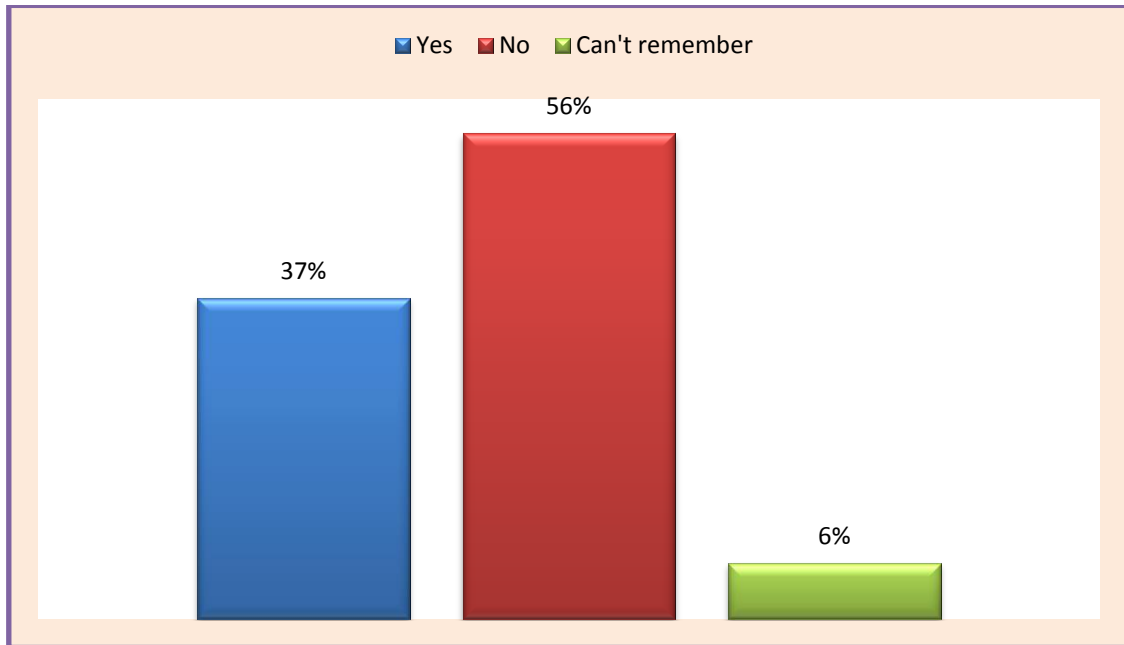


Summary of responses to Langstane's Repairs and Maintenance Service – tenant survey 2021

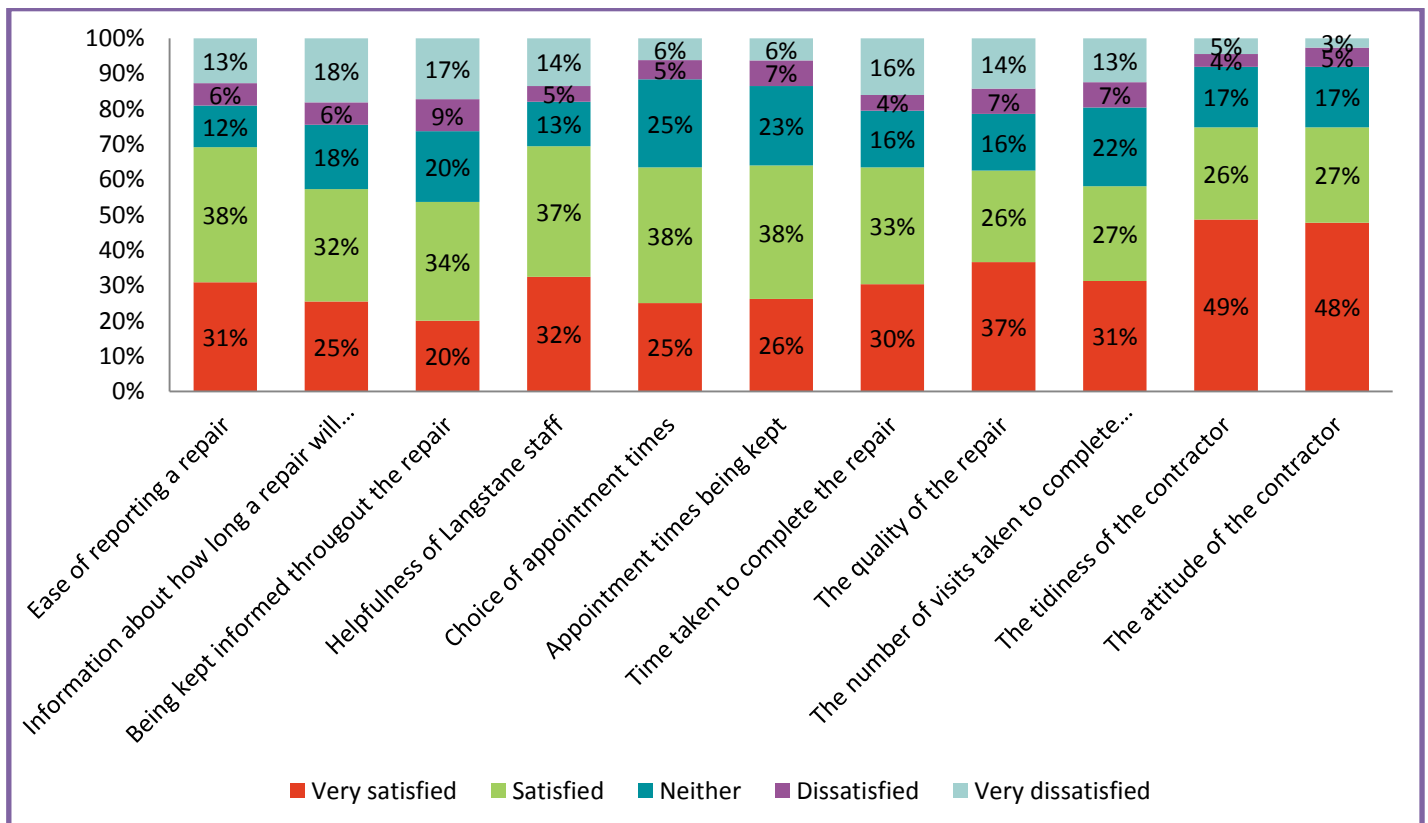
We sent the tenant consultation by email and hard copy to all tenants with our Summer Newsletter 2021. We sent 1,661 emails and 867 hard copies and received 115 responses in total. This included 55 survey monkey responses and 60 hard copies.

