

Activity Report

January – March 2023



LANGSTANE

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

Consultations, tenant groups & walkabouts

Rent Increase consultation 2023

Our rent increase 2023 consultation was issued to provide tenants with options as to what their preferred rent increase amount would be along with the opportunity to leave feedback. Options provided were 5.5% and 6.5%.

- **1,881** emails were sent and **760** hard copy letters. There were 40 bounceback emails which were resent in hard copy.
- We received **544** responses, giving us a **20.6%** response rate.
- Overall vote was for **5.5%**.

Neighbourhood walkabout

No neighbourhood walkabouts were completed during this period. However, a follow up visit to Charlotte Gardens to review what the impact of the installation of CCTV cameras and signage took place on 19th April 2023 at 10am. Three tenants and three staff attended. Outcomes from this event include interest in creating a community garden, follow up on the CCTV signage and cameras, discussion with tenants about pending repairs and usage of communal areas. A further tenant and staff meeting has been arranged for 17th May to discuss the community garden.

Other areas for considered walkabouts are:

- Bob Tait Court, Aberdeen
- Great Northern Road, Aberdeen
- Polinar Place, Inverurie

Lettable standards review – tenant scrutiny group

We held a tenant meeting at the Aberdeen Citadel on the 27th February. Six tenants, our Property Manager and Customer Participation Officer (CPO) attended. The aim of the meeting was to discuss our 2023 plans for customer participation. We also introduced the idea of lettable standards group after the formation of the staff working group in January. All six tenants were interested in being a part of the scrutiny group and are now helping us to review our lettable standard. A further three tenants were unable to attend on February meeting, however they met with the CPO separately and were successfully recruited into the group, including one from Moray. The next step for the group is to view voids properties and provide feedback and recommendations.

Tenant scrutiny group

During the tenant meeting in February, we discussed the formation of a permanent scrutiny group which would potentially meet four to five times a year. So far, we have nine tenants who are interested in being part of developing a group. They are fully aware that it requires a certain level of commitment therefore the next meeting will be to break down what joining the group will mean and what potential there is for their own personal development. For example, training opportunities, building relationships and the possibility of becoming an RTO (Registered Tenant Organisation). Next meeting will be late April.

Telephony

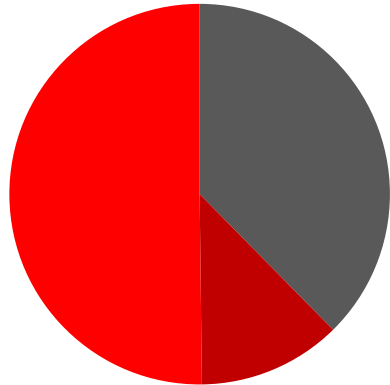
- 5884 calls in in Q4, we answered 5126 giving us an abandonment rate of **13%**.
- This is an average of **96** calls per day.
- Busiest time was between 0900-1000 and busiest day was a Monday.
- **98%** for our internal call QA.
- Average wait time 1minute 56seconds.
- **March's results were – 9% abandonment rate & 1min 16 second wait time.**
- We took 1688 repairs calls and raised **2026** orders.
- We took **509** applications calls and did **52** new paper or telephone applications.
- **535** rent calls were answered, and we took **358** rent payments.
- **2394** calls came into the 'other enquiries line and we raised **117** ASB cases.
- In Q4 we raised **1055** call backs for other operational teams.

Engagement

Website

▶ A total of **59,822** visits were made to the website during this period. See below for a breakdown of our most popular pages.

Views



■ Report a repair

■ Contact us

■ Apply for a home

Your Voice Counts

▶ **432** members on the Register of Interested Tenants, a decrease of **4** from previous quarter.

▶ This represents **19%** of our current tenants.

Facebook

▶ We received **3,722 interactions** on Facebook during this quarter.

▶ We received **34 messages** from customers via Facebook.

▶ We published **37 posts** with the post who reached the most people being the announcement of the Rent Increase 2023 outcome. Post reached 2,100 people. It achieved three shares, 12 reactions, 21 comments and 560 post engagements.

▶ We have **1,916** followers.

Publications

▶ The spring edition of our Financial Newsletter will be published in digital format in April/May.

▶ The Summer News is being planned and will be published June/July.

Areas of Focus for Quarter 1:

Consultations

- ▶ Possible tenant consultation relating to Langstane's Business Plan. More details to follow in the April to June activity report.

Inbound Telephony

- ▶ **Maintain March's call abandonment rate at <10%.**
- ▶ Maintain our internal QA pass rate and increase the number of 'green' calls.
- ▶ **Maintain our call waiting time at <90 seconds.**

Engagement

- ▶ Publish second edition of financial news while working on summer news content.
- ▶ Continue to work with three tenants through the Digital Champion project along with building our internal team of staff Digital Champions.
- ▶ Working with Property and Housing staff to complete an information session at Crombie Court about installation of heating system.
- ▶ Continue to work with interested tenants to develop consistent tenant scrutiny group.
- ▶ Continuing with Lettable Standard review project. Next step is viewing void properties with tenant scrutiny group.
- ▶ NETRALT meetings now hybrid with two Langstane tenants interested in attending.
- ▶ Partnership working with NETRALT and NTP (Northern Tenant Partnership) to develop an event for Autumn 2023.
- ▶ Join Aberdeenshire Council on their Summer Roadshow in June, where LHA will have a table to promote the Association and tenant participation.