



LANGSTANE NEWS

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edition

ISSUE 44 • Summer 2023

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An Introduction to our Langstane Housing Support Service!

Langstane's Housing Support Service is a service we are really proud of. Their goal is to provide low level housing support to help our customers stay and thrive in their homes.

If you are referred to our Housing Support Service you may receive long term interaction with your assigned Support Worker which may include working together to create a support plan which identifies important tasks, actions and outcomes that you need support with.

The support plan will be used as a benchmark for the Support Worker and customer to work towards achieving the goals they have set. This part of the service is registered with the Care Inspectorate.

The team also provide the following 'one-off' support services:

- Filling out forms
- Help with referrals for furniture and/or white goods
- Help accessing a utility provider (although the provider chosen is the tenant's choice and Langstane cannot give advice on which provider to choose)
- Signposting to relevant and helpful services

Anyone can be referred to the Housing Support Team, so if you think either you or someone you know requires support to stay in their home please get in touch with us.



You can self-refer or speak to your Housing Officer and ask them to refer you.

If you are referred to us you are likely to be contacted by the team relatively quickly for an initial assessment although we sometimes have to operate a waiting list. The team try to speak to customers as quickly as they can following the initial referral.

If we are unable to provide the support you need we will signpost or refer you on to other agencies that can help you.

If you want to find out more you can contact our Customer Service Team on 01224 423000 or email langstanehousing supportservice@langstane-ha.co.uk to get in touch with the team directly.

Send your questions for our Q&A!

We would love to hear your questions and feedback for our Q&A section. Please send your questions to feature in the next edition to Samantha, at samantha.hough@langstane-ha.co.uk



You said We did

We use your complaints, feedback, and suggestions to improve our services.

You complained to the housing team in Moray that grounds maintenance in your neighbourhood was not being completed.



Outcome: Staff agreed that the standard had lowered and arranged a meeting with the gardening contractor. An improvement plan was put in place to raise the standards. This was achieved within the timescale and now regular neighbourhood inspections are carried out to monitor this.

Financial News – newest edition!

Check out the latest edition of our financial newsletter which we hope continues to provide useful and supportive information to help our customers through the cost of living crisis.

We intend to publish these annually so if you have suggestions about what you would like us to include in future publications please get in touch with Samantha, our Customer Participation Officer, at samantha.hough@langstane-ha.co.uk or call 01224 423120.

The newsletter is available online on both our website and Facebook pages (see links below). If you would like a hard copy please get in touch with Samantha.

www.langstane-ha.co.uk | www.facebook.com/Langstane/



Would you like to have a walkabout with our staff in your community?

If you would like staff to visit your neighbourhood and have a walk round with you and your neighbours to discuss any issues please get in touch. We want to make sure you are happy living in your neighbourhood.

Issues include:

- fly-tipping
- dog fouling
- recycling
- gardening
- parking

We have completed a number of successful walkabouts over the past eight months, but still need you to tell us if you feel a walkabout with us and some of your neighbours would benefit your

community - we will do our best to make it happen!

To register your interest please either call 01224 423000, email samantha.hough@langstane-ha.co.uk, contact us by private message on Facebook www.facebook.com/Langstane/ or complete a contact form on our website Contact Us www.langstane-ha.co.uk



Digital Champions here for you!



- Do you have a device you're not sure how to use?
- Do you want to build your confidence online?
- Do you want to set up an email address?
- Do you want to send photos to family and friends?
- Our Digital Champion project is available to help and support tenants to build digital confidence and skills.

If you answer yes to one of these questions or have something similar you want to do on a computer, mobile phone or tablet please come and speak to our 'Digital Motivator' today.

Get in touch today to book some time with us in the office, a local café, or in your home. Please don't worry - there's no such thing as a silly question.

Contact our Digital Motivator Samantha on 01224 423120 or email samantha.hough@langstane-ha.co.uk.

On the road with the Summer Roadshow!

Here are some snaps from the Summer Roadshow in June, when we joined Aberdeenshire Council's Tenant Participation Team.

If you would like us to visit your community in summer 2024 please email Samantha at samantha.hough@langstane-ha.co.uk.



Congratulations to our recent prize winners!