The response rate for the survey is **4.5%** of those invited to take part. The consultation consisted of twelve questions, the results have been summarised below.

Q1. Have you had a day to day repair carried out by Langstane recently?



Q2. Thinking about your most recent experience of our repairs service, please tell us how satisfied you were with the following aspects:

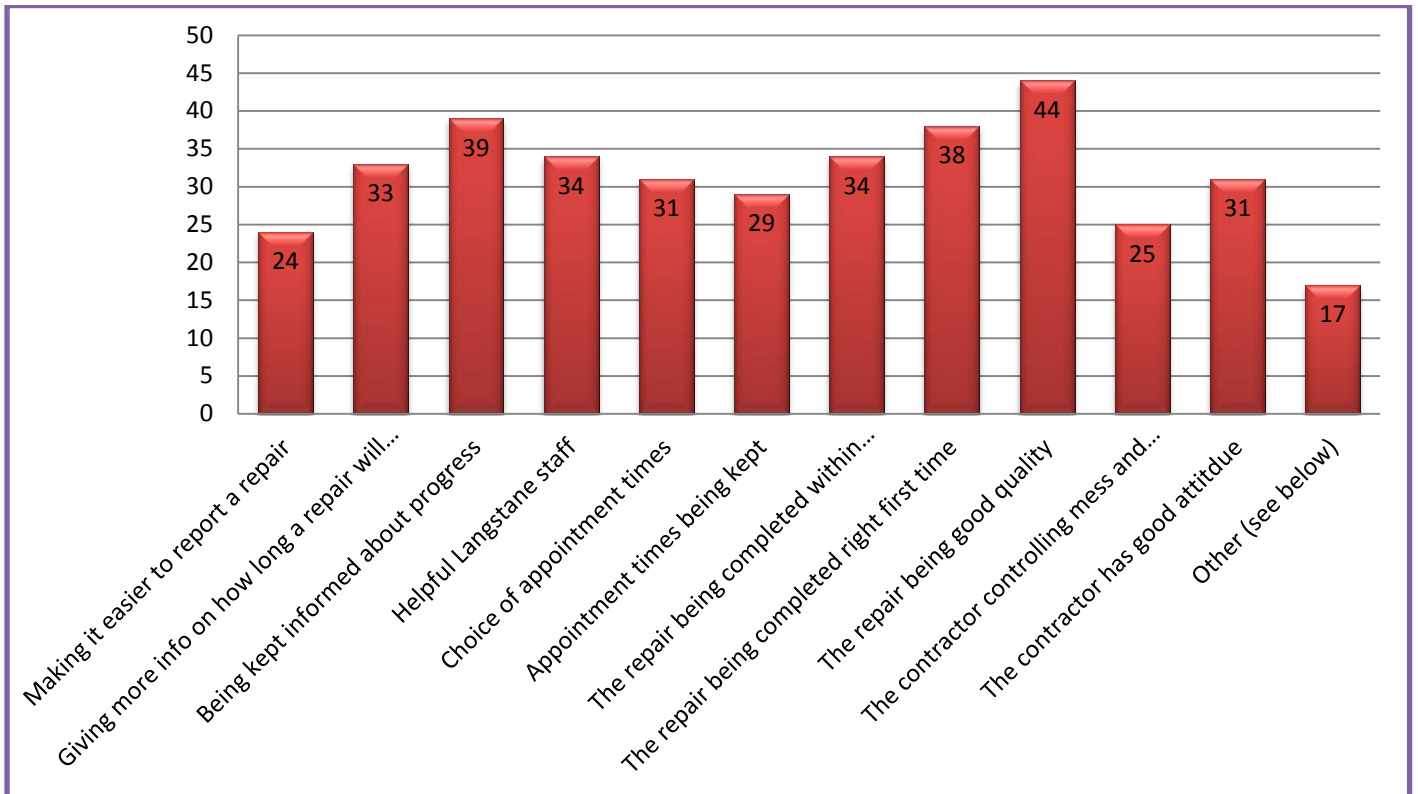


Please tell us more about any dissatisfaction:

