieszkaniowych, które są ważne dla Ciebie i Twoich sąsiadów, skontaktuj się z organizatorem społeczności Shelter Scotland w Aberdeen, Jacobem, pod adresem <a href="mailto:Jacob_Campbell@shelter.org.uk">Jacob_Campbell@shelter.org.uk</a> . Aby dowiedzieć się więcej o prawach mieszkańców, odwiedź stronę <a href="https://scotland.shelter.org.uk">https://scotland.shelter.org.uk</a> .
<b>Dlaczego Rada chce podjąć te decyzje właśnie teraz?</b>
Dlaczego Rada chce podjąć te decyzje właśnie teraz? W maju 2023 roku do Komitetu ds. Wspólnot, Budownictwa Mieszkaniowego i Ochrony Publicznej trafił raport przedstawiający 5 opcji, a radni poprosili o konsultacje z mieszkańcami, aby umożliwić dalsze rozważenie opcji w celu przedstawienia rekomendacji dotyczącej preferowanej opcji.
<b>Czy Rada ma już preferowaną opcję?</b>
Obecnie nie ma preferowanej opcji.
<b>Co to jest Poziom Wydajności Energetycznej?</b>
Wszystkie nieruchomości w każdym bloku mają ocenę energetyczną, która określa ich wydajność energetyczną. Niektóre domy, które zostały wynajęte niedawno, posiadają Certyfikat Wydajności Energetycznej wskazujący poziomy efektywności energetycznej oraz wpływ na środowisko. Im wyższa efektywność, tym mniej energii jest potrzebne do ogrzewania i oświetlenia, co sprawia, że jest tańszy w eksploatacji. Nieruchomości są klasyfikowane od A do G, gdzie A jest najlepsze. <a href="https://www.mygov.scot/energy-performance-certificates">https://www.mygov.scot/energy-performance-certificates</a>
<b>Czy będę musiał wyprowadzić się z mojego domu?</b>
Dla Opcji 1 jest bardzo mało prawdopodobne, że będziesz musiał opuścić swój dom. Dla Opcji 2 istnieje możliwość, że będziesz musiał tymczasowo wyprowadzić się (przenieść się) na krótki okres czasu. W przypadku Opcji 3 prawdopodobnie będziesz musiał przenieść się na krótki okres czasu. Opcja 4 wymagałaby od ciebie przeniesienia się na dłuższy okres podczas trwania prac. Opcja 5 wymagałaby od ciebie stałego przeniesienia się.
<b>Jak długo potrwać prace?</b>

<b>RUSSIAN</b> Консультация по будущему многоквартирных домов в центре города Часто задаваемые вопросы
<b>Часто задаваемые вопросы</b>
Кто такие streets-UK, TPAS и Shelter Scotland?
streets-UK — это юрлица, базирующиеся в Шотландии и специализирующиеся на работе с общественностью заинтересованными сторонами. За последние 18 месяцев они помогали организовывать, координировать и отчитываться о всех мероприятиях по взаимодействию с общественностью по различным проектам Генерального плана Центра города и Плажа.
TPAS Scotland — это независимая организация, возглавляемая арендаторами, которая поддерживает арендаторов, жителей и общины, давая им возможность активно влиять на будущее своих домов и районов. Вы можете связаться с нами в любое время по адресу <a href="mailto:lesley.baird@tpasscotland.org.uk">lesley.baird@tpasscotland.org.uk</a> или <a href="mailto:tony.kelly@tpasscotland.org.uk">tony.kelly@tpasscotland.org.uk</a> . Бесплатный телефон 0800 049 5761. Подробнее о нас вы можете узнать на сайте <a href="http://www.tpasscotland.org.uk">www.tpasscotland.org.uk</a> .
Shelter Scotland создана для защиты права каждого на безопасное жилье и борьбы с разрушительным воздействием жилищного кризиса на людей и общество. Мы считаем, что дом — это всё. Чтобы ваш голос был услышан по жилищным вопросам, важным для вас и ваших соседей, свяжитесь с организатором общины Shelter Scotland в Aberdeen, Джейком, по адресу <a href="mailto:Jacob_Campbell@shelter.org.uk">Jacob_Campbell@shelter.org.uk</a> . Для получения дополнительной информации о ваших жилищных правах, пожалуйста, посетите сайт <a href="https://scotland.shelter.org.uk">https://scotland.shelter.org.uk</a> .
<b>Почему Совет хочет принять эти решения именно сейчас?</b>
В мае 2023 года на комитет по вопросам общины, жилищного строительства и общественной защиты был представлен отчет, в котором описывались 5 вариантов, и члены совета попросили провести консультации с жителями, чтобы позволить дальнейшее изучение вариантов с целью дать рекомендацию по предпочтительному варианту.
<b>Есть ли уже предпочтительный вариант для Совета?</b>
В настоящее время предпочтительного варианта нет.
<b>Что такое уровень энергетической эффективности?</b>
Все объекты недвижимости в каждом блоке имеют энергетический рейтинг, который определяет энергетическую производительность. Некоторые дома, которые были сданы в аренду недавно, будут иметь Сертификат энергетической производительности, который указывает, каковы уровни энергетической эффективности и воздействия на окружающую среду. Чем выше эффективность, тем меньше энергии требуется для отопления и освещения, и тем дешевле его эксплуатация. Объекты классифицируются от A до G, где A — лучший. <a href="https://www.mygov.scot/energy-performance-certificates">https://www.mygov.scot/energy-performance-certificates</a>
<b>Мне придется переехать из своего дома?</b>
По варианту 1 очень маловероятно, что вам придется переехать из своего дома. По варианту 2 есть вероятность, что вам придется временно переехать (временное переселение) на короткое время. По варианту 3 вы, скорее всего, будете вынуждены временно переселиться на короткий срок. Вариант 4 потребует от вас временного переселения на более длительный срок во время проведения работ. Вариант 5 потребует от вас постоянного переезда.
<b>Сколько времени займут работы?</b>

<b>UKRAINIAN</b> Консультація щодо майбутнього багатопверхових будинків у центрі міста
<b>Часто задавані питання</b>
Кто такі streets-UK, TPAS і Shelter Scotland?
streets-UK — це компанія, яка базується в Шотландії та спеціалізується на співпраці з громадськістю та зацікавленими сторонами. Протягом останніх 18 місяців вони допомагали організувати, координувати та звітувати про всі заходи залучення громадськості до різних проектів Майстер-плану Центру міста та Плажу.
TPAS Scotland — це незалежна організація, яка очолюється орендарями і підтримує орендарів, жителів та громади, надаючи їм можливість активно формувати майбутнє своїх домів та районів. Ви можете звертатися до нас у будь-який час за адресами <a href="mailto:lesley.baird@tpasscotland.org.uk">lesley.baird@tpasscotland.org.uk</a> або <a href="mailto:tony.kelly@tpasscotland.org.uk">tony.kelly@tpasscotland.org.uk</a> . Безкоштовний телефон: 0800 049 5761. Дізнатися більше про нас можна на сайті <a href="http://www.tpasscotland.org.uk">www.tpasscotland.org.uk</a> .
Shelter Scotland існує для захисту права на безпечне житло та боротьби з руйнівним впливом житлової надзвичайної ситуації на людей та суспільство. Ми віримо, що дім — це все. Щоб ваш голос було почуто з питань життя, які важливі для вас та ваших сусідів, звертайтеся до організатора громади Shelter Scotland в Абердіні, Якоба, за адресою <a href="mailto:Jacob_Campbell@shelter.org.uk">Jacob_Campbell@shelter.org.uk</a> . Для отримання додаткової інформації про ваші житлові права, будь ласка, відвідайте <a href="https://scotland.shelter.org.uk">https://scotland.shelter.org.uk</a> .
<b>Чому Рада хоче прийняти ці рішення саме зараз?</b>
У травні 2023 року до Комітету з питань громад, житлового будівництва та громадського захисту надійшов звіт, в якому було описано 5 варіантів, і радники попросили провести консультації з мешканцями, щоб дозволити подальше вивчення варіантів з метою дати рекомендацію щодо найбільш бажаного варіанту.
<b>Чи є вже бажаний варіант для Ради?</b>
Наразі бажаного варіанту немає.
<b>Що таке рівень енергоефективності?</b>
Усі об'єкти в кожному блоку мають енергетичний рейтинг, який визначає енергоефективність. Деякі будинки, які були здали в оренду нещодавно, матимуть Сертифікат енергоефективності, який вказує на рівні енергоефективності та впливу на довкілля. Чим вища ефективність, тим менше енергії потрібно для опалення та освітлення, і тим дешевше його обслуговування. Об'єкти класифікуються від A до G, де A - найкращий. <a href="https://www.mygov.scot/energy-performance-certificates">https://www.mygov.scot/energy-performance-certificates</a>
<b>Чи доведеться мені переїжджати з моєї оселі?</b>
За варіантом 1 дуже мало ймовірно, що вам доведеться переїжджати з вашого дому. За варіантом 2 є можливість, що вам доведеться тимчасово переїжджати (тимчасове переселення) на короткий час. За варіантом 3 ймовірно, що вам доведеться тимчасово переселитися на короткий період. Варіант 4 вимагатиме від вас тимчасового переселення на довший час під час виконання робіт. Варіант 5 вимагатиме від вас постійного переезду.
<b>Скільки часу займуть роботи?</b>