Since our winter news 2022 we have completed two tenant consultations and have four lucky prize winners:

The prizes were:

- 2 x £20 shopping voucher for our Rate the Report 2022 survey
- 2 x £50 shopping vouchers for our Rent Increase 2023 consultation

Our winners are:

Cara from Aberdeen (pictured) and Lee from Aberdeen (pictured)

Diana from Aberdeen (pictured) and Billy from Aberdeen

Message from Billy:

'Thank you very much for delivering the gift card in person, it's really appreciated.'

We hope you all enjoy your vouchers and thank you to everyone who responded.



Please take part in our surveys and consultations.

Responses are reported to our Board of Management to help inform their decisions. Results of consultations are published on our website. Your voice really does count.

How do you receive your Langstane News!

Before the pandemic our summer and winter newsletters were posted out in hard copy. During lockdown we had to adapt, so we now send hard copies only to those without an email address and digital copies to those with an email address.

Why does it matter?

Our Eco Group, which we featured in our winter news 2022 work towards achieving goals laid out in our Sustainability Strategy. Part of this is about reducing the amount of paper we use, so sending our newsletters in this new format will help us achieve this aim

Can I find the newsletter anywhere else?

Back copies are available on our website and Facebook pages. You will also be able to read our other publications online including our Annual Performance Reports and customer leaflets.

www.langstane-ha.co.uk www.facebook.com/Langstane/



You can also find a limited number of hard copies in Stonehaven and Inverurie public libraries. We are looking to share copies with more public libraries in the future including a number of Aberdeen City libraries!

If you would like your newsletter in a different format please contact Samantha on samantha.hough@langstane-ha.co.uk or call 01224 423120.

Minor Property Adaptations



Our minor adaptations scheme allows tenants to request certain minor adaptations with no need for an Occupational Therapy report. Tenants simply need to complete a short form, and we aim to fit your adaptation within 28 days of receiving the request.

Adaptations included in the scheme are:

- Internal grab rails
- External grab rails or hand rails at front / back doors
- Lever handle taps
- Second stair banister

The great news is there is no charge for these minor adaptations. Contact the Asset Management team on 01224 423000 and we can send you a form.

The contact details are here:

- Aberdeen City – contact 01224 570400 or email OTDuty@bonaccordcare.org or request a referral online at www.bonaccordcare.org
- Aberdeenshire Council - contact 03456 081206
- Moray Council – contact 01343 563999 or email accesscareteam@moray.gov.uk



What about the big adaptations tenants need?

There is also a major adaptations scheme. This one is grant funded by the Scottish Government. It provides adaptations such as level access showers, and over bath showers. These bigger changes do need to have a formal Occupational Therapist (OT) assessment. If you are struggling to cope in your home and would benefit from a major adaptation you can request an assessment by your local OT team.

Planned Maintenance Update 2023/24



KITCHEN UPGRADES			
• Pennan Way, Ellon	• 33-52 Langstane Place, Elgin		
BATHROOM UPGRADES			
• 26-59 Charlotte Gardens, Aberdeen	• 480-492 Great Northern Road, Aberdeen	• 90 John Street, Aberdeen	• 1-12 Beltie View, Aberdeen
• 3 Kirk Street, Peterhead			
WINDOW UPGRADES			
• 2-40 East North Street, Peterhead (subject to planning permission)	• 1-30 Sandford Court, Peterhead	• 1-6 Skene Street, Peterhead	
DOOR ENTRY SYSTEMS			
• 23 Main Street, Aberchirder	• 79 Huntly Street, Aberdeen		
HEATING UPGRADES			
• 1-16 Carnegie Court	• 1-13 Michael Fair Court	• 16-42 Woodview Court (radiators only)	• Royal Court
• 480-492 Great Northern Road (radiators only)	• Walker Court		