- I phoned to say the pipe at the back of sink in kitchen had come of and could not use the sink as all the water coming out I had already had a flooded kitchen not realising this when I put washing machine on. When I phoned I had a very rude man on phone who said it was non urgent despite not being able to use sink and when I said I was not happy waiting excess amounts of days, I refused to use water in bathroom or wash dishes in the bath and also did not want damage to floor below he said rudely if I deemed it important he would phone heatcare who were out promptly. I now do repairs online as I don't like confrontation and being treated like that
- N/A
- None
- I've reported an issue with damp and the fact there's a hole in the ceiling. I understand no work done due to covid but I have asthma and everyone returned to work 3 months ago. Still heard nothing with regards to anyone looking at it
- They left the ceiling unpainted and unpainted and the washing machine with the stove was only taken to the staircase and I have to pay for the removal and I take universal credit.
- Cannot remember the last I used the repairs service so I fell any answers given to the above questions would be biased and unfair.
- The outside front door at deans court is fixed but now very difficult to open from the outside. So while satisfied that it now closes, I can't use it as it's difficult to get in. I use the back entrance instead.
- Didn't get a call to say when they were coming out to carry the reaper
- I was told that an electrical inspection was due and no one turned up and I had stayed in for the whole day
- I have designated "Neither" because I am not sure if the repair was done or not as it was regarding the eaves on the building - drainage of water. I reported it but was never contacted so I am not sure if it was done. It was reported at the time they were cleaning out eaves (sorry I can't think of the correct name).
- N/A
- Light in bathroom replaced and all the old lighting was just left lying on the window ledge for us to throw away, other repairs still awaiting after being reported for a second time
- I have break in my shower
- Walking in and out of my flat, when I clearly asked to buzz the flat, not keep the communal door open.
- None
- No
- After MANY visits I eventually got my bathroom rotten floor replaced. This was caused by the shower tray leaking. However the shower doors weren't replaced properly which meant lots of water all over the replacement flooring. As a matter of fact I have tried to sort the shower door today so hopefully that will solve the problem.
- Never had any repairs done as only recently moved in. Still awaiting a matching drawer front for one of the kitchen drawers.
- Wait over a year for problem to be fixed and still not fixed
- n/a
- The only thing I am not happy about is could you please fix the outdoor buzzer. I have reported this a number of times. If I have a delivery it is sometimes impossible to get hold of me. Thank you
- I have a hole in my wall where my new fan was put in my bathroom and you can clearly see it. Also the light switch in my hallway where the bathroom light is hasn't been put back together properly as there is wall paper hanging apart. The whole place looks untidy and a mess and I will have to re do the paint!!!
- I reported online that my sink had become blocked and a reply from Langstane Housing staff that most tenants repair it themselves. I cannot repair as I have a disability.
- Complaint upheld Staff rude via emails about tenants Really slow process getting information from langstane
- none
- The communication from Langstane once an email is sent reporting a repair is consistently atrocious! I've constantly had to chase for updates/info, I've had to waste time for a Langstane person to come in to "assess" the problem only for the job to be reported badly and the contractor or tradesperson then waste their time coming only to find the job had been planned/reported badly and they could not do what they were scheduled. Just wasting their time and mine, over and over again!
- None
- No
- Security light sensor was seen by workman 23rd October was told needed a part which should take about 2 weeks to get still waiting for repair
- Reported repair, didn't hear anything for weeks then phoned to say he will be tomorrow
- Had few repairs, never at arranged slot. Have to take time off from work few times- for 1 repair. Customer service at Langstane is a joke.
- Lots of repairs needed but nothing ever done. It's a disgrace, weeds everywhere outside, houses leaking and in bad disrepair
- I have had an ongoing issue with my bathroom extractor fan now for over 2 years and it is still not right

- None
- Twice I've had people out to replace my letterbox. Both times they have taken pictures and went away, I've never heard from them again. My letterbox is still not fixed
- Not completed properly
- My living room window was replaced now i can't open it. When my boiler was replaced the wood that boxed in my flu was left under pretense joiner would use it, not so, I was told by company joiner would use new timber, my front door has had padlock for 17 month
- This relates to LHA asking the floodworks contractors to recement a wall. It has not been done. As for other contractors Heatcare are generally excellent DLO good, however an electrical inspector set up an appointment that was not needed that me waiting in.
- These were all pre-pandemic - approx 5 years ago. Sometimes they just haven't come back i.e. 1. new tap , never returned, 2. workmen split tiles in bathroom, never replaced, 3. Plaster damaged by leaky bath, was told to do it ourselves.
- You put my life in danger and i'm thinking about taking you to court
- Living room window seal has been broken for months. Workmen pop it in & close window but soon after it just comes off again allows wind into room.
- It took from the 1st June & numerous phcalls to Aberdeen then I went to your office in Elgin to get it sorted
- Toilet + shower are classed as a wet room but it is not in evidence. Photographs sent to show poor state of repair - no response. Shower tiles being held together with parcel tape.
- Window in kitchen needs fixed properly. We can't even half open the window when I go out, they have put catches on the keep shut and a string to pull when open.
- We are not usually told how long repairs will take to do. Also, I do not own a computer, or want to, so cannot only report repairs that way
- Reported back fence posts which are very slack. Have heard nothing back. This report went in some time ago!!!
- not any at the moment
- I have had 4 visits regarding the pump in my shower. The last person was about 3 months ago, he was a private contractor who told me he'd be back in a few days :(
- Worker filled in a big crack on the bathroom ceiling but it has come back worse and there are more cracks and nails showing
- n/a
- I haven't had any repairs so far but somebody came and looked at my bathroom so good some there (text quite illegible)
- n/a
- I haven't any
- My windows are nailed shut and in disrepair for over a year, smoke alarm defective for over 6 months seeking legal advice at present
- No dust sheets, didn't clean up after words, he was fixing water damaged floor no it's worse than it was and knowbody seems interested keep getting stupid excuses this has been going on for 3 year!
- None
- None to tell all good satisfied