<p>W tym etapie trudno dokładnie oszacować, jak długo potrwać prace. Oprócz dalszych konsultacji w sprawie szczegółów wybranej opcji dla budynku, pozwolenia na budowę, projekty i zakres prac musiałyby zostać zatwierdzone przed rozpoczęciem prac przy budynku. Ponadto prace infrastrukturalne dla systemu ogrzewania miejskiego musiałyby zostać uzgodnione i zatwierdzone. W związku z tym wstępny proces mógłby trwać wiele miesięcy/lata zanim rozpoczęłyby się prace przy budynkach, w zależności od złożoności wybranej Opcji.</p>	<p>На данном этапе сложно точно оценить, сколько времени займут работы. Кроме дальнейшей консультации по деталям любого предпочтительного варианта для здания, необходимо будет утвердить разрешения на строительство, дизайны и объем работ до начала работ над зданием. Кроме того, работы по инфраструктуре системы центрального отопления должны быть согласованы и утверждены. Таким образом, первоначальный процесс может занять много месяцев/лет, прежде чем начнется какая-либо работа над зданиями, в зависимости от сложности выбранного варианта.</p>	<p>На цьому етапі важко точно оцінити, скільки часу займуть роботи. Крім подальшої консультації з деталями будь-якого бажаного варіанту для будівлі, потрібно буде схвалити дозволи на будівництво, дизайни та обсяг робіт до початку робіт над будівлею. Крім того, інфраструктурні роботи для системи центрального опалення повинні бути погоджені та схвалені. Отже, початковий процес може зайняти багато місяців/років, перш ніж розпочнуться які-небудь роботи над будівлями, залежно від складності обраного варіанту.</p>
<p>Dokąd się przeprowadzą? Czy wszystkie moje rzeczy pojedą ze mną?</p>	<p>Куда я поеду? Все мои вещи поедут со мной?</p>	<p>Куди я поїду? Всі мої речі поїдуть зі мною?</p>
<p>Miejsce, dokąd przeniosą się lokatorzy z rady miejskiej, zależy od czasu przeprowadzki i od dostępnych w tym czasie mieszkań.</p>	<p>Куда переедут арендаторы от муниципалитета зависит от времени переезда и от того, какие квартиры будут доступны в этот момент.</p>	<p>Куди переїжджатимуть орендарі від міської ради залежить від часу переїзду та від того, які квартири будуть доступні в цей час.</p>
<p>Czy byłaby dodatkowa opłata za przeprowadzkę i/lub rekompensatę za kłopoty? Jakiej byłyby ich kwoty?</p>	<p>Будет ли предоставляться компенсация за переезд и/или компенсация за беспокойство? Какова будет их стоимость?</p>	<p>Чи буде надаватися доплата за переселення та/або компенсація за збурення? Якою вона буде?</p>
<p>Rada pokryje uzasadnione koszty przeprowadzki, w tym przechowywanie w razie potrzeby, oraz będzie dekorować i wykladać dywan w każdym mieszkaniu, do którego przeniesiony zostanie lokator. W przypadku konieczności przesiedlenia z powodu rozbiórki mieszkańcy mogą mieć prawo do rekompensaty za utratę mieszkania. Kwestia ta będzie dodatkowo omawiana z mieszkańcami w razie potrzeby.</p>	<p>Совет оплатит разумные расходы на переезд, включая хранение при необходимости, и будет обустраивать и ковровать любое имущество, куда переселен арендатор. Если требуется переселение из-за сноса, то жители могут иметь право на выплату за потерю жилья. Этот вопрос будет дополнительно обсуждаться с жителями при необходимости.</p>	<p>Рада покрити виправдані витрати на переїзд, включаючи зберігання за потреби, і буде декорувати та укладати килим в будь-яке майно, куди переселено орендаря. У разі потреби переселення через</p>

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q5 Quality of Current Home

Heating Warmth Heating Warmth
Heating must be on most of the time
New windows were put in a number of years ago and these are nowhere near
Been at the 1st floor with no great insulation, Electrical heaters are too expensive
Tragedy, there should be absolutely no electric heating in any flat in the 21st ce insulation to the buildings! (Translated from Polish)
Electric heating or 1 off monthly payment like other multiris
It is very difficult to heat the flat. The flat cools down quickly, until you can feel t
Heap of nonsense having an electric heater next to the window in the living roo
Passive heating system works well but is expensive. Cement holds heat in well
I still have 1970s storage heaters which I've not used since I moved in on 2001
put in own heaters
we intended to replace our doors and windows but this is on hold until we find o

Heating Cost
Unsure
Electrical heating is the only option thus costly
Electric heaters are ok
Very expensive
Electric heating throughout not storage heaters or option like other multiris to have pay 1 payment per month
The cost of heating is very high and it does not produce results through lack of insulation and proper insulation. (Translated from Polish)
Very expensive
It's too expensive to heat the whole flat so we can only heat the downstairs. We are often able to see our breath during winter
welcome district heating
We are very efficient with our energy use
Thats due to utility standing charges.

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q5 Quality of Current Home

Maintenance of Flat Comments
Internal mould
Maintenance is ok
Rundown, lift and front door always out of service
Leaky windows, balcony doors, lack of insulation (thin external walls) make the cost of maintenance very high. Furniture, walls through mould and dampness deteriorate, making it a constant cost for tenants to keep it in good condition. (Translated from Polish)
Besides mould due to lack of functional bathroom extractor vents, flat has no maintenance issues to be resolved.
I do my own maintenance
Could have been a better standard for us moving in

Maintenance of Common Areas Comments
New maintenance guy made a big difference
We have had a lot of breakdowns since the new lifts were installed. I am 78 and on the 9th floor and am often worried if I go out I will not be able to get home as I would not be able to climb the stairs in the event the lifts were not working
The lifts are very often broken and there are largely elderly people living there. If the neighbours are normal and keep things tidy then it's fine, unfortunately a large proportion of tenants don't care about anything and even more so when one tenant had a dog and didn't even bother to take it outside and peed in the cage. (Translated from Polish)
Common areas are in very poor condition, entrance hall looks like an abandoned building, carpets dirty and full of stains - not changed, not cleaned. Door plexi scratched - the building looks as if it has no host!!!! (Translated from Polish)
Maintenance of building in relation to keeping flat watertight sadly lacking, issues with water entering flat for four years, still not resolved
The outside of the building needs attention-painting/jetwashing