DECORATION - ABERDEEN		
• 22-24 Richmond Street (external & internal decoration)	• 10-12 Rosemount Place (external & internal decoration)	• 281-283 King Street (internal decoration)
• 2 Seaforth Road (internal & external decoration)	• 559-565 King Street (external & internal decoration)	• 95-105 Eigie Crescent (internal & external decoration)
• 381, 383, 403 George Street (external & internal decoration)	• 2-12 Pettens Close (external decoration)	
DECORATION - ABERDEENSHIRE		
• Pinewood House, Inverurie (external & internal decoration)	• 5-6 Ben Aigen View, Rothes (external decoration)	• 47- 63 Elphinstone Road (external decoration)
• 5-21 Culbert Street (internal & external decoration)	• Arnha, Ellon (external decoration)	
DECORATION MORAY		
• 1-54 Langstane Place, Elgin (internal & external decoration)	• 1-20 Cromarty Court, Findhorn (External decoration)	• St Peters Terrace, Buckie (internal & external decoration)
• 1-22 Feroes Court (internal & external decoration)	• 1-143 Balnageth Rise. Forres (external decoration)	• 57 Heberton Place (external)
• 10-20 Covesea Road, Elgin*	• 31 Kyd Drive (external)	• 9 & 58 Mannachie Drive (external)



NETRALT out and about!



North East Tenants Residents and Landlords Together



From L to R: Jacqui from Aberdeenshire Council, Samantha from Langstane Housing Association, Betty from Aberdeen City Council and Councillor Nural Hoque Ali from Aberdeen City Council.



From L to R: Jim (Tenant volunteer with Aberdeen City Council) Jacqui (Tenant Participation Officer at Aberdeenshire Council) Samantha (Customer Participation Officer at Langstane HA)

North East Tenants Residents and Landlords Together (NETRALT) were proud to be part of the first Community Gathering event, held at the Cowdray Hall in Aberdeen on Saturday 13th May.

NETRALT volunteers were delighted to spread the word about tenant participation to those who approached our stand. Our promotional items and information leaflets were incredibly popular. We helped with a variety of housing queries and were pleased

to be able to signpost to community organisations who were also part of the event. We also made lots of connections with third sector groups that we hope to work with in the future.

This drop-in event had an amazing turnout with a real buzz and was a step forward for all communities across Aberdeen to be equal community planning partners. We are excited to be part of this network and look forward to our next collaboration.

Our Housing Support Service in action *(The privacy of the tenant in this story has been protected)*



What was the reason for referral?

A tenant in her 60s and living alone was referred to our support service after her release from hospital due to suffering a stroke. The stroke had left her with severe weakness in her hands and legs and after her stay in hospital she was left feeling alone and vulnerable. She was also unable to get down the stairs from her property which made her feelings of isolation worse and was a risk to her safety. The results of this were that our tenant was unable to look after herself and carry out basic chores around her home, such as cooking.

The tenant's lack of mobility also affected her ability to go out and socialise and she was too far from family to be able to visit. This added to the feelings of isolation and loneliness she was already experiencing.

How did we help?

Our support worker visited the tenant in her home and then immediately contacted the Disabled Persons Housing Service (DPHS) to start looking for a more suitable home. The tenant was also registered on our own housing list for a ground floor

property and a care package was arranged in partnership with the assigned hospital care manager. This care package would assist the tenant with daily personal care and meal preparation. The tenant had never considered sheltered housing but when our support worker suggested it and explained that this may help, she was very interested. She learnt that she could still enjoy her own flat and independence but that she would meet people, have some company and be able to join in activities. With the help of Aberdeen City Council and the DPHS her application was submitted and due to her needs and medical history she found herself at the top of the housing list.

A great result!

After a very short time the tenant received an offer within a sheltered housing complex in an area close to family. She said that she's sad to be leaving Langstane as she has loved her home and the services provided by us, but she is delighted to be moving somewhere much more suited to her needs.



Who can apply for housing with Langstane Housing Association?

Any person aged 16 years or over can apply to the Association at any time, regardless of their current housing circumstances or location.

What type of properties does the Association have for rent and where are they?

The majority of our properties are one and two bedroom flats although we do have some larger properties including houses. Our properties are located in most major settlements across the North East of Scotland including Moray. We have a very small number of houses in Aberdeen City and Aberdeenshire with most being located in Moray.

How do I apply to the Association for a rented property?

If you are a new applicant then please visit our new applicant portal. You will need an email address to register.

If you are a current Langstane tenant and wish to make a new transfer application with us you will need to select the LHA Tenant registration option. You will need your tenancy reference number to register. You will find this number on your rent statements, or you can contact us to ask for your tenancy reference number.

You will also need to use the email address held on your records with us. If you have not given us your email address, please contact us to update your records.