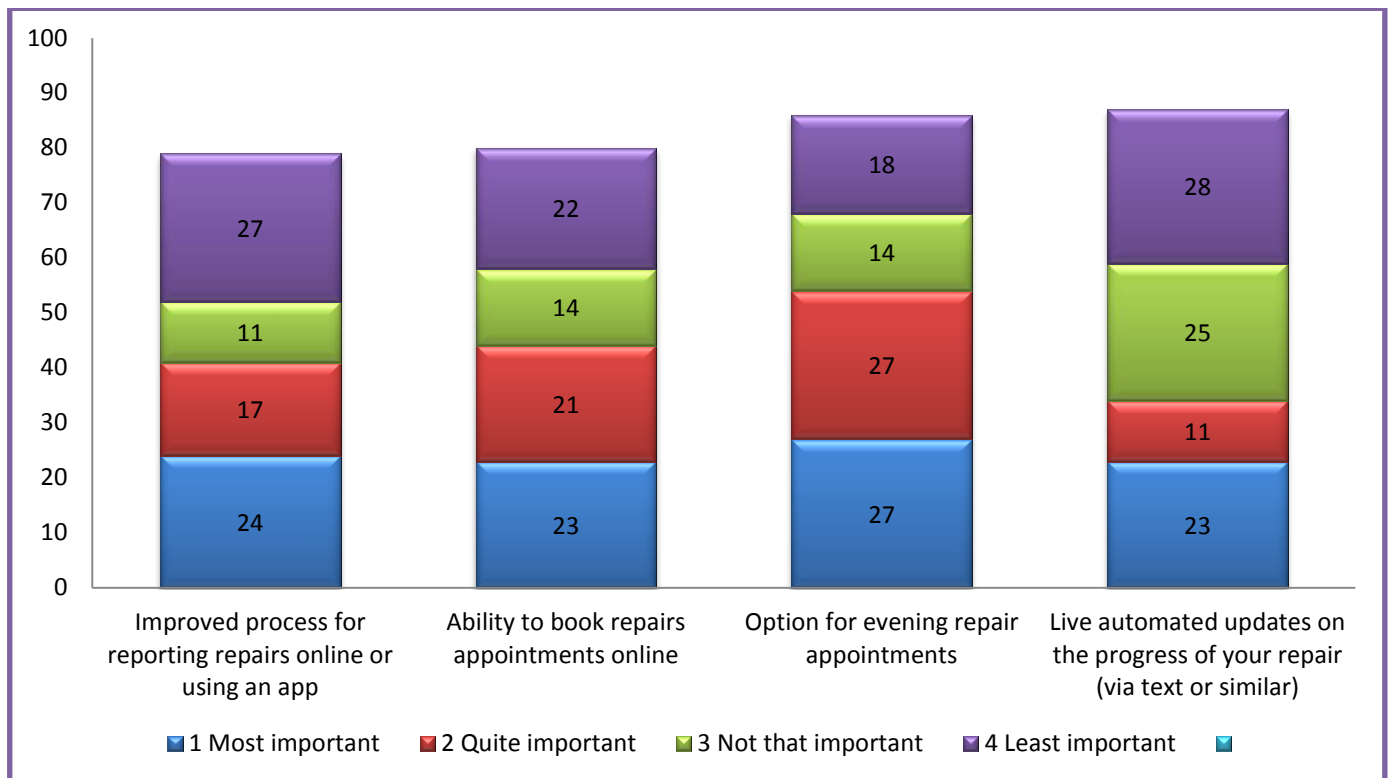
Q3. Which of the following areas of our repairs service do you feel are a priority for improvement?



Responses:

- Being clear ref compensation for missed appointments - not good
- It would help if you had staff that knew what they were doing
- N/A
- We need a new window for the kitchen
- not sure
- Not requiring people who don't own computers to only report repairs that way, please
- No problem with contractor or otherwise but nice to have repair done
- 2 had grabrails promised and not installed after 14 months and phoned upi twice to remind
- I feel like its important to report the (Can't read other text)
- Nobody listens excuse after excuse
- none
- When the give me a date for repair it allway give me a different date no on!
- generally very happy with contractors and langstane staff with all aspects of repairs
- Sometimes its difficult to get hold of someone on the phone on the main reception to report any issues because no one answers or there is a answer machine on even during open hours?
- All
- Excellent experience

Q4. Looking ahead to ways we can modernise the repairs service, which of the following would be of interest to you?



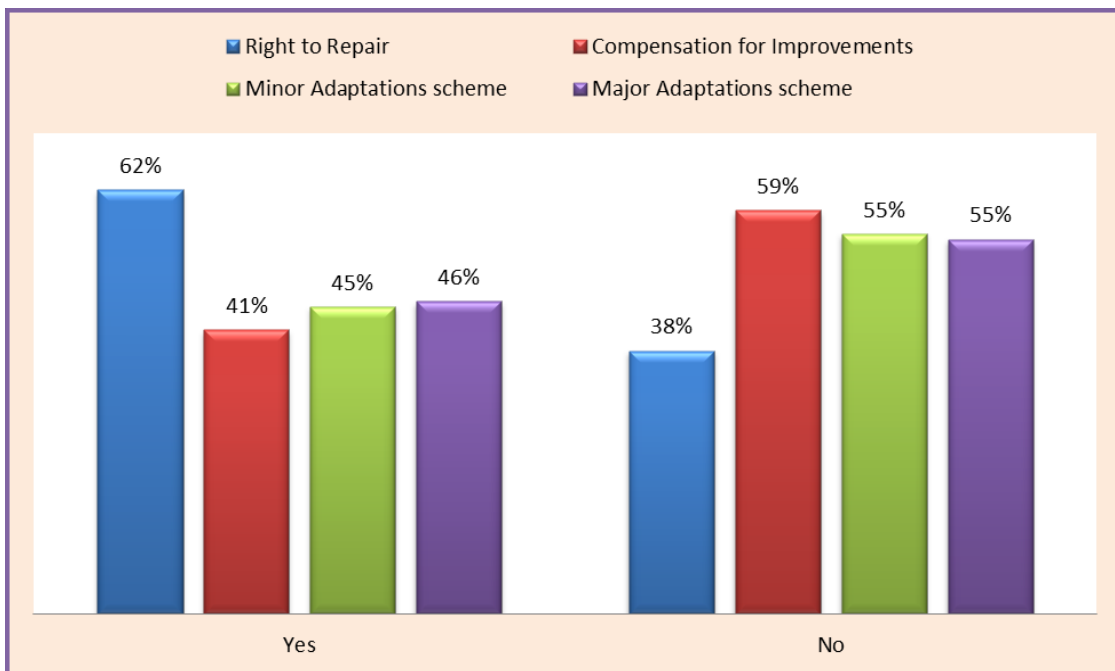
Q5. Do you have any other ideas about how we could modernise our repairs service?

