

Activity Report

January – March 2025



Walkabouts, Moray partnership working & scrutiny group update

Neighbourhood walkabouts

Walkabout action plans continue to be reviewed and updated as actions progress with continuous maintenance of the walkabout section on the 'Getting Involved' website page. This makes sure tenants remain fully informed.

So far in 2025 we have completed a walkabout at Temple View, Banff on 20 March. This was in response to a tenant request. Six more are planned for April. There are many schemes we would like to visit for the first time and revisit however we have prioritised six in response to staff and tenant requests. Details of all forthcoming walkabouts are available on the website.

Details of April walkabouts are below. More walkabouts will be arranged as soon as possible, including Great Northern Road, Polinar Place and Bob Tait Court.

- **14 April:** Auchmill Road, Aberdeen
- **24 April:** Beech Court, Kemnay
- **25 April:** Fraser Court, Aberdeen and Charlotte Gardens, Aberdeen
- **28 April:** Langstane Place, New Elgin and Forbes Court, Elgin

Partnership working in Moray & LHA Conversation Cafés

Partnership working continues to continue with the Moray conversation café roadshow. The aim is to create awareness and strengthen tenant involvement across the county. The next event is planned for the 22 May 2025 at Forres House Community Centre.

Langstane have also started completing independent conversation cafes as there was no movement with the partnership working at the beginning of 2025. We completed a conversation café on 20 March after the Banff walkabout. This was held at the Elgin Youth Café where we have been offered a regular table for our events. Although no tenants attended Elgin and Aberdeen staff are committed to future events.

'Your Voice Counts' tenant scrutiny group update

The group met on 10 February for their first meeting of 2025. The meeting was an opportunity to review plans for the year and for group members to receive Chromebooks from the Association which had been gifted by Harper Mcleod. Group members continue to show enthusiasm for future plans with new ideas being suggested at the meetings and through other channels such as the WhatsApp group and via email.

To support and assist group members with their new Chromebooks a meeting was arranged for 24 March which saw four members attending. The session was a success, and we welcomed Helen Gauld, Chief Executive to the session as part of Helens 'Back to the floor' exercise. The next meeting was arranged for 08 April which was a full scrutiny meeting where staff were invited to speak to the group about the processes we go through when completing the rent increase consultation, from planning and posting the consultation to engaging with tenants before the official consultation and then how staff in various teams handles the feedback.

The group now have a live webpage dedicated to their activities and the partnership agreement has been finalised and published on this page.

The next meeting will take place in June where we hope to complete the neighbourhood walkabout exercise. Date to be confirmed.

TPAS annual conference & NETRALT update

TPAS annual conference 2025

The annual TPAS (Tenant Participation Advisory Service) Conference will be held from the 20 - 22 June at the Golden Jubilee Hotel, Clydebank. This year Samantha our Customer Participation Officer (CPO) will attend with one tenant from our scrutiny group. The conference theme will be to celebrate 45 years of TPAS Scotland.

Travel arrangements are currently being arranged. TPAS are organising a coach to collect Langstane and other NETRALT landlords and their tenants from pre-arranged locations. The cost of the coach will be covered by NETRALT.

NETRALT - North East Tenants and Residents and Landlords Together

Langstane staff and tenants continue to be involved in NETRALT activities in terms of attending meetings and events. Two tenants have been regularly joining meetings and events.

The next meeting will be held on 17 April 2025 at Langstane Housing Association and after that our AGM (Annual General Meeting) will be held at Greyhope Community Hub, Torry followed by equalities training from Aberdeen City Council staff on 15 May 2025.

Telephony

- 5685 calls came into the team in Q4, we answered 5150 giving us an abandonment rate of **9.5%**
- This is an average of 92 calls per day.
- Busiest time was between 0900-1000 and busiest day was a Monday.
- **98%** for our internal call QA with only 1 call not meeting our minimum standards, this was due to the call recording not being turned off to take a card payment.
- Average wait time **85 seconds**.
- We took **1632** repairs calls.
- We took **520** applications calls.
- **546** rent calls came into the rents line.
- **2451** calls came into the 'other enquiries line.

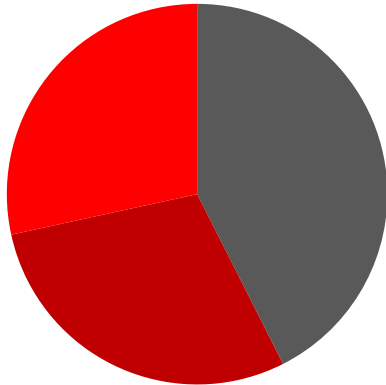
I am really delighted to not only report on green metrics but also to see some consistency in our results. It is worthwhile noting that Q4 saw the most calls come into the team in 24/25 so it is brilliant to report that we are within target for our abandonment rates and call wait times.

Engagement

Website

- ▶ A total of **78,611** visits were made to the website during this period. See below for a breakdown of our most popular pages.

Views



- Report a Repair
- Careers
- Available Properties

Your Voice Counts

- ▶ **351** members on the Register of Interested Tenants, Tenant Panel and Reader Panel.
- ▶ New involvement option for 'Net zero targets – climate change interest'. This is something the Association will action in 2025 to involve our tenants in our net zero plans who are interested in climate change. So far, we have two interested tenants.

Facebook

- ▶ We received **12 messages** from customers via Facebook.
- ▶ We published **33 posts** with the post who reached the most people being the '**Langstane Employee Nominated for Prestigious Women in Property Award**'. This post reached 1,632 people and achieved 145 reaction, 29 comments, three shares and 18 link clicks.
- ▶ We have **2,219** followers.

Publications

- ▶ Financial Newsletter was published in March 2025.
- ▶ Our next publication will be our Summer Newsletter in July 2025. For Moray tenants only the newsletter will include a new 'Moray News' insert of a single double-sided sheet.

Areas of Focus for Quarter 1:

Consultations

▶ Our formal Rent Increase consultation ran from 06 January to 22 January 2025. The consultation provided two proposed increase values along with an option to provide feedback. We received 342 responses in total giving us a 13.9% response rate.

Results were collated and presented to the Board of Management in early February. Increase amount decided upon was 3.9%.

Inbound Telephony

Focus on maintaining consistency in our inbound telephony performance.

Engagement

- Working on a new Moray specific publication with the aim of boosting engagement in the Moray area.
- Set 2025 dates with partners on Moray Conversation Café roadshow.
- Continuing to plan future projects with the scrutiny group. Next project will be neighbourhood walkabouts.
- Continue to work with staff and tenants to plan community walkabouts on various schemes across Aberdeen City, Aberdeenshire and Moray.
- Continue to work with Digital Champion tenants.
- Working with new Accessible Communication Working Group.
- Working with Langstane Housing Support Service to plan next event to help tackle loneliness and isolation.
- Reviewing tenant participation framework and processes. Including HomeMaster processes.
- Continue to work with NETRALT and attend as many events as possible.
- Attend TPAS annual conference in Clydebank with one tenant from 20-22 June.