How does the allocations process work?

All our properties are allocated on housing need. We assess your housing need using points awarded based on your housing and other circumstances. A copy of our allocations policy is available on our website which explains this in more detail. Although the more points you are awarded means that you are more likely to be rehoused by us, a number of other factors have to be taken into account such as the demand for a particular area or property type. Some areas and property types there is less demand for, so you may have more chance of being rehoused by us in these areas or property types.



How long will I wait to be rehoused?

How long you will wait depends on supply and demand. Some areas and property types are more popular than others meaning that there is high demand and low turnover of vacancies. Other areas and property types there is less demand for. Please contact us if you want to know more, however the more areas and property types you select the more likely we will be able to rehouse you. Please be sure that you want to live in that area though. Depending on the area or type of property you are looking for and also your housing need it may be that unfortunately we will be unable to help you with housing.

What happens if I am homeless?

If you are homeless or threatened with homelessness then you should contact your local council straight away. They can give you advice and may be able to prevent you from becoming homeless. If you have nowhere to stay then they may be able to provide you with temporary accommodation. You can get further advice from your local Citizens Advice Bureau or Shelter.

I only want a house?

As explained we only have a small number of houses and most of our properties are flats. If you only want to move to a house then depending on your need you may have a long wait or more likely we will be unable to help you.

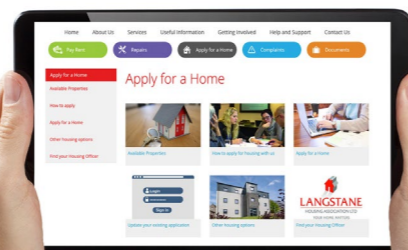
What happens if I refuse an offer of a property?

We make unlimited offers to applicants and you will not be penalised or go to the bottom of the list for refusing properties. However, should you refuse a property on multiple occasions because of the location we will ask you to refine the areas you have chosen. Please consider the areas you wish to live in closely when you first apply. This will avoid disappointment at a later date.

What happens if I have rent arrears for a former or current tenancy?

Following an application from you it may be suspended if you have debt relating to a current or former tenancy. This will be equivalent to more than one month's rent. Your application will be suspended if there is no agreement in place to repay the debt or if you have an agreement with the landlord and it has not been adhered to for three consecutive months.

We have created several videos with staff answering these FAQs in person. To watch them please visit our website at langstane-ha.co.uk



Gas boiler servicing - reminder!

We must service gas boilers every year without fail – it is the law. We have a strict process that we follow. In most cases we do this free of charge and in some cases, we will charge you if we can't get access to your property. Here is the process explained step-by-step.

-  1. You get a letter asking you to make an appointment with the contractor to service your boiler.
-  2. If the engineer can't get in on the appointment date they will cold-call at your home at a later date.
-  3. If there is still no access the contractor will tell Langstane, and we will send a letter to ask that you arrange a service appointment with the contractor.
-  4. At the same time as the letter we send you a text message to make sure we have tried our best to get hold of you.
-  5. After this if you have still not booked the boiler service the contractor will cold call one last time.
-  6. If there is still no success getting in to service your boiler we send out the second and final letter. This letter tells you that we will visit your property and use a master key on a specific date. There is a charge for this.
-  7. You have a final opportunity to arrange a service date with the contractor to avoid master key access.

While completing the annual service on your gas boiler the service engineers will note down any faults they find. If the fault means there is no heating and hot water then the service cannot be carried out until the repair is done.

Once the repairs are finished a new appointment has to be made to carry out the service.

If you have issues with your gas heating system please report them straight away to make sure all repairs and services can be carried out as quickly as possible. Don't wait until your annual service appointment to report problems with your heating - it won't speed the process up!

Out and about!

Staff and tenants (pictured) were out visiting void (empty) properties in Aberdeenshire and Aberdeen City as part of our Lettable Standards Review. Look out for the results coming soon!



Your Right to Repair - annual reminder!

We have a legal duty to carry out certain small, urgent repairs called 'Qualifying Repairs' within set timescales in accordance with the Scottish Secure Tenants (Right to Repair) Regulations 2002.

If we fail to respond within that set timescale you have the right to arrange for certain repairs to be carried out by an approved alternative contractor and you may be entitled to compensation if the timescales are not met.