Responses:

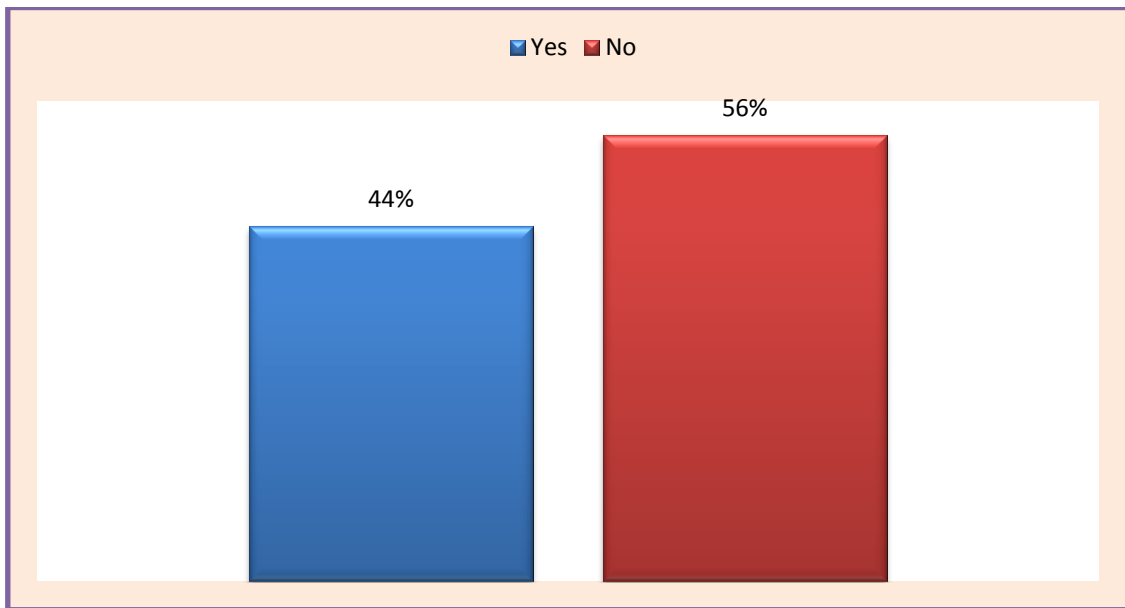
- Should not have to argue with someone from langstanes. I personally am happy to wait for repairs if non urgent
- no, I find the process pretty good all round.
- No
- Just what was previously suggested with communication lines available on a more regular basis online/ app/ text
- gull replacement of kitchen cabinets
- None
- Yes ability to, leave messages on an answering machine
- Not at the moment
- N/A
- No
- As disabled sort this out
- Faster response from repair service to the tenant. Email or text to say repair report received and informing when repair service will contact the tenant. Or ability to choose one's own appointment online as part of repair report response.
- None
- No
- More information forthcoming after a Repair is requested. I waited 2 years for my major repair with many workmen visiting over this time, but no information was shared with me.
- Na
- no
- no
- I genuinely believe the improvements required are about basic good customer service - once you make an effort to address that and get it right you can then consider modernisation.
- No
- Yes
- Give an idea of how long it might be
- Choose quality products, experience staff,
- Let people paint their own windows and doors nicer colours

- Do the repairs and stop fobbing us off
- Get decent contractors in to do the work that know what they are doing
- None
- No, your staff are very friendly most important
- Yes get staff who know what they are doing this company is so bad and the staff. I'm really thinking of taking you all to court.
- N/A
- Subcontract repair service so that there are more workers for all the services including Inverurie.
- no
- Surely it is easier to put a new window in if you can't get the correct fittings
- phone
- Being able to report repairs after 2pm would be helpful i.e. 9am to 5pm. it's a nuisance only being able to do so in the mornings.
- Let us know when they will be done???
- My downstairs (and) upstairs neighbours are both slightly deaf. So the T.V volume can become extremely annoying. Especially as downstairs sleeps with his T.V. blaring 24 hrs a day :(
- no comment
- An app (can't read rest of line) eg Mail Chimp or Pot Master
- I don't go online
- I don't do apps or online prefer to speak to Homosapiens
- I am fine with repairs
- Yes get proper tradesmen and stop your stickie plaster repairs standard of work looks like a child did it
- none
- I would like to see my date's remain the same

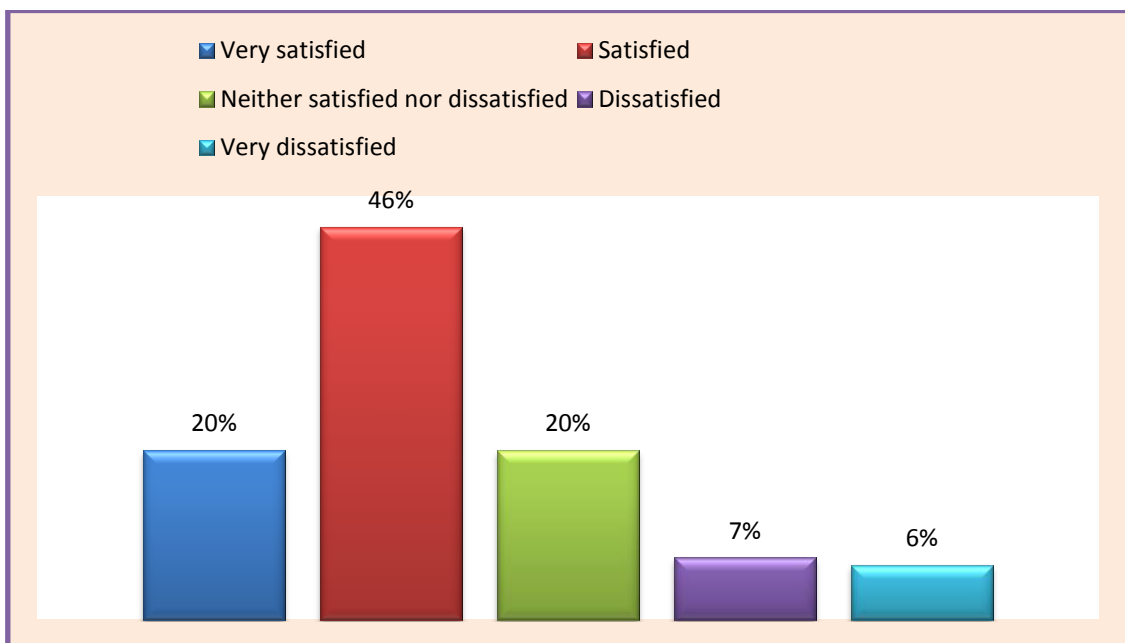
Q6. Are you aware of the following repairs schemes?



