



# LANGSTANE NEWS



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ISSUE 41 • Winter 2021



Tenant corner

Support Service Update

New Out of Hours emergency repairs number

Loft insulation

You said, we did

New application portal now live!

Paying rent over Christmas time



## Introducing our new Customer Services Team

The Association has recently carried out a restructure of our teams. The focus has been on how we put our customers at the heart of all we do. This process has involved strengthening the Customer Services Team with additional staff and the appointment of a brand new post of Customer Services Manager. Read more about our newly appointed Manager, Rebecca Davidson and her vision for her team in our insert special. Rebecca and her team will make sure that customers are not waiting to have their calls answered and staff will have time to deliver the service our customers want. This includes freeing up the Housing and Property Officers to be out and about in your neighbourhoods.

The Customer Services Team will receive training on how to deal with your enquiries at first point of contact. The aim is to avoid transferring your call with the team being able to answer your enquiry without delay. Our new phone system which will

be installed early next year will help the team manage this process. This will include monitoring calls and learning from anything that does not go so well to make sure that our service is the best it can be.

We are also reviewing our Customer Care Charter to make sure this reflects our commitment to you. This will be done with the help of our customers and sets out the level of service you can expect. This forms the foundation for all Langstane staff who provide services to customers.

If you want to be involved in the review please contact Samantha, our Customer Participation Officer on 01224 423120, [samantha.hough@langstane-ha.co.uk](mailto:samantha.hough@langstane-ha.co.uk) or send a private message through our Facebook page [www.facebook.com/Langstane](https://www.facebook.com/Langstane).

This is an exciting time for the Association and we hope you will see the benefits of our new way of working soon.



# Our performance 2020 – 21



Why all the empty faces? We've been using the same answers for three years. Next year we will have brand new results for all our survey questions – so these will be gone from the next report!

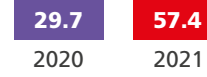
**Getting good value for rents and service charges**

Value for money

**% of rent lost through properties being empty during the year**



**Average number of days taken to re-let properties**



**% of tenants who feel that the rent for their property represents good value for money**

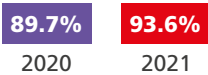


**% of tenants satisfied with the overall service**



**Neighbourhood and community**

**% of anti social behaviour complaints resolved**



**% of tenants satisfied with the management of their neighbourhood**



**Housing quality and maintenance**

**Average number of hours taken to complete emergency repairs**



**Average number of days taken to complete non-emergency repairs**



**Emergency repairs** are repairs that must be made safe in 6 hours

**Non-emergency repairs** are either urgent (3 working days) or routine (15 working days) repairs

**Quality of housing**

**% of homes that meet the Scottish Housing Quality Standard**



**% of tenants satisfied with the quality of their home**



**The customer - landlord relationship**

**% satisfied with the opportunities to participate in decision making**



**% of tenants who feel their landlord is good at keeping them informed**

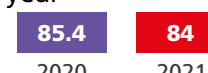


**Tenancy sustainment**

**% of court actions resulting in eviction**



**% of new tenancies lasted for more than a year**



Of 8 court cases this year, 4 resulted in eviction. The target – Max 10 evictions

## Paying rent over Christmas time

We know that Christmas can be a busy and expensive time of year. You will have extra costs for presents and family get together but you must prioritise your rent payments to avoid any arrears.

### Plan Ahead

It's a good idea to set yourself an affordable budget. Before you start buying presents and planning parties, think carefully about how much you have to spend. Putting a plan in place will help to ease some of the financial stress around this period. Make sure all your priority bills are being paid – rent, gas, electricity etc.

Missing rent payments over the festive period means that you will start the New Year with arrears. We will have no other alternative than to take action to recover outstanding money due to the Association.

Make sure you inform the Housing Benefit Department or Universal Credit if there is any change in your circumstances that may affect your entitlement to benefits.

### Payment options:

**allpay**

- Internet payment through Allpay: All tenants are issued with an Allpay Card. You can use this card to pay your rent at any PayPoint, post office or online at: [www.allpayments.net](http://www.allpayments.net) and register for online payments.