It is important that you talk to us before you exercise your Right to Repair. We will provide advice on the steps you must follow. This will make sure you avoid spending money you cannot claim back. If you don't want to talk to us about it, please take advice from somewhere like your local Citizen's Advice Bureau. Further information on the Right to Repair Scheme is available on our website.

Here is a list of the qualifying repairs, and the timescales set out in the Regulations.

Blocked flue to open fire or boiler	1 day
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1 day
Blocked sink, bath or drain	1 day
Electric power – loss of electric power/partial loss of electric power	3 day
Insecure external window, door or lock	1 day
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1 day
Loss or partial loss of gas supply	1 day
Loss or partial loss of space or water heating where there is no alternative heating	1 day
Toilet not flushing where there is no other toilet in the house	1 day
Unsafe power or lighting socket or electrical fitting	1 day
Water supply – loss of water supply	1 day
Water supply – partial loss of water supply	3 days
Unsafe timber flooring or treads	3 days
Mechanical extractor fan internal kitchen or bathroom not working	7 day

We have a list of approved contractors that can be found on our website at www.langstane-ha.co.uk/right-to-repair-scheme/ or on request by calling our Customer Service Team on 01224 423000.

Tom Phillips: Juggling work and learning

My journey with CIH Level 4 in Housing



Langstane Housing Association
Housing Officer
Tom Phillips shares his experience and some of the challenges he faced while working full time

and studying for CIH Level 4 in Housing in the hope that he can encourage others to pursue further learning.

Have you ever considered advancing your career by obtaining a higher qualification but worried about how to balance it with your full-time job?

Well, I was in the same boat, but I took the plunge, and I'm here to share my experience and encourage others to take up further learning.

In this blog post, I'll walk you through my journey of studying for my Chartered Institute of Housing (CIH) Level 4 in Housing while working full time as a housing officer.

The decision to pursue further learning:

As a Housing Officer, I always knew that acquiring a higher qualification would open new doors and enhance my professional development. It wasn't an easy decision to make, but my passion for housing and my desire to make a difference in the lives of others propelled me to take on the challenge of studying for the CIH Level 4 in Housing.

Preparing for the balancing act:

Before I embarked on this journey I had to devise a plan to manage my time effectively. I knew that juggling a full-time job and studying would require discipline, determination, and excellent time management skills. I started by creating a study schedule that would allow me to attend classes, revise, and complete assignments without sacrificing my job performance.

The support system:

One of the key factors that contributed to my success was having a strong support system. My family, friends, and colleagues played a crucial role

in keeping me motivated throughout the process. I also reached out to my employer to inform them about my decision to pursue further education, and they were incredibly supportive, providing me with the flexibility and resources needed to achieve my goals.

The learning experience:

The CIH Level 4 in Housing course provided me with a comprehensive understanding of the housing sector, covering topics such as housing policy, housing management, and asset management. I found the coursework engaging and relevant, which made it easier to stay motivated and dedicated to my studies. The practical knowledge and skills I gained through the course have enabled me to become a more effective Housing Officer, capable of making a tangible impact on my community.

Overcoming challenges:

Juggling work and learning was not without its challenges. There were times when I felt overwhelmed and questioned my decision to pursue further education. However, I reminded myself of the end goal and the benefits that would come with it. By staying focused and committed to my plan I was able to overcome these hurdles and achieve success.

The payoff:

After months of hard work and determination, I am proud to say that I have successfully completed my CIH Level 4 in Housing. The knowledge and skills I've gained have already proven invaluable in my day-to-day work, and I am confident that this qualification will open new doors for my career.

Conclusion:

In conclusion, pursuing further learning while working full time is undoubtedly challenging, but it is also incredibly rewarding. If you're considering taking up further learning to advance your career I encourage you to take the leap of faith. With determination, discipline, and the right support system you can achieve your goals and enrich your professional life. Remember, the journey might be tough, but the payoff is worth it!