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q5 Quality of Current Home

Cleanliness Comments
Better now Barry and Alison here (Greig)
When we had a janitor in the building, the common areas were kept much cleaner
Smells, some tenant and visitors keep urinating in the stairs
It's good that the lady who cleans the stairwells and lifts is coming, because sometimes you can't even get into the lift (Translated from Polish)
Filthy everywhere!!!! (Translated from Polish)
Full of junkies and piss
The cleaning staff do their best to keep up with the high traffic in the building. Lifts are the only real issue
Council do a reasonable job, some residents let the rest down.
Occasional complaints to Factor but overall good.
it is cleaned regularly but some residents do not treat the property well and make a mess

Feeling Safe Comments
Had called police numerously before two drugies were moved out
Security in the flats is not great and I often hear people shouting in the landings
Police constantly in the block, many drug dealers
Absolutely not!! Dangerous place to live
Smell of cannabis, pee-stained lift - afraid to go out with small children:( (Translated from Polish)
The cleaner does amazingly but it does not last with some of the residents and visitors
despite small spikes in antisocial behaviour, I never feel unsafe. I know my community has my back
Its totally not safety building. A massive drunk people. My kids scare to go out.
Security door sometimes doesn't work
There is a drug user across the landing. I notice all front doors have been replaces apart from his. looks like someone had tried to break into it.
Its a nice block and no problems.
Always feel safe
Ok now but would change if a bad neighbour moved in around us.

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q5 Quality of Current Home

Open/Play Space Comments
My 2 bicycles standing in front of the CCTV outside were stolen. In addition, residents are often addicted. (Translated from Polish)
Full of sh*t
Very poor and dangerous playground
Play park could be improved in time
Satisfied with Facilities, poorly maintained.
Nice play area for children.
It is poorly maintained by the council. The hardcourt is completely grown over with moss, the playground has old equipment that is not suitable for a range of ages.
City Centre Location Comments
I do like where it is located
Why is it not possible to park in a double storey car park if we are residents and live next to the largest car park in the city? (Translated from Polish)
Fantastic location
The location is excellent- and we are in a good high school catchment
Great

Quiet & Peaceful Comments
Hear the music at club Tropicana at the weekend
Had called police numerously before two drugies were moved out
The flats soundproofing is very bad. Music, banging, shouting can all be heard between flats
Dogs and neighbours
Walls without sound insulation, which affects the comfort of living! (Translated from Polish)
Neighbours party every day
My floors never had any issues. All issues with antisocial behaviour was quickly resolved
Loud noises every day from drilling and hammering to music into the wee small hours to junkies knocking on doors and shouting through letterboxes
Knocking to our door at 2am. Make party all the Time.
For the city centre its a quiet block
although it is city centre, the residents are respectful of one another's peace and quiet in the whole. Sometimes the airBnB unit residents create noise. And if there is works going on in one of the flats where we share walls and floors/ceilings it can be a bit noisy



## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q5 Quality of Current Home

Views Comments
n/a due to small windows
Views are ok but that is not a priority to me for my home
Been in the 1st floor, no views
Amazing views
Irrelevant
Amazing
Best in Aberdeen!
Great
Schools Comments
None

Floor Community Comments
Know all the neighbours of corridor
Unfortunately, there are a few troublemakers so it is better not to come into contact with such neighbours (Translated from Polish)
Fights all the time
We keep to ourselves in the best way possible
Problems with certain neighbours
Good neighbours
Most of my neighbours have been tenants for 10 years or longer
People have been welcoming to us since we moved in
People look out for each other and knock when needed

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q5 Quality of Current Home

Block Community Comments
Only know the neighbors of corridor
I don't think there is any
Excellent community
Everyone is very helpful and kind. I know that if I need assistance, someone will come to my aid. And that was true from the day I moved in. Very welcoming community
Due to a high and diverse non English-speaking population the sense of community no longer exists
Everyone we have spoken to is friendly
I know a lot of people in the block and people rally round each other
Not so much now
People look out for one another

Nice neighbour
Never see them
People look after one another

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q10 Choice of Option

Option 1 Minimal Investment
Hard to make a decision with limited information on costs and timescales. Buy back preference depends on what would happen after that, and depends on what option is chosen (how much this will cost).
Worried about repair and refurbishment bills as an owner and any investment and how it would affect me
Lack of repair and maintenance over the past few years probably contributes to current state of the building. Feel I am asked to pay for the council's shortcomings
I want to move nearer my mother who is 91. Empty house Scotstoun Gardens would be ideal, would love to view. Heating is very poor I do not feel safe anymore. Front door always broken. People drug taking on back stairway. Dog poo all over play area. Laundry - 1 tumble dryer working out of 4
Least disruption best
There should be someone who is checking who is entering the building because during the night there are plenty of non residents people who drink and take drugs on stairs.
Would chose 1 or 5 as refurb options make no sense financially for owner occupier
I have autism. Moving from my flat to a new home would cause a severe decline in my mental health. Demolishing my block of flats would be traumatic.
I very much do not wish to leave this housing block & also the area in general. I should also very much prefer to experience minimal disruption. Thank you.
Adding any improvements to homeowners flats won't improve the market value of the flat as its in a tower block. A lot of homeowners have already made improvements to their own heaters and insulation so nothing needed. Owners should be able to opt out of any potential changes.
I have lived here for most of my life. I don't remember living anywhere else, and I don't want to move. This building is my home, and it's the same for many others. While there are issues to be addressed, this isn't just about our buildings. The small shops on our street will be affected, ruining their income. The schools will be affected, moving so many kids to different districts for (how long)? It's not just our

The block is treated with disrespect and that would be something else to vandalise and destroy. Used to be a lovely block with lovely people. Now it just drug addicts and immigrants turning into a dive.
the whole plan should be reconsidered
I do not want to move or building to be demolished. If this goes ahead I will take a civil court action against acc
Feel I don't want to move out
I am an owner/occupier and cannot afford significant costs related to this refurbishment. I am already expecting to receive a hefty bill for my share of the replacement of my block's generator.
My choice is Option One (1) that is the best choice for the Council Tenant who is unable to afford to make any extra payment for any extra infrastructure improvement includes - 1) Aberdeen City Council has to fund or loan with high-rate interest payment for such a new heating system, it's a burden under current economic recession in Britain that is unfair for all stakeholders in Aberdeen City ; 2) This Heating Improvement Scheme is mostly benefit to the Heating Supplier same as gas supplier to gain his profit annually as high oil price; while the Tenants at Hutcheon Court have no choice who have to pay one more extra set of monthly maintenance fee, provider management fee, service charge and VAT - it's rather favorable for a heating supplier's desire than tenant's desire; 3) I-change methodology predicts that there will have given rise a civil conflict of interest in Britain during 2029 according to Liz Truss's phenomenon; while there existed several pairs of the international conflicts over the world, and out of their inter-action spring the World War III.
Option1 is my preferred choice and do not consider that the need for upgrade heating and repairs warrants the building being demolished or heavy costs to fall on the tenants/owners.

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q10 Choice of Option

homes, it's the whole community that we're trying to build, with Ukrainian refugees and people from all over the world. Do you really want to start destroying people's homes, to let expensive developers create unaffordable housing for the few, not those that need it? I thought this was Scotland, where we DON'T sell out, where we help those that need it, where community is your family, and the underdog can get a win, now and again.

To stay in my flat

I'm on a state pension and can't afford anything else

Spent a lot of money on my flat and love living here, don't have the money to spend and would not be able to sell as I would lose a fortune

#### Option 2 Low Level Investment

We are 86 and 82 and are very worried about our house

Improvements to heating system are desperately needed

I'm a full-time carer for my mother as she is housebound. I feel a move would be very disruptive for her

Want to know when things will happen

I really just want repairs taken care of in good time rather than being left until they really need to be taken care of. Energy performance upgrade would be desirable but doesn't have to be a major improvement.

I am concerned about the cost to owner-occupiers, as we are already due to get a bill for the replacement of the Seamount Court generator.

I am retired and my wife is nearing retirement so we have a budget by which we live. We have no savings as such we cannot afford any major costs.