**DIRECT Debit**

- Direct Debit: Take the worry out of remembering when rent is due. You can pay weekly, fortnightly, 4 weekly or monthly by Direct Debit. It is easy and convenient way of paying your rent and it takes five minutes to set up over the phone. Just contact us on 01224 423000.



- Telephone: Phone 01224 423000 between 9 – 5 Monday to Friday and pay by any debit or credit card. All you need is your name and address and we can do the rest.



Visit our website at [www.langstane-ha.co.uk](http://www.langstane-ha.co.uk) and visit our Pay Rent page for more information, including how to get the Allpay App.

If you are worried about being able to pay your rent, please call our Rent Management Team who are here to help on 01224 423000 or email us at [rent@langstane-ha.co.uk](mailto:rent@langstane-ha.co.uk) and we will assist and advise you.



## Langstane Housing Support Team (LHSS) news



Christmas is fast approaching and it has been a busy time for the team. We registered with the Care Inspectorate in September and are learning to use a new system called 'Better Futures'. This helps us record the progress of our service users while we work with them to reach their goals. Every service user is given the opportunity to input and develop their support plan.

We also bought something called CAFÉ. It allows service users to have online access to their support plan. It's very useful for communicating with support workers through texts, which are all recorded. Service users will be able to see their support plan and all the notes we keep.

For more information about Better Futures or CAFÉ please ask your support worker or contact Helen Gordon, Team Leader of the support service at [helen.gordon@langstane-ha.co.uk](mailto:helen.gordon@langstane-ha.co.uk).



## Calling all pet owners!

We would like to make a collage of your cute and funny pets. Do you have a photo that you would like to share in our Summer 2022 edition?

If you do, please send them to [samantha.hough@langstane-ha.co.uk](mailto:samantha.hough@langstane-ha.co.uk). Please tell us their name and age, and anything else about them you want to share...and then look out for a fun feature!



## Winter tips and hints



Our last few winters have been very cold indeed. Make sure you're ready should the cold set in again this year:

- Do not use boiling water to clear ice and snow as it creates more of a slip hazard, always use salt and grit.
- Report any overflows or leaking guttering if your pathway is getting wet. Report it before it starts freezing over.
- In extra cold spells, keep your heating on constantly at a low temperature.
- If you have an elderly neighbour, please look out for them and help where you can.



## TENANT CORNER

### Sandra's savers

- If you have lost income because of coronavirus you may be entitled to 'The Low Income Pandemic Payment' which is a one-off payment of £130. Visit [www.mygov.scot/low-income-pandemic-payment](http://www.mygov.scot/low-income-pandemic-payment) for more information.
- Check and see if your heating provider is part of 'The Warm Home Discount' scheme. If so you may be eligible to a one-off £140 payment. Visit [www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/warm-home-discount/](http://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/warm-home-discount/) for more information.



### Recycling tips

- Rinse bottles
- Put bottles in recycling box
- Always close the lid to stop items blowing away
- Don't put in plastic bags
- Don't overfill the boxes as they become too heavy
- Please don't dump recycling or rubbish in other tenants bins
- Please use the bins because if you fly tip this can attract vermin



Please note - if you see vermin please contact your Local Authority to deal with this.

If you would like us to include a tip or comment in our Summer News 2022 please contact our Customer Participation Officer on 01224 423120 or email [samantha.hough@langstane-ha.co.uk](mailto:samantha.hough@langstane-ha.co.uk).

## A friendly gesture for our newest Afghan tenants



Tom, a member of our Rent Management Team signed up three Afghan families to our properties. Tom had seen the devastating footage on television and wanted to make their welcome a little more special. He decided to make Scottish themed hampers with traditional produce in mind.

### Here's what Tom says about his hampers:

'I could never imagine what it is like to be in a war torn country, but I knew if it was me I would be scared and anxious about going somewhere new and learning a new culture. I wanted the hampers to say welcome to Scotland but also welcome to Langstane Housing. The tenants were given the hampers on the day and through interpreters they expressed their deep gratitude and thanked me for the gift.'

## Our prize winners

We sometimes offer incentives to take part in either a tenant consultation or our Tenant Satisfaction Survey, but how do we select our winners?

To make sure we do this fairly, we collect all the names of those who have taken part in Excel and use a special function to randomly select someone. We then check the winner's account to see if there are any arrears more than one month's rent.

