



Welcome to Aberdeenshire

A guide to your new area

Welcome

Welcome to our guide about moving to Aberdeenshire.

Whether you're getting ready to move, or you've recently got the keys to your new home, this guide is for you.

Moving home can be an exciting time. There is lots to think about and lots to do. It can be confusing and sometimes a stressful experience. It can seem harder when you're moving to a new area.



That's why volunteers at Housing Options Scotland have written this guide. It contains:

- general information and advice to help you do the things you need to do for a successful move.
- information about services in Aberdeenshire to help you get everything sorted.
- some ideas about things to do in the area, so you can get out and explore.

We hope you find the guide useful.

Best wishes for life in your new home.

Iona

Housing Options Scotland volunteer



Housing Options Scotland is Scotland's housing charity for disabled people, older adults and members of the Armed Forces community. If you need help with your housing situation, contact us:

housingoptionsscotland.org.uk

0131 510 1567

info@housingoptionsscotland.org.uk

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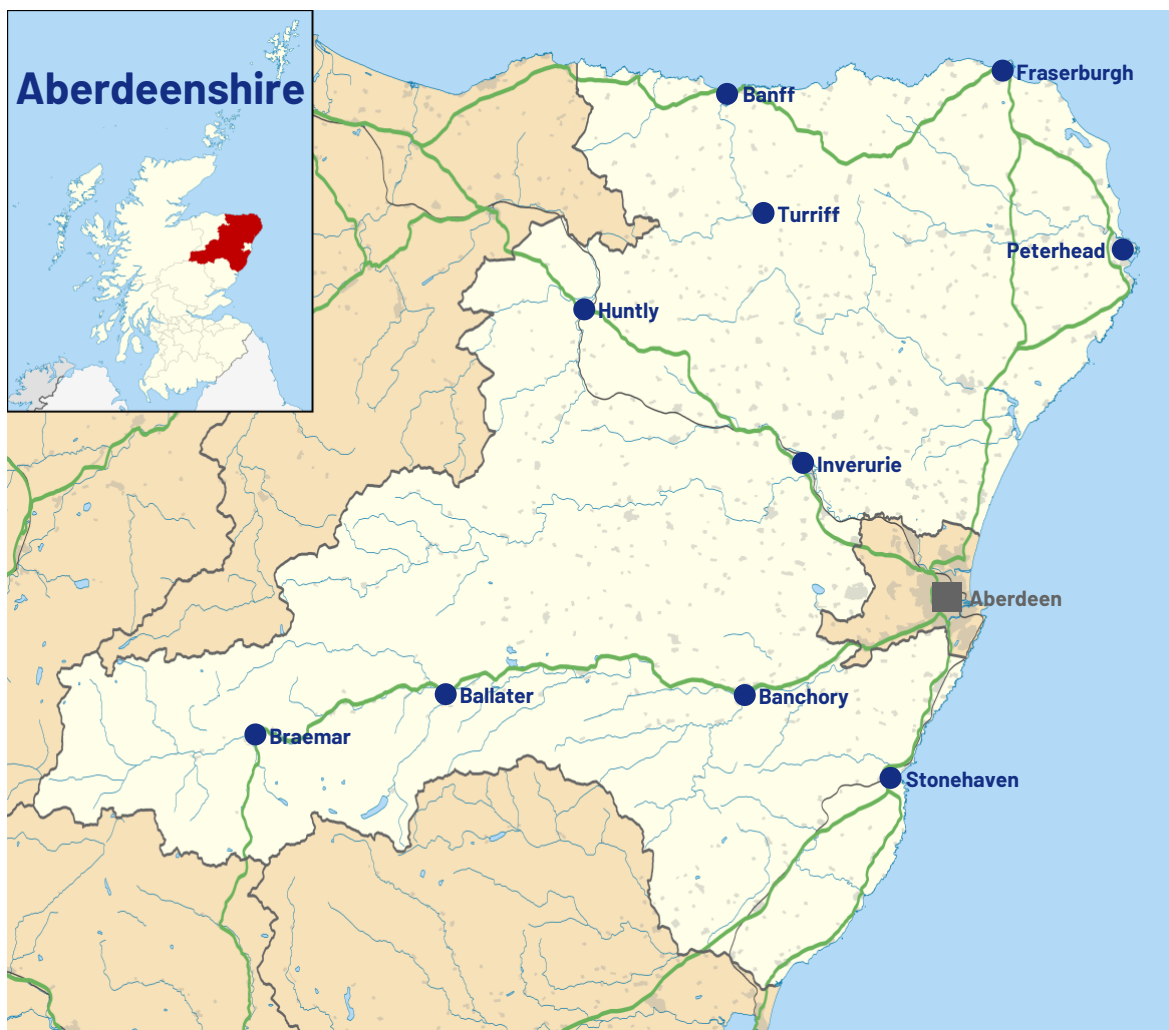
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Welcome to Aberdeenshire