Do not want to move out then back in again Not in a position to pay for works

As a homeowner a gauge on costs would be beneficial. If the costs outweigh the value of the flat. Also if you can opt out of something?

Would flats be bought back at market value? There doesn't seem to be a lot of information for homeowners

would like bungalow or cottage

Just recently moved in and we are very happy. We do not feel the need for refurbishment, but would potentially be willing to contribute a small amount to costs if it meant being able to stay in our home.

I am concerned about costs. I would like to see improvements and investment, but I would really struggle to meet big invoices of 1/140th to be paid within 30 days. If it was possible to add these costs to my current home loan, with Aberdeen City Council, that would put me at ease

I do not think that this platform for consultation allows all residents to have their say. My 80 year old neighbour is not going to be able to use this, nor are they able to attend a meeting in another building. I think that the council has to provide a consultation with owners to discuss the potential for compulsory purchase orders and the price we would get. We cannot reasonably put our house on the market with this hanging over the building. I think that the blocks have been neglected for a long time and the cost of repairs that owners are expected to contribute should reflect the council's neglect. Our building is listed, and as such should not even be considered for demolition. This entire process causes a lot of stress and anxiety and a personal consultation with each resident is the appropriate way to address this to get the real opinions of all in the blocks. This consultation process is not equitable.

As an owner, can you confirm the worst case demolition would see a return on my ownership of the property in cost?

I'm not in a position to contribute to such big costs / renovations!

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q10 Choice of Option

I very much want to stay in my flat at Thistle Court. I am concerned that there has been a change to option 5 of the consultative document which now includes an option to sell the building. As a homeowner I am against this option.
I would like to have more information on the running costs of district heating and levels disruption/noise involved during any potential instalment. Also, info on any temporary relocation if required.
My flat is very cold and faces the east. I want a warm and cost efficient flat, but would rather move out to a new home that is warm and cheap to run than move temporarily and back to the same flat, as there are many issues with this flat. It is too small and there is now here for guests to stay or to host visitors as it is a studio apartment. I value the location and the sea and would want to be moved somewhere near here if possible.
I love my home. I planned to live here for all my life if I could. I love this building and the area lets me get around so quickly which is useful for work. I don't want the building to be demolished would break my heart.
The district heating is a must with energy prices this high, but please elaborate how much would it cost monthly to run this and how the system would operate, i.e. would I have a switch in my flat to turn on whenever I feel I need, would I pay on actual usage basis or if this would mean a strict monthly bill, if the latter what is going to be a process of deciding if we need the heating on or not just yet, would we have hot water 24/7 or is it going to be set to certain times during the day as in some boroughs of London.

Some more information on the E.P.C. and other improvements would help.
Being moved out of my home would finish me. I'm already disabled. Without being close to work would mean losing my job, as there's ZERO transport to be able working. And at 58, there's ZERO chance of getting another job that has the same T&C and wages. FORCING PEOPLE OUT OF THEIR HOMES IS MADNESS. UTTER MADNESS. If this council backs this, they are out at the next election. Plus, the £378m cost to replace the homes is only an estimate. Costs on public projects like building mass new homes ALWAYS end up double or more.
I feel the block is in need of a new heating system but would not be keen on higher than low level investment as I think the costs could spiral out of control very quickly. Also I'd rather move permanently than temporarily if it came to that decision. So I'd say option 2. My second choice would be 1 followed by 5
Forcing people out of their homes for any reason is completely awful.

#### Option 3 Medium Level Investment

need new windows and walkways sorted. Fill in outside walls
I want to get another accommodation like this one near by city centre for relocation pros - i like where i live; central and good views cons - some laundry room machines broken for over 1 yr, not being fixed?!? Temporary flat above me, problems with noisy neighbours. Outdated heating system, also expensive. People throwing stuff out of balconies, random people in stairwells, anti-social people in flats. pigeons living in holes under the building above bin area, that area full of bird poo, not ideal for putting out rubbish
will our comments/opinions actually make a difference?
Need to take into account the needs of owner occupiers.
Unfair that help could be given on repairs just now but isn't. Door is always needing fixed. Laundry is very poor and only 1.5 dryers work
I have lived here since a year after the building opened, I like my flat and most of the people I know, I like the location and don't want to move (PLEASE!)

ACC making decisions about how they intend to spend my money with no figures on which to base a sound decision makes no sense in today's financial climate. You are expecting owners to effectively give ACC an open cheque book and that is not fair. Some idea of cost should be provided to better inform the efficacy of this questionnaire. You expect owners to pay for the upgrade to their property and you are not prepared to fund temporary accommodation to homeowners for works that affect ACC's tenants, the bulk of the property occupancy. Further, Owners need to know that if a decision is made by ACC, that future administrations CANNOT overturn a decision that I agreed on. For example the AWPR rerouting multiple times, city centre development etc wasting millions of Pounds in the process.
Heating is definitely the most prominent issue with living in this building
I have chosen option 3 as I'm not sure where I would go or if there would be support during the move out if this was the chosen option. For potential upgrades I'm unsure what this could mean, new kitchens/bathrooms? would i have to fix items when i can back due to lots of works, would i take all my stuff with me? So i have

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q10 Choice of Option

Heating and ventilation - fan in the kitchen, draft from that, wind comes in and spoils heated flat.
Would like best upgrade possible without the upheaval of moving out and back in
Clear weeds Improve cleaning Repair gate Clear moss from north of building
Affects three properties in my case. Have two properties in Thistle Court plus one in Porthill Court only given one survey?
Would like not to move out of area
I have lived in my home coming up 18 years, I love the location and really don't want to move. I would be extremely happy with new heating and any other upgrades that need doing.
I just want to stay in my flat, I don't mind people coming in to do work. I would like my bedroom to be warmer, the windows are very draughty.
I love this block of flats. It has a good community spirit here. Very helpful people too.
I won't move.
Please share how much this district heating system will cost
Don't want to move from flat during upgrading works
Want to stay but if had to move would want same area
I love my flat, location, view and community sense in building. Option 3 is my only choice. I don't want to move home I love it here.

chosen to stay in the flat with option 3 as lots of questions i don't have the answers to
As a tenant of a private let, I am uncertain of what the effects of this process will be for me. That being said, this building is a community stronghold and, regardless of its issues, we love Greig Ct. We would love to see the necessary repairs to our building to bring it up to par and would be devastated to see it go. Please do not make the mistake of displacing hundreds of folks who have made their lives here and raised their children here.
I love my flat and the stress of losing it is making me ill. just sort out the problems and the heating so it's a freezer in the winter
As I only live in the flat part of the time. I'm not sure what the future of the building should be. I really enjoy living in that block, the location, the views, the facilities etc.
I worry about having to move out of my flat, even short term to decant, with having mental health problems & being on benefits. This is very stressful. However I would like district heating. There are also areas within the city that I would not be happy moving to as they are unsafe for me. So therefore I'd like to be given some sort of choice.
We have recently moved to Thistle court with our newborn & would be very sad to have to move out especially after all the work we have put in to the flat.
Why would you A list a building then demolish? Seems time was wasted ( and funds) to have it listed?