If there are no arrears we contact the tenant to give them the good news and then arrange with our finance team to purchase the prize. This is either a shopping voucher or in the case of the first prize

offered for taking part in our Satisfaction Survey, a tablet (this survey is ongoing at the moment). For those in arrears, we arrange a credit to their account rather than give them a voucher.

We have been able to surprise many tenants with a gift of between £10 - £50, helping either with food shopping or to buy a treat.

We then (with permission) feature most of our winners in our newsletters, which helps spread the word. So please take the opportunity to be a winner by taking part in our tenant consultations.



## Repairs and void contractors update



We have recently tendered and selected new contractors for our reactive repairs service, including out of hours emergency repairs and a new contractor to help us with repairs to our void (empty) properties.

Our new voids contractor will be:

### Heatcare Oil & Gas.

Details of who to contact about day-to-day and out of hours (OOH) repairs are:

### Day-to-day repairs

All calls to Langstane Housing Association on **01224 423000**

### Out of hours emergency repairs

Call Orbis Protect on **0151 343 2906** who will then pass the repair to a local contractor.

**'Tendering is the process we use when choosing a contractor to provide goods or services.'**

## Thank you to our volunteers!

As part of testing for this year's Tenant Satisfaction Survey we asked our involved tenants if they would be happy for Research Resource (consultants working with the Association on this project) to contact them for feedback on the questions.

We received a fantastic response of 25 tenant volunteers happy to be involved. 15 were contacted to take part and as a thank you for spending time helping out we sent thank you letters and a £10 shopping voucher.

The feedback received from these test calls was used to make some valuable changes to the survey questions.



## Our housing application portal is now live!

Back in May, we went live with our new application portal to replace the previous Apply4Homes common housing application. The new portal allows people to apply direct for housing with Langstane, and to keep their details up to date as their circumstances change.

As part of the project, we transferred our housing list across to the new system so our existing applicants didn't need to re-apply. We have spent the last 6 months contacting over 9,000 applicants on our lists with advice on how to register for the new portal. If you had an application with Langstane Housing through Apply4Homes you should have received a letter or email with login details over the last few months.

If you would like to submit a new application for housing, you can register for our portal through our website.

Go to [www.langstane-ha.co.uk](http://www.langstane-ha.co.uk), click Apply for a home and follow the instructions to register.



If you need any help or advice applying for housing, or if you had a live Apply4Homes application but haven't heard from us, please email [apply@langstane-ha.co.uk](mailto:apply@langstane-ha.co.uk) or call 01224 423000 to discuss your application with our Customer Services Team. If emailing please include your name, address, Apply4Homes reference number (if you have one) and date of birth.

## 'A day in the life of' Jenny Greener – long standing member of our Board of Management

Jenny has been a Langstane Board member and Treasurer for four years. Her role will be changing this year but her passion and drive to serve our tenants will not. A valued colleague, Jenny tells us about an average day and what drives her to be involved.



### 8am



The day starts by letting my three dogs out, followed by tea and a light breakfast.

I'm a foster carer for Cats Protection, so I might go down to the bottom of my garden to check out the situation in the pen if there is currently a resident. I keep and care for

any cat needing a temporary home until ready for rehoming. I also visit potential people willing to re-home a cat, but during the pandemic this was on hold.

I'm retired but am involved on a voluntary basis with committees and boards of four local organisations as well as Langstane so a check of email is next to see if anything needs attention. There's a message from my son who currently lives in Singapore with my elder granddaughter. We arrange a Skype meeting for tomorrow with him and my elder daughter, who lives in Tyneside with my six month old granddaughter.

### 10am

I head over to Inverurie to the gym for an exercise session. I'm determined to keep age at bay! It's also a chance to interact with real human beings.



### 11.30am



After returning home there's time to re-read over papers before a Langstane Board of Management meeting on Zoom which takes place over lunchtime. I've already submitted a couple of questions on the Board portal, through which I

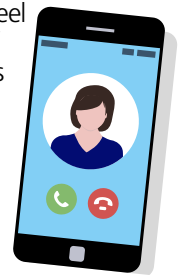
receive papers and notifications. I'm particularly interested in how disabled tenants are coping with the restrictions of Covid, and how they can be assisted to respond to the Tenant Satisfaction Survey.