Aberdeenshire is [a council area in North East Scotland made up of diverse communities, towns and villages](#). In 2020, **Aberdeenshire Council** reported that 260,780 people lived in the area. Its largest settlement is Peterhead, located at the easternmost point of mainland Scotland.

Aberdeenshire projects eastward into the North Sea and shares borders with the Angus, Perth and Kinross, Highland and Moray Council areas. Aberdeen City lies roughly in the middle of its Eastern coastline.

With 165 miles of coastline, the Grampian Mountains and the Cairngorms to the west, and open farmland and parklands, [Aberdeenshire offers many attractions](#).



Moving home

Take gas and electricity meter readings.

Do this when you move out. This will make sure you only pay for the energy you used.

Settle up bills at your old property. Make sure you pay for all bills due including:

- Rent/mortgage
- Garden/common area maintenance
- Council tax
- Gas and electricity
- Telephone and broadband.



Change your address. It's important to let people know you're moving, including:

- Friends and family
- Your employer
- Your local [job-centre](#)
- The [Department for Work and Pensions \(DWP\)](#)
- Your bank, insurance, pension and credit card companies
- Your doctor and dentist
- Your local council and [Aberdeenshire Council](#)
- The [electoral register](#)
- The [Driver and Vehicle Licensing Agency \(DVLA\)](#)
- Telephone, TV and broadband providers
- [TV licensing](#)
- Charities you might support

Redirecting your post

When you move home, you might miss some of the important information you get through the post. A simple way to make sure you keep receiving your post is to use the [Post Office redirection service](#). You can choose how long you want your post redirected. There is a fee for this service.

In your new home

Register with your local council. [Contact Aberdeenshire Council](#) to register for Council Tax and the electoral register.

Register with a doctor - [How to register with a local doctor.](#)

Register with a dentist - [How to register with a local dentist.](#)



Spare keys. Get copies of your keys cut, so you have spares in case you need them.

Take gas and electricity meter readings. Do this when you move in to make sure you only pay for the energy you use. Comparison sites like [USwitch](#), [Compare the Market](#), [Money Supermarket](#), and [Go Compare](#) can help you find the best energy deals.

Household appliances. Ask for instruction booklets or manuals for the boiler, washing machine and all appliances in the property to be left for you. If any are missing, you can find instructions for most appliances with a quick online search.

Get to know your new home. Consider getting two copies of keys cut for your new home and ask for instructions / booklets for all appliances to be left for you. Also make sure you know where to locate the following:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Gas and electricity meters | <input checked="" type="checkbox"/> Fuse box |
| <input checked="" type="checkbox"/> Thermostat for central heating | <input checked="" type="checkbox"/> Landline telephone sockets |
| <input checked="" type="checkbox"/> Water boiler | <input checked="" type="checkbox"/> TV and satellite aerial sockets |
| <input checked="" type="checkbox"/> Hot and cold water tanks | <input checked="" type="checkbox"/> Access points e.g. to loft points/under floor areas |
| <input checked="" type="checkbox"/> Stopcock (to turn the main water supply on/off) | |

Council services

The council's contact details and all of the services it provides are on the [Aberdeenshire Council website](#).

You can [sign up for a myAberdeenshire account](#) to access these services.