#### Option 4 High Level Investment

I would like to see approx costs that I would have to pay, that may influence my decisions ... I like my flat and would like to stay, the insulation and heating within my flat is a massive priority for me. Long term upgrades would be good as I would like to stay here ..improvements within the flats and communal areas should be done to meet with modern fire prevention standards. If people decide to demolish the flat where does that leave me as an owner. thank you

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q10 Choice of Option

Building needs to be really updated To a high standard , minimal works is just a plaster over the issues and living conditions will only deteriorate, or building needs demolished and new homes rebuilt to a high standard , common sense must prevail
I am mixed between two options 4 and 5 If option 4 did not go ahead I'd prefer to move permanently as I have been on the housing list due physical requirements that the flat I'm in just now has not unless bathroom is replaced.
Concerned about temp moving out of home. Worried about carpets being destroyed. Have had bad experiences with this in the past. Promised which aren't followed through.
Where are all the residents supposed to be moved to with the crisis in the shortage of houses available for council tenants? To demolish home which could be great to live in seems a terrible idea.
I want to change a flat to one bedroom
I would be willing to move if I was offered a suitable property
I would like high efficiency energy and heating. Would consider to relocate temporarily, however I do not wish to move out from this place.
Yes if the options in the letter were giving to me at the time of viewing I don't think I would have moved into the building. As I moved from the central belt (Falkirk area) & didn't know this was on the cards. This has affected my mental health & anxiety a lot and spent most nights worried & in tears.
Do something with this building ASAP. And stop giving flats to junkies.
It's better to keep the existing building and improve it. Much better for the planet.
I would like to stay in a flat only if it's being upgraded and heating is improved
I would be up to improvements to be done to the building but I'm not in a position to contribute to the costs. I don't think Owners should be expected to contribute a lot towards such major repairs
I would rather see a complete overhaul of the building to make it safer and warmer (high investment). Namely, better security, upgrades to heating and communal areas, such as entrance/laundry being refurbished to bring it in to the 21st century. My room contains a lot of damp and mould and despite the landlord trying to rectify this, the problem keeps coming back due to poor heating and poor circulation and heating throughout the building. I think district heating would be a good idea, along with new windows.
These blocks are good for low income people but heating costs are excessive. If the buildings are to be retained they should be upgraded as much as possible to give ACC a large stock of good quality housing in the city centre for those people. I'm not against the demolition option but agree with listed status so, if possible, some blocks should be protected and upgraded to the highest standards allowed.

#### Option 5 Demolition

Hutcheon Court has become increasingly a dangerous place to bring a child up. Drug dealers are going with their business openly in the ground floor at the front of



## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q10 Choice of Option

I personally feel these flats are no longer fit for purpose. They are cold, damp, filled with flying beetles and disgusting. Cost of electric for storage heating is ridiculous
Owner of 2 flats. Big concerns as landlord - what would happen to sitting tenants with buy-back? Feel it is hard to sell now - market value should take account of blight
I don't like my location and would prefer to move to a new home before works happen. Would move in a heartbeat Need more information about how long district heating would take
I've been here seventeen years. Security is bad, the building is getting worse and I feel like the Council has given up on us.
I am council tenant elsewhere but owner in Greig Court. I take rent and pay my rent to the council. If they demolish then my income will be stopped and will lose my house. Is it possible to give my ownership of existing one as relocation programme. I will pay the difference of our house and this tower's flat for this programme
I am currently on the housing list looking to move to amenity housing. However, my health has deteriorated in the past few months and I will be completing a new housing application form for a move to sheltered housing. I no longer want to stay in this block due to my health and I also do not feel safe. I think in the long term these blocks will need to be demolished so I believe it would be unwise of the council to waste money on repairs/refurbishment now and the money would be better spent on demolishing them and rehoming the tenants.
Rather than a long period of uncertainty owners should be given the opportunity to sell flats back to the council now for market value or what they paid (whatever is higher)
Heating is bad it's freezing, always drugs there washing room is sh*t people steal your clothes or use them all for themselves honestly best thing for Aberdeen is to rehome people and knock it down so much risks not enough positive about Greig Court apart from the views the layout of my flat and the size that's all I like about it. There are days I just want to jump off the building I just can't take life no more the money I spend just to keep warm for half an hour is £20, to run a bath I'm £12 honestly you'll find me dead in that flat some day or outside. I hate!!!! It!!!!!!

the lift and at the main entrance to the building. The fetid odours coming from bins and urines at the staircase. Recently an incident occurred in the lift in broad daylight, which the police are investigating. The situation with those neighbours has become very intolerable. The smell of drugs wafts along the 1st floor corridor & in the staircase and we fear for our young kids safety. And not to forget the famous incident: <a href="https://www.dailyrecord.co.uk/news/scottishnews/man-arrested-after-faeces-smear-27391920">https://www.dailyrecord.co.uk/news/scottishnews/man-arrested-after-faeces-smear-27391920</a>
In order to meet EPC requirements for letting if the costs per flat were to be charged to us individually we would not be able to afford these costs and would need to be considered for the council buy back scheme
I have opted for option 5 due to the ongoing refurbishment that will be required, maintenance that will be ongoing with ever increasing costs - I am not in the position to contribute to any further costs
I'd prefer to move to another city centre two bedroom flat. This building has been ruined by the alcoholics and junkies. I don't feel safe here. I can't even let my kid play in the park next to the building when she is over because the low lifes make it difficult for us to do so. So yes, demolish the building. I'd rather the council put me in a new permanent home in the city centre
Happy to relocate to a higher standard accommodation, worried about potential location & rent costs & relocation costs
Knock the building down
The building is disgusting, it costs a fortune to heat the place and I can't afford it. My flat has damp and mould. I pay full rent and nothing is ever done when I complain. I have junkie neighbours that keep us awake most nights with screaming and shouting and loud music. The lifts are always a problem and vandalism everywhere. Can't have anything new without people wrecking it. I would rather be moved than have to stay here it's disgusting and the council not doing anything about it it's just left to rot
Building nae a guid place to stay, expensive tae heat, people do the toilet in the lifts etc., I, very personally seen human excrement on the stair well!
The blocks are riddled with mould and are a general health hazard, constantly cold, heating costs out the roof.
Love my house and the location and size and the views but if it does get the go ahead to get demolished would be happy depending where

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q10 Choice of Option

Why was I given a flat that may in the end be demolished? I just moved back to Aberdeen after taking this flat, but if I was informed of this at viewing I wouldn't have taken it.
I would be happy with 4, but ultimately I think replacing the multi-storeys with better city centre housing is the best choice.
I would prefer the buyback option

I currently have been left my property by a family member who has passed away. I lived in Thistle court when I was younger and it was a great place to stay, now I dread having to go as the building is filthy and disgusting and I do not feel safe at any point. I have been in a lift when there have been a couple fighting with each other, it was terrifying. Going into the stairwells is disgusting with human and animal waste visible. The door is always broken to the point a disabled person would be unable to access the building.

I would like move to new home. It should be central heating like others skyscraper in Aberdeen areas.

Thistle court is at least 30 years outdated and needs major overhaul

The building has long term issues that would require near demolition to fully fix. Therefore I feel demolition is the best option.

I am the owner of the flat, better to sale back to the council, prior getting a heavy bill for the upgrade

Our block is in a really bad condition, it is damp and extremely cold in winter with ridiculously high cost of heating that does not heat the flat at all because it is old and inefficient. If it is decided that the block needs high level investment renovation, we are eager to move out temporarily for the time of renovations. However, from the five options given we have chosen the fifth one of demolition as it is difficult for us even to imagine the amount of work that would have to be done and amount of time needed for it.

Will there be a compulsory order to buy back my flat if you demolish the block?

It is all about cost for me. I pay council tax and I want the most cost effective option regardless if this means to sell or demolish the building then this is the best option and most cost effective. But I don't want this to go on for years without a decision being made.

Thistle court should be knocked down. My flat is riddled with mould on all exterior walls, which the council are only prepared to paint over. The moulds so bad you'd

The building is old, the heating is £30 a week, the neighbours party every day, there's junkies sleeping in the stairwell, piss everywhere, fights and murders constantly. It's a horrible place to stay. It needs pulled down

The building is outdated and some residents don't help keep the flats hygienic and safe so would be beneficial to tenants and council to demolish the flats and build modern ones

unappealing to the eye and the potential savings to the city could be used to support council tenants.

More works will need to be done to flats and the building in years to come, so do not see any point in refurbishing them for it then to be reviewed in a few years then have to demolish them anyway so option 5 seems the best option!

This building is old and in need of repair. I cannot afford to have increased bills because I am, already, very much struggling with money. This isn't helped with my large electricity bills. Even if we get the centralised heating, I'm sure that the cost would come back to me in the form of rent. I think that the centralised heating is a great idea and would be great for the building but the disruption would be too significant. In this case I'd rather move to somewhere else so as to not have the hassle and the future hassle when the building next needs repairing. Although I like my home, which has a great view, the disruption it would cause me wouldn't really be suitable. I work full time, often later on in the evenings and I fear it would stop me from getting to sleep.

