

## Our Performance 2018 – 19

Here is a summary of Langstane Housing Association's performance.

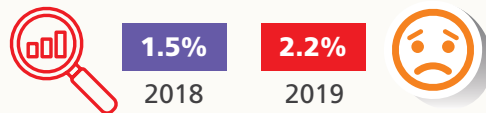
Want to know more? See our full Annual Report on our website at



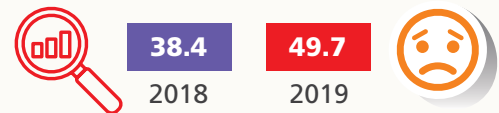
[www.langstane-ha.co.uk](http://www.langstane-ha.co.uk)



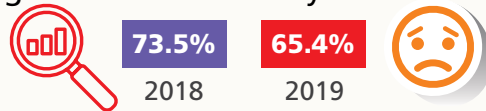
% of rent lost through properties being empty during the year



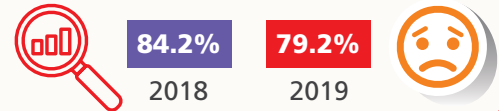
Average number of days taken to re-let properties



% of tenants who feel that the rent for their property represents good value for money



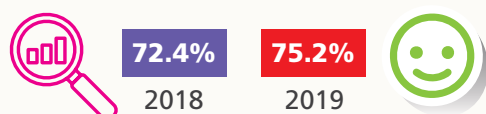
% of tenants satisfied with the overall service



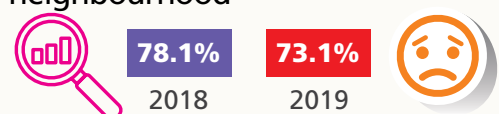
**Customer Feedback Quote from Mr K:** "Langstane are always so open and transparent with their tenants".



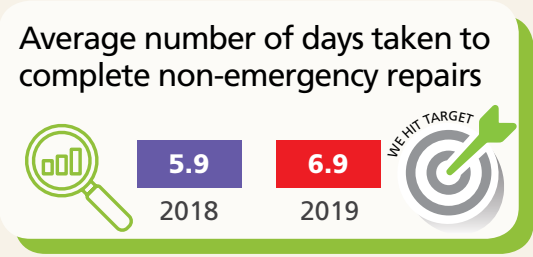
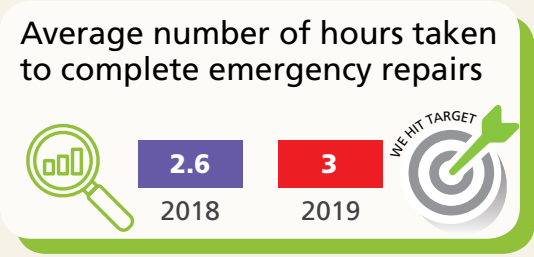
% of anti-social behaviour complaints completed on target



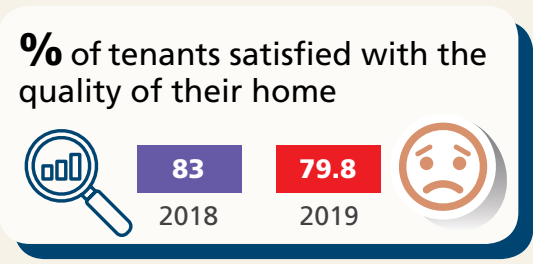
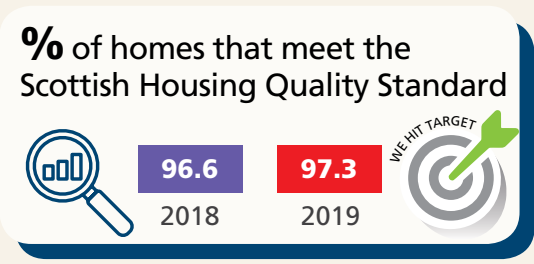
% of tenants satisfied with the management of their neighbourhood



**Customer feedback from Miss N:** "I want to state my appreciation for the constant efforts of Langstane to educate and encourage tenants about how to deal with their bins and recycling in a responsible and correct manner. I am happy with the robust way the association is trying to deal with what is a common problem".



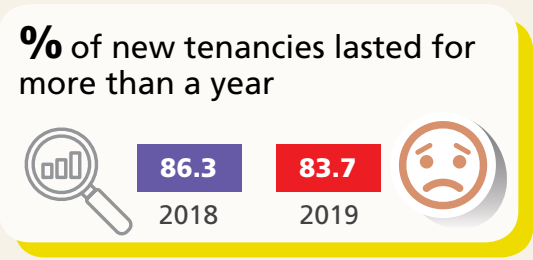
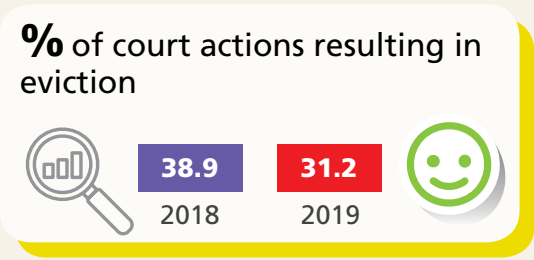
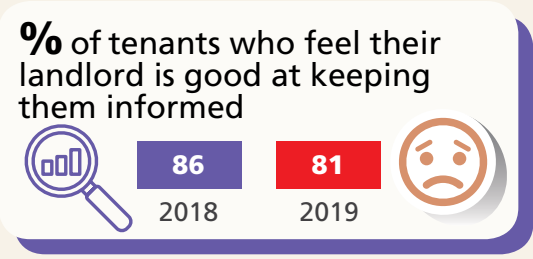
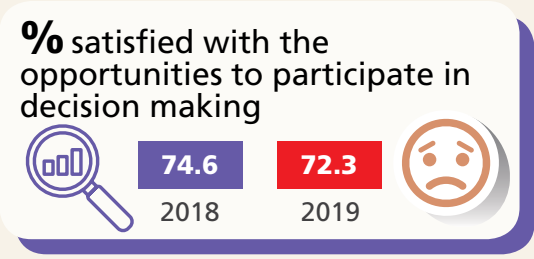
- **Non-emergency repairs** are either urgent (3 working days) or routine (15 working days) repairs
- **Emergency repairs** are repairs that must be made safe in 6 hours



- **Scottish Housing Quality Standards** are 55 quality criteria we have to meet, for example, communal lighting.



**Compliment from Mr D** saying Laura from Asset Management was very helpful in response to his complaint and he was happy with how she got things done quickly. The service she provided was 10/10.



**Customer feedback from Ms A** Tenant wanted to say how pleased and grateful she was for the supply of white goods and carpets and for the excellent delivery guys who were very polite. She couldn't thank us enough.