Aberdeenshire
COUNCIL



Council Tax

How much council tax you pay will depend on your new home and who you live with. Council tax is charged at different rates based on the value of the property. With your Council Tax, you will pay clean water and wastewater charges set by Scottish Water. These charges are billed along with the council tax.

You can access and manage your council tax account online, including making online payments through your account. The council publishes [Council tax](#) rates, and [water and wastewater charges](#). If you live alone, if you are the only adult in your home, if the other adult in your home lives with a disability, and for a variety of other reasons [you might be eligible for a Council Tax or exemption or discount](#).

Bin collection and recycling

Information about bin collections and recycling including [your bin collection day](#), [what rubbish goes where](#), and [recycling centres and points](#) is on the council's website.



Black bin: waste which cannot be recycled.



Food caddy: compostable waste. Including teabags, food and meal prep waste.



Blue-lidded bin: mixed, dry recycling. Including paper, cans, aerosols, plastics, tins.



Battery recycling bag: household batteries. Including mobile phone and laptop.

Transport

Public Transport

Traveline Scotland is an excellent resource for [planning journeys](#) with buses, trains and other public transport.

Aberdeenshire Council publishes information about [buses](#) and [community transport](#).

The **Council's** website also provides information about the '[Ready2Go](#)' bus, a flexible, on-demand bus service that allows you to travel at times convenient to you.

ScotRail provides [information about the accessibility and facilities of local train stations](#).



The [National Entitlement Card](#) gives free or cheaper travel for young people, older people and people with a disability. [Railcards for disabled, veterans and seniors](#) are available for people who qualify.

Cars and taxis

Aberdeenshire Council provides [a list of car parks](#) on their website, including the number and type of spaces available and the chargeable period for each. [Residents parking permits](#) are available to those whose address is in an approved zone.

Aberdeenshire Council also publishes

- information about [Pay and Display charges](#) and [Oldmeldrum Disk Parking](#)
- [information on disabled parking bays](#), and
- [how to apply for a blue badge](#).

Education

Aberdeenshire Council publishes [information about schools](#), including enrolling your children in school, school transport, school meals and applying for assistance.

Early learning, nurseries and childcare

All three and four year-olds, and eligible two-year-olds, in Aberdeenshire, [are eligible for a funded place at a council nursery](#) or funding towards a place at a funded provider. The statutory entitlement is 1140 hours pro-rata per term year.

Aberdeenshire Council publishes [a list of Nursery Schools/Units](#), including two stand-alone nursery schools (Ballogie and Crossroads) and 88 nursery units included within primary and special schools.

Schools

Aberdeenshire has 151 Primary Schools and 17 Secondary Schools. Children are automatically enrolled in a school in their [catchment area](#).

Aberdeenshire Council publishes [everything you need to know about schools and learning](#) in the area, including [information on additional support needs](#) and [financial support for pupils](#).

Higher education, adult and community learning

Aberdeenshire Council provides [information on adult learning](#).

North East Scotland College offers a wide range of [higher and further education courses, community courses and distance learning](#) on their Aberdeenshire campus.



Health and wellbeing

National Health Service

NHS Grampian provides healthcare services in the Aberdeen, Aberdeenshire, and Morayshire council areas. [Information about its hospitals](#) and [what to do when you are ill](#) is available in a range of languages.



It is important that you and the people that you live with [register with a local doctor](#) and [register with a dentist](#). If you aren't registered with a dentist, you can obtain emergency advice and assistance Monday to Friday from 8:05 am to 6.00 pm by contacting the **NHS Grampian** dental helpline on **0345 45 65 990**. For problems that occur outside these times or at weekends, you can call **NHS 24** on **111**.

For minor illnesses, pharmacies may be able to provide advice and prescriptions more quickly. You can use **NHS Inform** to [find your nearest pharmacy](#).

Carers

[Information about the social care services offered by Aberdeenshire Council](#) is available on the council's website.