Staff updates

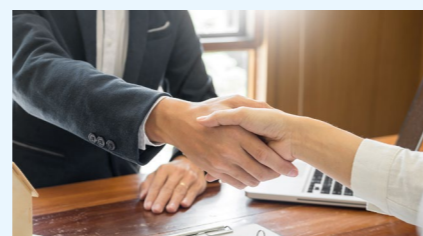


Customer Service Advisor / Scott Thow

Scott joined the Customer Service Team in March 2023. Scott previously worked in the construction and commercial property management industry for six years. This included his own family business and the private sector. He also has experience in art and illustration along with designing and building furniture.

Scott was very enthusiastic about joining the Langstane team and said this about being the successful candidate from over 100 applicants:

'The Customer Service Team is awesome. They're really friendly and very knowledgeable. I'm excited to be in my role and to see what my future holds at Langstane. I wanted to take my experience in commercial property management and apply it to residential and social properties and hope my previous history in the hospitality sector will work really well in my role in customer service.'



Estates Assistant / Courtney Rennie

Courtney joined the Housing Management Team in November 2022 when Lee-Anne Rae was promoted to Housing Officer. Before joining Langstane Courtney worked as a minor works coordinator for 1Call Property Maintenance.

This is how Courtney feels about joining this busy team: 'I've really enjoyed working at Langstane so far. Everyone is very welcoming and it's a lovely environment to work in. I really enjoy working with my team and the support I've received from all my colleagues while training.'



Returning from Maternity leave
Rent Management Officer / Rosie Gilpin

Welcome back to Rosie who has returned after a year's maternity leave. Rosie has taken over from Neil MacBean who we featured in our Summer News 2022.

Rosie is happy to be back and is enjoying helping tenants again.

Here are some of the areas covered by Rosie in Aberdeen:

- Bloomfield Road
- Constitution Street
- Huntly Street
- George Street
- Stevenson Court

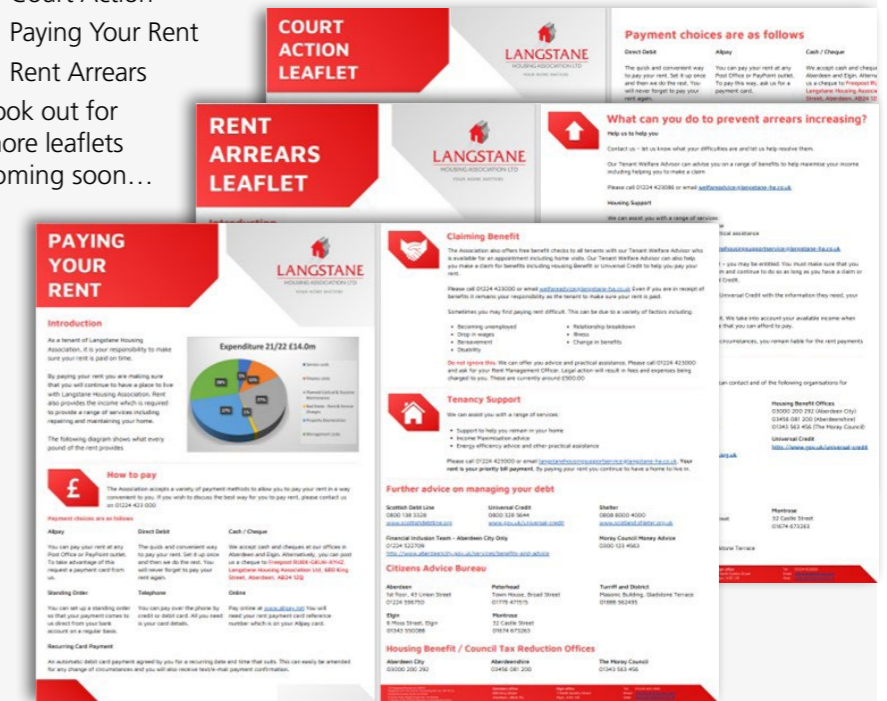
Have you seen our new leaflets!

We are in the process of redesigning our customer facing information leaflets. The first ones we've completed are for our Rent Management Team.

You can find the following three leaflets on our website www.langstane-ha.co.uk in our 'Documents' tab:

- Court Action
- Paying Your Rent
- Rent Arrears

Look out for more leaflets coming soon...



Tenants working together for tenants!



From L to R: Sandra, Ronnie, Kevin, Clive and Kathleen

Our new tenant scrutiny group met for the first time in May with eight of our already 'involved tenants' confirming their commitment to the group. The name they have chosen is 'My Voice Counts tenant scrutiny group' and they will meet a number of times throughout the year.