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Comments on Q10 Choice of Option

need to knock the whole exterior wall and install brand new fixtures and bricks. It will cost more to repair but it's past repairing anyway so will only be back to square one within a few years. As a rent payer and on no benefits at all I would like to be moved to a new permanent home as I do not feel I should be paying to live in these conditions

District heating, new water/waste systems, new windows are required. New electric wiring from where it comes into the flat, is required to comply with regulations. As it's been done in numerous other blocks who pay the same rent as Seamount, why should the tenants of Seamount be considered 3rd class tenants and option zero, do nothing, is the normal?

I've been on a council waiting list for over 12 years and would rather the council knocked down the building than waste another penny on what is such substandard housing barely fit to call itself a home

After the last works carried out on building with constant drilling it was extremely difficult to work from home & I would not want to stay in flat during any more long term work going on.

I am an owner/landlord and purchased my property for around £60,000. If the council decide to refurbish Thistle Court, I'm unsure how I would be able to pay my share. I'd much rather the building was demolished and I could come to a settlement re the cost. The building is no longer fit for purpose - they're

I chose option five as I don't feel safe in building. There is always something happening, police raids, drug busts, lifts breaking down, doors being smashed in. The building is not well kept, back stairs are a mess, people urinate on them and in lifts. There is black mould in both bedrooms and one member of my family is asthmatic and this can't be good for their health. I would welcome permanent rehoming.

I would like to move out to another place there is a lot of drugs the building needs demolishing

The council seems to be wasting money hand over fist, I got a new door last year which is worse than the old one, air gaps wind blowing in and it hardly locks at times, communal door at bottom always bust, new intercom system doesn't work correctly and they can't fix a water leak at bottom of building for over 2 years. Just some of the problems with this building.

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Additional Comments, Concerns & Suggestions

<b>Do you have any additional comments, concerns, or suggestions regarding the refurbishment options or any other aspect of this survey?</b>
I want relocation or buy back so that I can buy another suitable accommodation nearby my existing one.
I work from home and would not like work to be done on building like it was done during covid as it is soul destroying and impossible
As an elderly owner-occupier, I do not feel I have sufficient information about the potential costs - direct and indirect - to choose an option. I do not feel I have alternative housing options and related costs and want more information before deciding
Going forward I think the tenants should be informed of any proposed changes rather than read it in the local papers.
Knock them down and start again
Would not want to participate in buy back yet - seeking information on sheltered housing
Central heating - main concern.
More information needed before making buyback choice.
More information needed before making buyback choice.
General costs of all the options would have been beneficial. Assuming these works have been carried out in other blocks there must be a gauge for costs
Just to see what the potential costs might look like. improvements regarding insulation and heating needed within flats, washing dryer room badly needs repairs, and if we are to carry out repairs to the building will we be in the same situation in a few years? I hope not
people want to be happy in a warm, cosy home and safe
If selling flat for a realistic price was possible, I would be interested
I am sure most tenants would be willing to pay increased rent if it would help find a solution which does not involve demolition
Lots of dodgers/drunks/drugs in building. I would be happy to move The parking a problem and had car vandalised with pulled wipers - smashed mirror. Paying £200 to park at door is ridiculous
Get laundry fixed - been waiting for years for big tumble dryers repair and replacement
Most occupants would prefer minimum disruption

Would like to have central heating installed as a priority. This would help eradicate permanent mould as neither bleach nor acid helped to prevent mould from reappearing.
If it came to moving out short term while work was getting done I would be willing to do that.
Mostly concerned about work being carried out correctly, to a high standard. Hutcheon court should be of the same standard as Greig court.
No comment until further details given
I would find any sort of repairs/refurbishments stressful as I am 78, live on my own and suffer from severe anxiety. The best option for me would definitely be permanent rehoming.
Owners cannot be expected to contribute to costs as they are too high
Yeah, make sure the work men know the ,me it's not 7am start or 7:30 it's 8am I'm getting real fed up with work men not being able to tell the ,me Have a bit of respect for some people who have mental health or an illness
If you are going to refurbish, it needs to be done properly and to a high standard instead of patch ups. The condition of flats is poor, there are damp problems in many of my neighbours' flats as well as my own, it is not lifestyle, it is poor insulation. The heating system is incredibly expensive and not energy efficient. This becomes an increasing challenge with price increases.
The building is beyond repairs. Aberdeen city council should follow their counterpart in Edinburgh, Glasgow and Dundee and demolish all high-rise buildings. They are not fit for purpose. In my view, it will be cheaper to build and maintain houses for the long run. They are more economically and socially sustained for family's life.
I would like central heating and to have the windows sealed, and wall insulation at a minimum
If the blocks of flats are renovated, the communal areas need to be better planned and the electrical network also needs to be upgraded, like fibre optics. Because even though we live in the centre we still don't have good internet. What will be the inconvenience in renovating as if we were staying in a flat? Which flats in which neighbourhood would we have temporary accommodation? Is there a choice of accommodation? E.g. a particular neighbourhood <i>Translated from Polish with <a href="http://www.DeepL.com/Translator">www.DeepL.com/Translator</a> (free version)</i>
Only buy back if options 2-4 as these don't leave an alternative
Another concern, of mine involves carpet damage during works. Because I have health issues I am unable to work and hence have a very low income. this means my carpets/furniture are very old and in poor condition. Any moving or uplifting etc may result in carpets being destroyed/falling apart, and if so would need to know if any replacement carpets would be fitted if necessary.
Very happy with the survey. Some technical issues and issues with translation.

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Additional Comments, Concerns & Suggestions

Council can demolish but consider other programme for the owner as well I will write to the council if decision being made. I am not against any option of the council
Thank you for your help today! We would like to stay in Greig Court. The place is excellent, nice community and I feel the council take care of us so we feel more safe now in this area
Concerned if have to move out. The new door is much narrower than previous and already a neighbour unable to get a 2-seater sofa out without breaking it down! (Greig Court)
Would not like to see another consultation again in the future
Affects three properties in my case.

I could put up with disruption. I work full ,me so wouldn't impact me so much. I don't want to move home or move out temporarily
Don't demolish
I cannot make the drop in meeting arranged for my block but some comments here:- Adding any improvements to homeowners flats won't improve the market value of the flat and it will stay circa £62k What happens to Homeowners who have made their own significant improvements such as kitchens, bathroom and their own heating changes if building is demolished? Will these be taken into account and be compensated on top of the flat value figure? e.g. an owner paid £15k for a new bathroom and heating and don't want any changes so can they opt out of the potential new heating system? What role does ACC as a factoring service have in acting on behalf of all the owners across all 8 blocks? Is there a conflict of interest? Based on the number of flats across the blocks and number of individuals ACC combined with a huge waiting list in a Scotsh Housing Emergency ACC does not have enough housing stock to decant tenants for any period of ,me. ACC have allowed their tower block stock to deteriorate over the last ten years with no improvements and now home owners are expected to stump up for the whole backlog rather than a consistent spend. Where there have been minor improvements such as new flat and balcony doors homeowners weren't given the option to buy into the replacement which would have benefited the block as a whole and communal areas for fire safety for example.
Does create a level of uncertainty in my position as a flat owner and the longer-term decisions being made for the block of flats will impact me significantly.
I think it's unfair for landlords to have to rehome tenants during these works. The council should provide assistance for this.