Many carers see themselves primarily as a parent, child, wife, husband, partner, friend or neighbour, rather than a carer. Caring can have a significant impact on the individual carers and wider family. Support for carers is available through:

Quarriers Aberdeenshire Carers Service

Call: 01467 538700

Email: aberdeenshirecarers@quarriers.org.uk



PAMIS Grampian Office

Call: 01382 385154

Email: brenda.garrard@pamis.org.uk



Money, work, and debt advice

Financial advice



[Citizen Advice Aberdeenshire](#) provides information and advice on a wide range of matters by face-to-face appointment, by phone and online. It can offer home visits for people with impaired mobility. The service specialises in welfare rights, including Universal Credit, debt, budgeting, employment, housing, energy, and immigration and consumer rights.



[Scotland's Financial Health Service](#) is a gateway to free and impartial advice about your finances.



[Age Scotland Money Matters](#) can provide tailored money advice for people aged 50 and over.

Benefits and grants

Aberdeenshire Council provides [advice services](#) and information on benefits, grants and [Council Tax](#).

[Turn2Us](#) and [Entitled To](#) offer reliable online benefits and grants calculators as well as good information and advice.

Scottish Welfare Fund helps families and people in Scotland who are on low incomes. You can [apply to the Scottish Welfare Fund through the Council](#) for a:

**The Scottish
WELFARE FUND**

- [Crisis Grant](#) – if you're experiencing a crisis because of a disaster (like a fire or flood), an emergency (like losing your money or an unexpected expense); or if you're a victim of domestic abuse and need help with things like moving away from an abuser
- [Community Care Grant](#) – to help you or someone you care for to start to live, or to carry on living, a settled life in the community.

Work

There are **Jobcentres** in Banff, Fraserburgh and Peterhead.

The closest **Jobcentre Plus** is in Aberdeen and can deal with new or existing benefit claims and provide advice and support with finding work. Contact them at:



Aberdeen Ebury Jobcentre Plus, 14 Dee Street, Aberdeen, AB11 6DR
Telephone: 0800 169 0190 or 0800 169 0314

Savings and loans

[Grampian Credit Union](#) can help if you would like to save regularly, with a life assurance benefit and access to low-cost loans and is an alternative to high street banks and high-interest lenders. It is an ethical financial co-operative.

Debt advice

Free advice and help on debt and money management is available from [Step Change](#) debt advice, [Money Advice Scotland](#), and the [National Debtline](#) on 0808 808 4000 Monday to Friday 9.00am to 8.00pm.

Pensions

The **Scottish Government** provides [advice on the state pension and workplace pensions](#).

Money Helper is a government-backed service providing [free, impartial information about a range of pension issues](#).

Leisure

Sport and leisure centres

[Live Life Aberdeenshire](#) runs 21 leisure centres throughout Aberdeenshire, including swimming pools, sports halls, ski centres, pitches, squash courts, gyms and classes ranging from nordic walking or walking netball to pilates or badminton. [Search their website to find your nearest leisure centre.](#)

Community activities, clubs and groups

[Live Life Aberdeenshire](#) (on behalf of **Aberdeen Council**) is responsible for [18 community centres](#) and [13 community halls](#). You can search their online catalogue to find hundreds of [events, interest groups, activities and skills sessions](#) to share interests, learn something new and meet new people.

ALISS (A Local Information System for Scotland) provides a [database of activities, skills sessions and sources of help and advice](#) in your local area to share interests, learn something new and meet new people. Simply enter your postcode and select a category from the drop-down menu.



Browse [Volunteer Scotland](#) for volunteering opportunities.



Libraries and book groups

[Find your local library](#) to borrow books and use many other library resources such as the online library, internet stations and computers and mobile library. [Join the library](#) to get started.



If you can't get to a library, you can [register for the book delivery service](#). Alternatively, you can call the **Live Life Aberdeenshire** Helpline on [01467 532929](tel:01467532929).

You can also [book library events](#), from Bookbug Sessions to Library Memories groups, and access their [Curriculum Resource Catalogue](#), which is designed to support Education in Aberdeenshire.

Greenspaces and the outdoors

Aberdeenshire Council can help you [find parks, green spaces and children's play areas](#) near you.