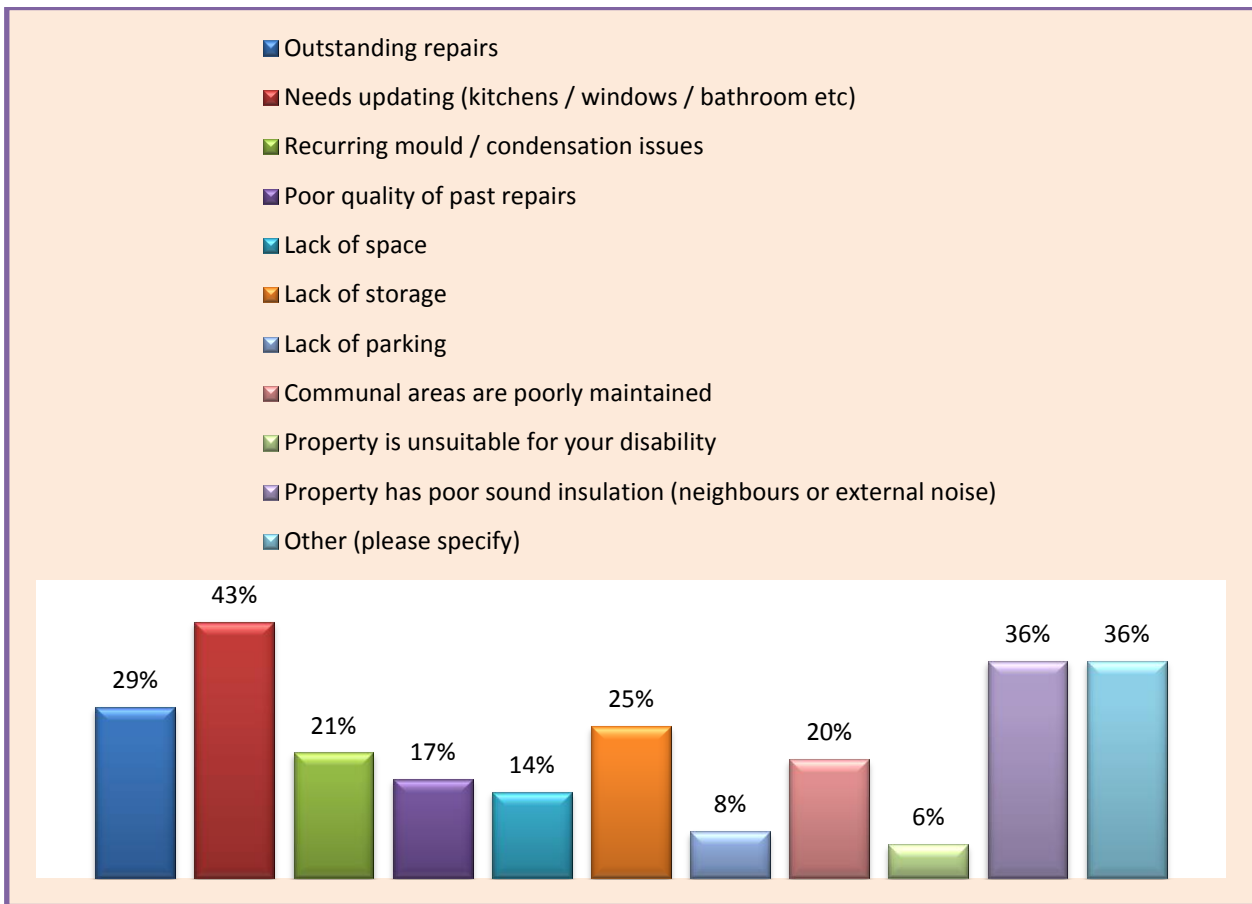
Q7. Would you like us to provide you with information on any of these schemes?



Q8. How satisfied are you with the quality of your home?



Q9. Please tell us the main reasons for any dissatisfaction with the quality of your home?