What is scrutiny?

Scrutiny is a direct method of tenant involvement and gives tenants the chance to formally review their landlord's services and performance.

What are the benefits of scrutiny?

The group will make recommendations to Langstane and from this the Association can make any necessary improvements to service delivery.

Co-working on this level means tenants are getting value for money, quality customer service, the opportunity to learn and develop new skills and build relationships with staff to increase their satisfaction levels.

What's next for the group?

The group will now arrange some future dates for meetings and complete training with Association staff and the Tenant Participation Advisory Service (TPAS) Scotland. This will prepare them to take on the challenge of reviewing policies and procedures. Watch this space for more information on what the group are up to!

Tenant voice:

One of our new members is a former Board of Management member for Langstane. However, after stepping down in 2019, his focus now is to be a 'champion' for tenants. **His message is that he is a tenant working for all Langstane tenants and other customers to improve service delivery for everyone.**



NETRALT are winners at TPAS awards!



Back Row L to R. Samantha from Langstane Housing Association and Carol from Aberdeen City Council. Front row L to R: Rebecca (involved young person) and Fay from Aberdeen City Council



Rebecca with NETRALT members



Colin and Rebecca with their awards



Kathleen (Langstane HA tenant) and Samantha (Customer Participation Officer from Langstane HA)



From L to R: Host Michelle Mcmanus presenting award to Rebecca and co-chairs of NETRALT, Katie from Grampian Housing Association and Catherine from Castlehill Housing Association

The Tenant Participation Advisory Service (TPAS) Scotland held their annual tenant conference in Clydebank from 28-30th June. Part of this was their national good practice awards, rewarding and celebrating tenant and staff contributions to their communities. North East Tenants Residents and Landlords Together (NETRALT) were shortlisted for 'Best practice in Developing Community Award' and were delighted to be winners on the night. They were able to celebrate this win alongside Rebecca (pictured) who is one of the young people involved in the project and a Langstane tenant.

Another winner on the night was Colin Stewart, who is a member of NETRALT and a tenant of Castlehill Housing Association. Colin won 'The Alan Ferguson Champion of the Year: Tenant or Resident' and was able to celebrate with his colleagues and friends who are incredibly proud to work alongside him in all that he achieves. Colin is also a Board member for the Scottish Housing Regulator.



Colin receiving his award from host Michelle

Update on Rent Increase consultation 2023

Our Rent Increase consultation gave tenants the option to select the rent increase percentage they felt was best.

Here is an overview of the questions and responses along with the outcome of your feedback.

1,881 emails were sent with **754** hard copies. Received **544** responses, giving a **20.6%** response rate.

Please select one of the following options:

5.5%: **83%**

6.5%: **17%**

Are you in receipt of Housing Benefit or Universal Credit?

Housing Benefit: **23%**

Universal Credit: **34%**

Not in receipt of benefits: **44%**

Do you need any help with your finances? If so, a member of staff will be in touch. Please remember to leave your contact details.

Yes: **12%**

No: **88%**

Actions:

- Board of Management listened to tenants and a 5.5% increase was agreed.
- All comments were reviewed, tenants were contacted where necessary, and the appropriate action taken to deal with the issues raised.
- Tenants who responded 'yes' to question three were contacted by our Tenant Welfare Advisor.

You can find a full summary of the results of the consultation on our website Consultations and Feedback www.langstane-ha.co.uk

Thank you for giving us your opinion, it really does make a difference and means we can deliver our services the best possible way for you. Your voice really does count.

Job Start Payment – what you need to know!

The Job Start Payment of either **£294.70** or **£471.50** can be applied for if you need financial help when starting a new job.

mygov.scot

You need to be either a care leaver or young person who's been both:

- **Claiming certain benefits**
- **Been unemployed**

In order to claim the payment there are other conditions for you to meet. To read about this please visit the mygov.scot website using this link: ['Who can apply'](#)

Samaritans are always there to listen

If you need someone to talk to or are in need of support please contact Samaritans Scotland. They are available 24 hrs a day, 365 days a year on the details below:

SAMARITANS

Call free number **116 123**

Website www.samaritans.org/scotland/samaritans-in-scotland/

Post a letter to: **Freepost SAMARITANS LETTERS**

Their self-help App can be downloaded from the website www.samaritans.org/scotland/how-we-can-help/contact-samaritan/self-help/

Help and support information

Breathing space

Confidential phone service for anyone in Scotland experiencing low mood depression and anxiety.