[Live Life Outdoors Aberdeenshire](#) offer a wide range of opportunities to access the outdoors in Aberdeenshire, including information on walking, cycling, climbing and other attractions and equipment hire.

Information about walking paths can be found from [Live Life Outdoors Aberdeenshire](#), [VisitAberdeenshire](#) or [WalkHighlands](#). Try **Ramblers Aberdeenshire** for [local walking groups](#) and **Jog Scotland** for [regular group runs](#).

CyclingUK provides [information about cycling routes, events, clubs and groups](#) across North East Scotland. **CTC Grampian**, an Aberdeenshire cycle campaign also leads regular cycle rides around the areas to support and encourage cycling.

Entertainment and the arts

[Vue Aberdeen](#) is a seven-screen cinema in the city. It provides [accessibility information](#).

This cinema is part of the CEA scheme. Eligible disabled people over 8 years old with a [CEA Card](#) can get a free ticket for someone to go with them. [Apply to the CEA scheme](#).

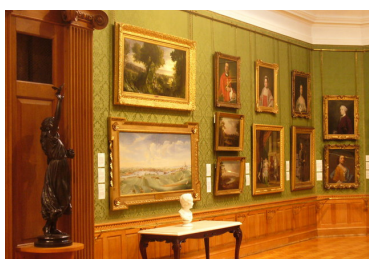


[The Barn](#) is Aberdeenshire's leading multi-arts centre and a Scottish Charity. It has a [varied programme of events, including films, talks, performances and exhibits](#) that reaches diverse communities. You can contact the Box Office on 01330 825431.

VisitAberdeenshire [provides information on things to do](#) in Aberdeenshire, from adventure activities to heritage and history - including 21 castles and estates.

Live Life Aberdeenshire [manages four theatres and one recording studio](#). There is also [His Majesty's Theatre](#) and [the Music Hall](#) in Aberdeen.

Many arts venues will offer free or discounted tickets for friends or carers of disabled people. It is always worth checking when booking.



VisitAberdeenshire lists all the [museums](#) and [art galleries](#) in Aberdeenshire and Aberdeen, including the [Museum of Scottish Lifehouses](#) and the [Aberdeen Art Gallery](#), which won Art Fund Museum of the Year in 2020.

Live Life Aberdeenshire runs the [Aberdeenshire Museum Service](#) covering 11 museums and some pop-ups.

Key Contacts

Aberdeenshire Council and elected representatives

Your [local council](#) can help you with:

- Paying Council Tax and rent
- Housing
- Reporting noise and anti-social behaviour
- and more



Address: Woodhill House, Westburn Road, Aberdeen, AB16 5GB.

Telephone: [01467 537502](tel:01467537502)

If you have a query or problem that the local officers can't resolve, you can get in touch with your elected representatives.

[Find your local councillor's name and contact information.](#)

[Find your Member of the Scottish Parliament's name and contact information.](#)

[Find your Member of the UK Parliament's name and contact information.](#)

Contacts for people with disabilities

Inclusion Scotland provides [information about employability, human rights, poverty and social security for disabled people.](#)

Other contacts



[Housing Options Scotland](#) offers housing information and advice to disabled people, older adults and members of the Armed Forces Community. Telephone: [0131 247 1400](tel:01312471400)



[Euan's Guide](#) is a website which reviews the accessibility of different venues across the UK.



[Inclusion Scotland](#) is a charity for disabled people offering information about employability, human rights, poverty and social security.



[Home Energy Scotland](#)

For advice about energy saving, keeping warm at home, renewable energy, greener travel, cutting waste and more. They can offer advice for applying for grants or loans.



[Trusted Traders](#)

This site contains a list of traders who have successfully passed an assessment process carried out by 'Which?' trading standards professionals. Just select the service you require and type in your postcode to a list of traders locally.



[Care and Repair](#)

A service for homeowners or private renters who are 60 years or older and require repairs or minor adaptations to their home. Works of up to £1000 may be carried out, and the care and repair project worker will assist in organising the work required.



[Check a trade](#)

A tradesperson finder website - tradespeople are included based on recommendations from customers and monitored based on customer feedback and trade reputation.