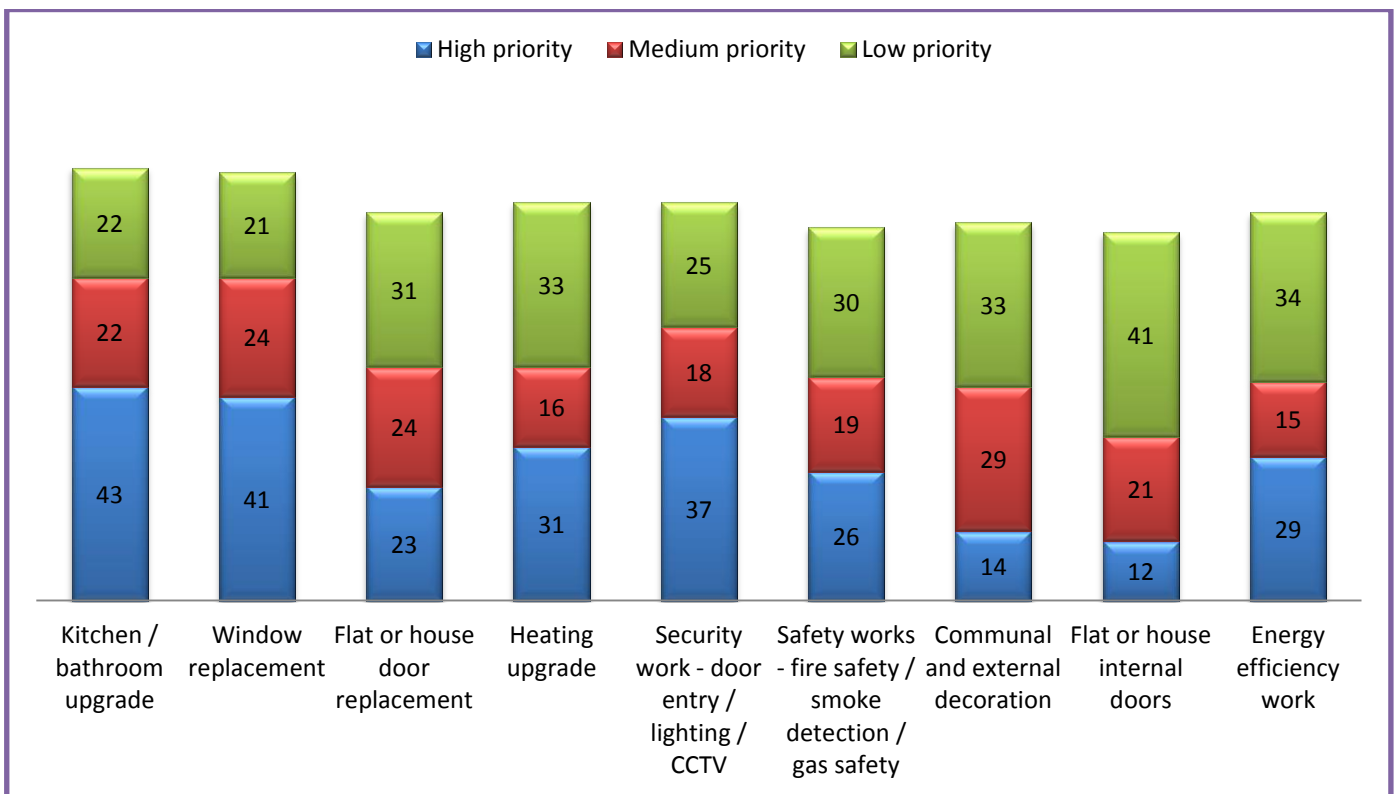


Responses:

- no dissatisfaction, happy as it is
- Possibly missed out on insulation a while ago and may need it reviewed
- I would like to get new vinyl in my kitchen as its old and worn.
- Noise from generators at night and piledriving in vicinity is bad for your health
- Bin store area very close to my home and the smell from this area is very bad and often I can't open my windows because the smell comes inside my home.
- Horrible neighborhood
- Nnl
- Ceiling in bedroom is not insulated . Can hear any repeat any noise from flat above in the bedroom.
- Get new gardening staff who to cut grass properly
- Garden for those who have their own ideally have gras or artificial grass put down for those who have young children
- Awaiting replacement kitchen drawer which matches existing kitchen and also issues with bathroom radiator and cracks which were there when I moved in.
- Drug dealers and antisocial tenants ignored by association
- Gardens aren't private at the front or secure. Langstane painted our doors and won't re-do for another 4 years but they're faded and ugly but you can't tell me the paint you used to colour match. My worktop, woodwork and bathroom were damaged by past Tennant's and I believe these should be repaired by yourself before I moved in as it's not fair I'm a long term Tennant who looks after my property well and it's tarnished by them being scabby.
- Outside walls need maintained and communal garden space needs updated and a seating area added.
- Dirt and disgusting smell everywhere. Easy access to stangers
- Are we due a new bathroom? I have been here for nearly 20 years and no sign of a new bathroom yet!
- The noise and the smell of diesel caused much discomfort when the construction phase of the floodworks where on. I am concerned it may affect my health long term. However I am pleased that I am getting some support with this now via tenants services justice. LHA should have monitored the situation more closely.
- The ceiling upstairs are too high so can't change light bulbs or decorate. Also the stairs light doesn't shine on the stairs and stairs far too high to decorate.
- Your company have put me in danger which has messed with my mental health. I'm going to see if I can take you to court you have put me in a place that has put me in danger and others. I'd rather live in my tent.

- In a disabled block putting tenants in who have aggressive attitude towards disabled people
- No
- No dissatisfaction
- Cold in esp in winter, when the heating in my bathroom goes off. Can hear the WC flush in the bathroom behind mine (nxt building). Ongoing problem with what I believe to be carbon monoxide emissions from heating system (pressure builds up and causes headaches even with all windows open, when heating on) - not yet reported.
- Comment to previous question - Brighter front door light??. Answer to Q20 - Letters to dog owners, so we are not waking at 3AM in morning most days
- Television constant bass noise from neighbours in 24 hrs
- Certain radiators dont get warm at all. The seal at the front door has come off.
- Windows need upgrading (leaks) external paint work (10 years since last done)
- Communal door catch is not working properly one rush and it opens lift light not repaired been reported three times at least. Light in communal lobby out.
- n/a
- My home is fine I am satisfied
- mould under my kitchen units that is affecting my breathing so i only spend 5 to 10 minutes in the kitchen because of damp & mould
- none
- Need new bathroom been here alot of (years) now try 15 year's and no bathroom put in. Lack of space's in our carpark. Need more space's.

10. Every year we prioritise which improvement works can be carried out within the available budget. Please tell us below what priority the following works are to you?



Responses:

- Generally happy
- happy with all aspects to date
- Cutting back vegetation so that I can read my electricity meter.
- No point in mentioning as nothing will be done as poor service from Langstane
- Outdoor communal garden space updated
- Digital heating temperature controls
- New garden fences back + front (as all post are rotten). As are the gates. New guttering required as well. Please listen to your residents.