FREE Phone: 0800 838 587

Website: www.breathingspace.scot

Opening hours:

Weekdays Monday – Thursday 6pm – 2am

Weekends – Friday 6pm – Monday 6am

Living Life

Living Life is a free phone service for anyone aged 16 and over experiencing low mood, mild to moderate depression and/or anxiety.

FREE Phone: 0800 328 9655

Website: www.nhs24.scot/our-services/living-life/

Opening Hours:

Monday to Friday 1pm-9pm

Penumbra

Short-term support for people who are feeling overwhelmed, in distress or at crisis point.

Website: www.penumbra.org.uk

Email:

aberdeen1stresponse@penumbra.org.uk

Text: 07768 647723

Opening Hours:

Monday to Friday 9am-5pm

Aberdeenshire 1st Response:

0800 135 7950 (free)

Aberdeen 1st Response:

0800 234 3695 (free)

Walk-in Service: 20 Back Wynd, Aberdeen

AB10 1JP Appointment service by request

Papyrus – Prevention of Young Suicide

A national charity dedicated to the prevention of young suicide in the UK and to promote mental health and emotional wellbeing in young people.

Phone: 01925 572444

Text: 07786 209697

FREE Hope line: 0800 0684141

Email: admin@papyrus-uk.org

Email: pat@papyrus-uk.org

(for confidential suicide prevention advice)

Website: www.papyrus-uk.org

Combat Stress

The Veterans mental health charity provides timely, effective clinical welfare support to veterans who suffer from psychological wounds.

FREE Phone 0800 138 1619

Website: www.combatstress.org.uk

Man chat

A social media page for struggling men to reach out and a weekly meeting to meet up and hopefully clear their heads without any judgement or worry of who was there.

Email: manchatabz@gmail.com

Tenant Corner

Top tip to reduce recycling!

If you have a lot of junk mail delivered to your home you can complete an opt-out form online through Royal Mail.



Visit Royal Mail at How do I opt out of receiving any leaflets or unaddressed promotional material? (royalmail.com)

Bubble and Squeak

Ingredients

- 1 red onion, spring onion or leek, finely chopped.
- 450g leftover mashed potato.
- 300g leftover mixed cooked vegetables – e.g., roast parsnips, carrots, cabbage, carrots, or broccoli, chopped into small pieces.
- 25g hard cheese, grated.
- 25g butter, melted and 1 tbsp cooking oil.
- Plain flour, salt, and black pepper



Recipe

- Heat oil in frying pan and cook the finely chopped onion until soft.
- Remove the pan from heat and transfer onions into large bowl.
- Add mashed potato, cooked veg and cheese to bowl and season well. Mix and divide mixture into six portions.
- Use your hands, shape each portion into round cakes. Coat each cake in flour.
- Put onto a greased baking tray and brush with melted butter. Bake in a preheated oven (200°C/400°F/ mark 6) for 25 minutes or fry on both sides until brown.
- Then serve...

Full recipe from Love Food Hate Waste website www.lovefoodhatewaste.com/foods-and-recipes/bubble-and-squeak

Summer garden!

Thank you to Graham from Inverurie for sharing these fantastic photos via our Facebook page.



OFFICE OPENING TIMES & EMERGENCY NUMBERS

Our Aberdeen office is open Monday, Tuesday, Thursday and Friday 9am-5pm. Wednesday 9.30am-5pm. Office will be closed Mon-Fri 12-1pm.

Our Elgin office will be open Monday and Friday 1-3pm and Wednesday 10am-12pm (noon).

Emergency Repair Cover when our offices are closed: Please contact **Orbis Protect** on **0151 343 2906**.

The call will then be passed to an appropriate contractor for your area. Response time for attendance will be 6 hours.

Gas (Heatcare Oil & Gas) 01343 842 042

Gas emergency 0800 111 999

Electricity – Power cut 0800 300 999

Loss of Water Supply 0800 778 778