Better control of an,-social behaviour
Would we to be kept informed of any updates on the decisions being made as it appeared this information was available in the local press a good while before we were advised of the situation and since we do not currently live locally this makes it difficult for us as landlords to keep good communications with our tenants
No, thank you. Just continuing concerns over the outcome of this consultation & its repercussions.
Many concerns regarding the financial burden of refurbishment and maintenance to homeowners. Safety of residents is a huge concern due to the rise of criminal activities in the immediate vicinity e.g. congregating under the building at night, Also, the lids are more oden than not being used as toilets, which is a huge health concern
None. Just worried about where i will be relocated as i don't drive so outside of the city centre is out of the question.
Concerned about standard of refurbishment, had a leak in kitchen ceiling for 2 years due to flat roof issues , been attempted to be fixed & repaired a few , times but water still comes in & I have a hole in my ceiling , if they haven't rectified this in the last 2 years it doesn't give me confidence for future repairs.

EPC B/C minimum!
Waste of money, your just giving junkies another place to hang about in the heat, just leave things as is , I can't afford to sell nor invest any money at my ,me of life , love living here
Demolition
Wasting money as usual
I am concerned about costs. I would like to see improvements and investment, but I would really struggle to meet big invoices of 1/140th to be paid within 30days. If it was possible to add these costs to my current home loan, with Aberdeen city Council, that would put me at ease Also regarding the Council buyback scheme, I answered 'no' based on that, at this ,me I do not wish to sell, I may in the future.
I am afraid this building is not suitable for living any more.
Deep renovation or demolished
Everyone in the building moaning about flats because it's cold either use to heating open always. Many unknown people are coming and everyone's not happy for this about their families and friends.
It would be great to see the outward facing doors of the flats replaced. They are a major source of heat loss in the flats due to the lack of insulation and replacing them would make a huge difference.
The issues we have now are because of no long-term plan for block which has meant Band-Aid style fixes that have just worsened over ,me
disapprove of the scheme

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Additional Comments, Concerns & Suggestions

What will be exactly the design adder option 4? How will the new Gilcomstoun Land look like?
How does ACC intend to manage property security in the event of temporary accommodation being required to allow works to proceed?
Best thing is to demolish this building and build a new one with energy efficient doors windows heating. Put solar panels on to the roof for free electricity for tenants.
Just hope something good is finally going to happen as spending a fortune in this disaster of a building.
The building to be demolished and the owners and tenants should be compensated for so many years of neglecting this building and allowing it to be in a deplorable state!!! Honour, integrity and responsibility to the residents!  <i>Translated from Polish with <a href="http://www.DeepL.com/Translator">www.DeepL.com/Translator</a> (free version)</i>
Jeeest pull em doon, there nae gonna be cheap tae maintain!
Assuming this is not going to be a lost cause, is it possible at this early stage to obtain an idea of spend versus estimated life expectancy of the multi-storeys? Have we any examples of what other cities have accomplished in similar circumstances?
Please don't make it a Grenfell tower number 2, use fire-safe insulation.
Better verification of people who are living there, stop giving flat to the random people (junkies)
Would the council compensate me for things like the new laminate flooring I've put down? It does say in the letter about decorate and carpet but is that only basic painting what about wallpapering etc? Also if I were to move I would want to move to a newer energy efficient home but the letter says it would only be what's available so that could be any stock even though it's not up to full standard? And do you get a choice in where you move to are you just put somewhere?
Definitely needs heating the storage is so expensive

If you decide to do the work find a way that doesn't mean the residents don't lose part of the car park so containers and the rest of the parking spaces taken up by council and contractors vehicles. I am a blue badge holder and it's so difficult to get parked
Only repairs building is underneath buildings need concrete slapping put back on heating is good and building should be there for ever
Noise generated during refurbishment would be intolerable to anyone staying in flat
I want to know if there is RAAC in the building? We hear about issues with concrete but we don't know how serious this issues are. The issues in our building have had fencing around for 4 months but nothing has been done...in fact the fencing just blew all over the place in the storm
If this was to go ahead, only a minimum of complete new heating system installed along with the best u value internal insulation on all outer walls. Along with external insulated cladding to outer walls and with new triple glazed windows .
If needed I would be willing to move, but have some options before agreeing where
Gonna cost far too much to repair and not worth repairing as the damage is substantial Most efficient solution is to demolish the building and if a new building is developed it needs to be better maintained to ensure it doesn't fall to the poor standards thistle court has succumbed to.
It's ridiculous to think historic Scotland will remove the A listing status to allow for demolition.
I would like to be involved or at least informed about the plans regarding the building. So far I haven't received any correspondence about it, in fact, i found out about this survey from Internet! I would need more information about it to have a say (what happens with landlords, will we have rent guaranteed during the Repairs / how much Owners are expected to contribute to them etc ) .
May 2023 councillors requested a consultation, this is now the end of Oct and we get until Nov 10th to do this. Again more information would have been helpful before making decisions about our home.

I'm surprised nobody was in touch with me regarding it! I haven't received any letters or other communication about the plans / this survey/ consultations.  
I found out about it from Internet..

Kindly do not waste money on these buildings which contain asbestos and may contain raac concrete

too complicated

## APPENDIX 4 RESIDENT COMMENTS

### APPENDIX 4.1 Residents' Additional Comments, Concerns & Suggestions

<p>Costs of £480,000 over 30 years is £16,000 per year and divided by 75 properties is just around £210 per year. Of course this cost is only an estimate calculated by somebody to justify their favoured treatment and at present we are already paying £600 p.a. In common repairs and maintenance so the scaremongering figures are just that scaremongering.</p> <p>It smacks of the heating pump legislation introduced to fit the flawed SG agenda with carbon reductions that no sensible individual can afford unless they are over wealthy.</p>
<p>I answered no to buy back but I would have said "I don't know" if that had been an option. It is not something that I have looked into.</p>
<p>I love my home and the thought that it might not survive makes me very anxious I feel safe here and lived here for 25 years</p>
<p>The buildings served their ,me, but change is always for the better. Demolition and new build eco friendly housing is definitely the best possible option</p>
<p>I think the council should keep the building</p>
<p>All at building it's old. From kitchen to balcony.</p>
<p>I would like the block and flat to be modernized and carry out the installation of the communal district heating. It would be beneficial if the survey and additional information is also available in Spanish.</p>
<p>My only concern is if there is lots of work planned the costs could be huge to get the block back in its best condition. This could be ongoing for years and very very expensive. The buyback council scheme would appeal to me in that eventuality.</p>
<p>Would be concerned if option 5 was chosen, that we have decorated &amp; carpeted flat in the past 6 months would this be compensated?</p>
<p>What refurbishments?</p>
<p>I am not willing to voluntarily sell my flat.</p>
<p>Why has the council just spent £370000 putting in 2 new lids when the old ones hadn't been breaking down? Currently installing new front doors to council flats when again they have on the same fire doors as my flat has nothing wrong with them and the contractors have already damaged the new lids. Shambles. Seems the council have money to spend/waste.</p>
<p>Get on with it. This should have been done in 2020 when the CHP pipes came past the building. Cladding and windows should have been done years before that.</p>
<p>Stop wasting money on a building that has served its lifespan.</p>



## APPENDIX 5 TPAS & SHELTER SCOTLAND OBSERVATIONS



### **Aberdeen City Centre Multi-Storey Consultation Drop-Ins - Feedback**

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Please find Shelter Scotland's analysis of the drop-ins around the consultation exercise for the eight city centre multi-storeys in Aberdeen below.

**Section 1: Pre-consultation (Page 1)**

**Section 2: Categories of Residents and Tenants in the Multi-Storeys (Page 3)**

**Section 3: What's the solution? (Page 5)**

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### **Pre-consultation**

Shelter Scotland exists to defend the right to a safe home and fight the devastating impact the housing emergency has on people and society. We work in communities to understand the problem and change the system. We run national campaigns to fight for home.

It was welcome that Shelter Scotland were involved in designing the consultation on the future of Aberdeen's city centre multi-storeys and we thank Aberdeen City Council for giving us this opportunity. We also thank representatives from Streets UK and the Tenants Participation and Advisory Service (TPAS) for working collaboratively with us throughout this process.

Representatives from the Council, from the TPAS, from Streets UK and from Shelter Scotland attended the consultation drop-ins between Monday 6<sup>th</sup> November to Thursday 9<sup>th</sup> November 2023.