- Comment next to bathroom option: Hope some temp alternative accommodation will be given when this is programmed in 2023. Not sure how done but it would be wise to replace french windows as the ground floor ones can create problems with privacy.
- Please move me out before something bad happens. Your company is so bad i'm going to try take to court
- Poor quality of past repair
- need new bathroom (over 20 years) And no new yet? Bathroom, stayed here 20 years past (Feb) and nothing done.
- Poor condensation/recurring mould in bathroom
- Stopping these headaches - causing emissions (none when boiler was new) so that I can heat my home and keep windows closed when needed without alarm sounding
- Kitchens and bathrooms very high priority
- Not anything at the moment
- n/a
- I also would like to see more emphasis on the seagull problem? Which has been going on for years and needs a permanent solutio. washing cars, covered in S**T
- Text illegible
- could you not charge each of your tenants say £5 a month so you can take items away
- shower
- I am fine with everything but could you tell me please when we are getting our new bathrooms fitted
- My kitchen is falling apart cause of water damage & black mould. You've been to lots of time but know one has been round and its been 3 years of this, waiting
- none
- Need new bathroom been here a long time and no new bathroom what i would like is a new wardrobe space.

Q11. Do you have any other comments you'd like to make about our repairs service or our planned improvements service?

Responses:

- No I am happy with all aspects to date
- I'd like someone to contact me about repair the damp damage in my living room
- No
- I have reservations about up to 3 days waiting time for a blocked toilet or roof leak. A blocked toilet is a health issue and ought to be feared soonest. Not hygienic. A roof leak depending how bad could mean water coming into the property and causing damage which if the leak is not dealt with earlier could mean more expense for Langstane for repairs in the long run. I appreciate it depends on how bad the leak is. Is there a possibility to create an extra category to cover these issues but less days maybe even 2 days?
- I feel that we should have cctv out the back and front for our own safety at nights due the noise, threatening behaviour, Pollution coming from outside the homeless flats during the weekend throwing beer cans out windows and shouting abuse at other neighbours etc
- Your staff are excellent ,but the construction activity locally has made life difficult at times
- Flats at have had nothing done since they were built and opened 2004 (17 years) apart from external painting.
- N/A
- The guy who came to fit new taps was very good with COVID requirements and I felt safe
- The emphasis for repairs seems to be focussed on Aberdeen and Aberdeenshire not Morayshire
- No
- I WAS TOLD EARLIER THIS YEAR I WOULD HAVE AN UPGRADE ON MY BATHROOM AND I SEE THE LATEST NEWSLETTER AND (property address removed) IS NOT MENTIONED....WHY!!!
- reported windows needing in late march roughly still waiting to get them repaired
- Nope
- Na
- Could you send someone to unblock my sink.
- I am happy with the repair service
- Langstane were quick to blame the contractor when in fact the problem was with Langstane first
- our external door lock has been broken so anybody can just walk in off the street and i live in the bottom flat and dont feel safe from drug addicts and drunks and the like
- Mo

- All the taps,bath handles ,external door handles and toilet flushes where and still are well passed their "sell by date" when I moved in. It would have been an ideal time to update/ improve them when you have a new tennant.
- Yes
- I've emailed so many times with queries about the property and issues I have and options for it and I'm always ignored. I also thing a scheme to help home improvements so say we went halfers on the replacement of my kitchen worktops that are damaged. That's a big costly job for myself on my own for a property I don't even own, but if there was a scheme that meant I could pay towards a chosen item that would be great, I'd be happy and you've had half of something paid that would improve your property.
- Let us know about it
- More electrical sockets fitted in the kitchen would be great
- Needs sorted and quick. Shouldn't have to pay rent for state of building
- No
- None
- You need to improve the communal areas. They are always filthy. The landing doors are always broken and never get fixed. It took nearly a year for the glass to be replaced in a door.
- Need CCTV installed
- I think your staff are brilliant, polite, curteous, but it is a shame a way could not be found to provide a service through the pandemic.
- Please move me out. You have put me in danger and others. My mental health is under attack.
- I moved here 21st June 21 so have as yet not required any. Enclose a notice that is obviously for a former tenant
- I would like a shower in the bathroom
- Paint spilled on carpet from previous workers from another repair
- Garden projects - physical help, remove slabs and make land available
- Improvements need to be made met better as I haven't had a new bathroom yet new (wardrop) in bedroom. New light's would be good too
- No happy with everyone
- No
- none
- no
- I have not had any repairs done over the years so I have not filled in your form. Thank you
- Each tenant could do with paper copies of the notices on the board downstairs. (Fire and planned repairs) NOT cleaning rota!
- Kitchens, bathrooms and toilet downstairs in houses looked at ???
- No not any more comments at the moment
- n/a
- no - then text illegible
- No
- It doesn't exist
- Yes get proper tradesmen and not the idiots you have!!!
- Yes I would like a whole new wardrobe put in place been here 15 years I think! Also, I get on with my neighbours - a good thing
- I would like to decorate my flat but no point laying new carpets etc until I get new bathroom, heaters etc as they will just get ruined what with workmen trailing in new stuff around flat etc.
- Lack of response to my enquiry for a grab rail in bathroom and possibility of a second stair bannister.
- None at all

Q12. If you have raised any issues in this survey that you would like a response to, please provide your contact details below.

Details provided have been removed from this summary.

Summary

The survey responses were much as expected but they will help focus in on repairs service improvements that are most important to tenants and, in particular, looking at how customers can be kept better updated on progress of repairs. With up to 10,000 repairs every year it is challenging to keep every tenant updated on their repair but it should be possible to set up automated updates using a combination of QL and Task Centre.

The other important area for tenants was getting repairs completed 'right first time' and to a high standard and it is hoped that the new repairs contract will go some way to helping with this, as it will allow staff to stop using framework contractors who do not meet key performance indicators.

There were a few comments about staff being rude or dismissive or calls not being answered. Hopefully this will be resolved through the creation of the Customer Services team.

In terms of planned maintenance, the responses confirm that respondents prioritised kitchens, bathrooms and windows over items such as energy efficiency. This is the difficult balance – meeting Regulator / Scottish Government priorities whilst keeping customers satisfied.

The responses do also show that other 'non-maintenance' items impact on satisfaction with the quality of the home – for instance neighbour noise, anti-social behaviour, unkempt gardens and communal areas, local construction activity and seagulls.

What action was taken:

The responses are being taken into account for the planning of the Asset Management Strategy 2022 – 2027 and action plan.