



Langstane Housing Association

Key Information

Our Background

For more than 45 years, Langstane Housing Association has provided high-quality homes and services across the North East of Scotland. We are a medium-sized housing association with a strong social purpose and a long-standing commitment to supporting the communities we serve.

The Association is governed by a voluntary Board of Management, elected from our membership at the Annual General Meeting. Working together with our leadership team and employees, the Board sets the strategic direction for the organisation and ensures strong governance and accountability.

We are ambitious about the future of Langstane and are committed to continually improving our performance so that we can deliver the best possible outcomes for our tenants and communities.

Langstane Housing Association is:

- Registered under the Co-operative and Community Benefit Societies Act 2014
- A registered Scottish Charity
- A registered property factor

As a non-profit distributing organisation, any financial surplus we generate is reinvested directly into our homes, services and communities.

Governance

The Board of Management (the operational title for the Committee of Management) provides strategic leadership and oversight of the organisation.

The Association is the parent company of three wholly owned subsidiaries:

- Langstane Property Limited (currently dormant)
- Langstane Maintenance Limited (currently dormant)
- Langstane Development Limited (currently dormant)

The Board normally consists of between seven and fifteen members, including co-opted members.

Members bring a broad range of professional expertise and experience, including housing, governance, finance and human resources, alongside a strong commitment to social housing and the local communities we serve.

Board members' names are published widely, including on the Association's website and in our annual reports.

Our employees

We employ 83 (full time equivalent) / 79 people (16th March 2026) who work in our Aberdeen and Elgin offices.

Our direct labour organisation provides direct repair and maintenance services to our tenants, adding to customer satisfaction levels. Currently we employ a DLO Supervisor, 1 Team Lead Elgin, 2 Joiners, 1 Plumber, 1 Electrician, 3 General Assistants Aberdeen, 1 General Assistant Elgin and 1 Cleaner Aberdeen.

Performance

See below for Langstane Housing Association's Annual Return on the Charter key performance indicators:

Indicator	Langstane HA 31 March 2025
Percentage of tenants satisfied with overall service provided by Langstane Housing Association	81.5%
Percentage of tenants who feel landlord is good at keeping them informed about services and decisions	87.2%
Percentage of reactive repairs completed Right First Time	84.69%
Percentage of tenants satisfied with opportunities provided to them to participate in Langstane's decision making	85.8%
Percentage of resolved anti-social cases	98.06%
Percentage satisfied with the repairs service	93.51%
Homes meeting the Scottish Housing Quality Standard	91.44%

Our operating areas

We have a portfolio of 2,920 general needs homes across Aberdeen, Aberdeenshire and Moray, 4 hostels, 7 commercial units, 55 shared ownership homes, and we manage 5 lead tenancies.

Operating in the North East of Scotland for over 45 years, we are embedded in the Seaton community and heavily involved with support agencies across all three local authority areas (Aberdeen, Aberdeenshire and Moray).

Our tenants and our customers

This tenant satisfaction survey was conducted by Knowledge Partnership on behalf of Langstane Housing Association using an interviewer-led telephone questionnaire. Fieldwork took place between 4 October 2024 and 8 November 2024. By the end of the survey period, 351 tenants had participated, representing 23.4% of the total tenant base.

Overall, 81.5% of tenants reported being satisfied with Langstane Housing's services in 2024, compared to 10.0% who reported dissatisfaction. This reflects an improvement on the 2021 satisfaction level of 78.6%.

The findings also show strong performance across key service areas, with around eight in ten tenants expressing satisfaction with aspects such as the quality of their home, the information provided, and opportunities to participate in shaping services.