The main purpose of our attendance was to help residents complete the consultation, either digitally or on paper, to try to answer any questions that participants might have had, and to allay any immediate concerns raised. These three actions were generally

## APPENDIX 5 TPAS & SHELTER SCOTLAND OBSERVATIONS

### 5.1 Shelter Scotland Observations

carried out successfully, and representatives from all four organisations worked well as a team to the benefit and assurance of residents and tenants.

Before the consultation began, it was encouraging to have Housing and Support Officers from Aberdeen City Council involving the TPAS and Shelter Scotland in designing Streets UK's consultation as they sought genuine engagement from tenants and residents in the buildings.

Feedback from tenants and residents throughout the drop-ins highlighted that many living in the blocks felt that the consultation already had a predetermined outcome by the city council to demolish the multi-storeys as quickly as possible. Having independent organisations such as Shelter Scotland, TPAS and Streets UK mostly helped to allay these concerns, although it was noted that a prevailing 'anti-Council' mood was still prevalent.

We were encouraged that Shelter Scotland's proposals were accepted by other partners prior to the beginning of the consultation. Namely, to make the consultation more accessible (available in different languages, taking into consideration different reading abilities, paper copies available in common rooms, etc) and to use this exercise as a springboard to restart resident's associations in those tower blocks where there were none.

Shelter Scotland would encourage Aberdeen City Council to build upon the relationships and engagement that has been fostered as part of this initial consultation exercise. Ensuring that residents continue to be consulted and informed through Residents Associations as the consultation progresses can help to ensure maximum buy-in from both residents and from tenants in pursuit of outcomes where everyone is content.

Our community organiser in Aberdeen, **Jacob Campbell**, continues to be on hand to work with the relevant council officers to ensure that Residents Associations are re-established and are genuinely empowered to voice their concerns, to alleviate systemic housing issues, to fight the housing emergency and to and make lives easier and more enjoyable for HSOs, Residents and Tenants.

Our North Community Team continues to enjoy a good relationship with the various Housing teams and officers at Aberdeen City Council.

2

### 5.1 Shelter Scotland Observations cont.

#### Categories of Residents and Tenant in the Multi-Storeys

It's fair to say that each building we visited had their own distinct 'moods' to them. An overarching theme, though, was that all tenants and residents recognised that 'something' had to

be done about life in the multi-storeys. Another prevalent theme was the amount of money residents were spending on their electricity supplies - some spending close to £300 per month.

There was a good distinction made between 'operational' issues in the blocks (anti-social behaviour, how the building is run, etc) and 'capital' issues (damp, mould, ill-repair of communal areas, etc) that required longer term investment.

## APPENDIX 5 TPAS & SHELTER SCOTLAND OBSERVATIONS

On the whole, however, tenants and residents could generally be split into four distinct categories.

### Younger council tenants

These were council tenants, still in the workforce, generally younger, who were enthusiastic about potential upgrades to the building and the potential enhancement to their quality, both for them and for their young families.

Many didn't mind the prospect of moving out temporarily if it meant that the end result was a better, cheaper quality of life in the multi-storeys. Cost was not a factor for this group, with many opting for Option 3 or Option 4, with the upgrades to the heating system a major factor for many.

### Older council tenants

This group had lived in the buildings for a long time and had made their lives here. Whilst they were quite enthusiastic about potential upgrades to the building making their quality of life better, they weren't keen on the idea of moving out of the block, even for a short period of time.

They were generally happy to put up with short-term disruption in the buildings, whilst staying put and continuing to live there. On the whole, older council tenants felt that if they moved out of the building, this wouldn't be a temporary move and that any move would be permanent to a new, social tenancy. Similar to the younger council tenants, cost was not a factor for this group, with many opting for Option 3 or Option 4.

3

### Discontented or potentially misinformed council tenants

There was a minority of council tenants of all ages who didn't enjoy living in the buildings and who wanted to get a move out of the blocks to another council tenancy.

This group were more likely to select Option 5 to 'demolish' the buildings, as they felt it could make them higher priority in the choice-based lettings system that Aberdeen City Council uses to assign council housing.

There was also a small minority who believed that if the buildings were demolished, the original tenants would be returned to similar, new build social tenancies in the same location. However, this could not be guaranteed.

As such, many went for Option 5 on this basis - not enthusiastically because they thought that the buildings required demolition, but out of frustration with Council processes that often meant that they were unable to get moved to a more appropriate social rented accommodation that better suited their needs.

### Owner occupiers

The feeling and situation amongst owner occupiers was pretty universal throughout the buildings. Many were either coming up for retirement or were already long-term retired, and had either inherited or bought their unit under the discontinued Right To Buy scheme.

Many owner occupiers felt that they were stuck between two worst case outcomes and that there was no scenario which benefited them about the consultation. Many felt that if they stayed put they would be liable for costs that they couldn't afford.

If they went down the council's buy back scheme route, they wouldn't be able to afford to buy somewhere else with the same quality of life, size of flat, location or local amenities as their present situation afforded them.

With this in mind, many owner occupiers opted for Options 1 or 2, as they wanted to keep costs low.

4

## APPENDIX 5 TPAS & SHELTER SCOTLAND OBSERVATIONS

### 5.1 Shelter Scotland Observations cont.

#### What's the solution?

Scotland is in the middle of a housing emergency, and it's no secret that there continue to be big pressures on our housing system. Shelter Scotland believes that housing is a human right, and that we need to increase our supply of adequate social housing to ensure that everyone in Scotland has a safe, warm and affordable place to call home. To that end:

**Council officers should work with Shelter Scotland's community organiser in Aberdeen to re-establish and strengthen Residents Associations in all the multi-storeys.**

Residents association can be used as a clear line of communication between HSOs and Residents on systemic issues in the tower blocks for meaningful and long term discussion. This would help stop the spread of misinformation as the future of the multis continues to be decided, would enable tenants and residents to feel empowered on their futures, and would generally lead to better outcomes for all.

**There should be the establishment of a 'Multi-Storey Tenants Federation' for residents in those buildings under consultation to join**

This was a popular idea that was floated by residents at the consultations. The establishment of a Residents and Tenants Federation, specifically for the eight multi-stories being consulted on, to bring residents together on the systemic issues they see in their buildings so that consultation on the future of the blocks is continuous and ongoing, rather than 'one-off'.

**Aberdeen City Council should call on the Scottish Government to increase the supply of social housing**

As things stand, the Scottish Government is not on track to meet its 10 year target of 110,000 affordable homes. Aberdeen City Council must immediately call on the Scottish Government to commit to more funding, not less, for vital social homes in Aberdeen and across Scotland. The Scottish Government has no hope of meeting its statutory child poverty targets if it continues to look to the social housing supply budget for savings at every opportunity.

**Fund frontline housing services in Aberdeen effectively**

Local authorities cannot continue to be asked to do more with less. Over a decade of austerity and real terms budget cuts have left local authority services stripped to the bone. Aberdeen City Council must call on the Scottish Government to put significant investment into local authority services if we are to ensure that HSOs are able to carry out their work effectively and that people's rights are upheld and enforced.

**Continue to involve the third-sector, residents associations and other relevant partners in future decision making around the city centre multi-storeys**

This exercise was a good example of collaboration between the City Council, Streets UK, the TPAS and Shelter Scotland. It can also pave the way for better collaborative working between strong residents associations and Council officers.

Where future opportunities arise to conduct this style of cross-organisational working again, it should be strongly encouraged in order to find best possible outcomes for those tenants and residents that are affected.

Shelter Scotland look forward to working with Council officers to re-establish residents associations where possible in order to empower tenants and residents in the multi-storey buildings to make their voices heard in pursuit of safe, warm and affordable housing conditions for all.

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**Shelter Scotland exist to defend the right to a safe home and fight the devastating impact the housing emergency has on people and society. We believe that home is everything.**

For more information about our work, and for advice and support on housing issues, please visit <https://scotland.shelter.org.uk/>

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