There's a lot of business on the agenda, so this meeting doesn't finish until 3pm. My husband serves me coffee and sandwiches while I keep connected.

We discuss a wide range of issues, including financial and other committee reports, policies, proposed tenants' rent rises, the risk register, changes to employees' pensions, plans for selling properties, to name a few. It can be quite challenging to maintain concentration over Zoom, and I hope we can return to face-to-face meetings soon. I miss the interaction with the other Board members. We have such a wide range of perspectives, and I learn a lot from interacting with them. My particular area of interest is issues affecting tenants (including benefits), social deprivation, health, disability and other inequalities.

### 3.30pm

After a cup of tea I have another Zoom meeting, this time with my younger daughter's care manager. My daughter is 35 and lives in a Langstane flat in Inverurie. As she has a learning disability and epilepsy, she has 24 hour care (I am her guardian, and always declare any conflict of interest if necessary at Langstane meetings). I'm trying to make sure there is a return to activities for my daughter, after she has spent so much time confined to the flat over the past 17 months. I feel lockdown was particularly hard for this group of people and their families. The care manager was very helpful and agreeable to my suggestions. They are a key element in the co-ordination of the package of care and support my daughter receives. We arrange another meeting so that my guardianship can be reviewed, as this is a legal requirement.



### 4.30pm

I then go for a walk with my husband and dogs, to the pleasure park in Oldmeldrum where we may bump into friends and acquaintances, human and canine.



### 7.30pm

After tea I have a singing rehearsal at Haddo House with the Haddo House Choral and Operatic Society (HHCOS), of which I am Chair. We have just returned to meeting in person after many months of yet more Zoom, and it's very exciting to be singing for real, albeit two metres apart, only for an hour, and with a mask on. We can't make any firm plans for a concert, given all the current uncertainties for organisations such as HHCOS.



Home by 9pm, time to wind down and catch up with my long-suffering husband. Not sure where housework and shopping featured in this day, but I expect they were fitted in somewhere!

If you would like to get involved in tenant participation or become a member of the Association please contact Samantha, our Customer Participation Officer, on 01224 423120 or email [samantha.hough@langstane-ha.co.uk](mailto:samantha.hough@langstane-ha.co.uk).

## Winter is back – we could top up your loft!

Loft insulation is a barrier of material within the roof space. It can either be laid between the joists (the horizontal beams along the floor of the attic) or the rafters (the angled beams that support the roof).

A well-insulated home keeps warmth exactly where you need it – indoors. Loft insulation is a simple and effective way to reduce your heating bills.

Even if there is already some insulation the loft may need a top-up. The recommended depth for mineral wool insulation – the most common material – is 270mm, that's 27cm!

Insulate your home and stop the great escape.

If your home has a loft and you would like us to check or top up the depth of the insulation, please email [assetmanagement@langstane-ha.co.uk](mailto:assetmanagement@langstane-ha.co.uk).



## Our Housing Support Service in action

*(The privacy of the tenant in this story has been protected)*

### What was the problem?

A tenant recently had a baby. She was struggling with feelings of isolation having limited support from family and friends. Becoming a new mum can be hard. She felt pressure from all the things she should be doing, like going to baby classes and meeting other new parents. The thought of doing this raised her anxiety levels and she felt unable to go.

### How did we help?

Our support worker had a chat with the tenant to explore what was making her feel anxious. It turned out that even leaving the house was going to be a big step. This led to a plan for the support worker to visit her at home to make the journey together. Going on public transport was another issue as she was unsure of bus routes and areas in Aberdeen. They attended the class together and returned home again on public transport.

### A great result!

Following these steps helped the tenant to attend groups with her baby and also build her confidence to go alone. This in turn opened the door to meeting new people and friends, helping with feelings of isolation.



## You Said We Did - Learning from your complaints

This summer we had a delay to our new gardening contractor starting. We should have kept you better informed about this, and so will use our Facebook page and website to let you know about things like this if they happen in the future.



## Do you have a question for us?

We'd like to introduce a Question & Answer section in our newsletters. If you have any questions about the services we offer please send these to us and we will include the answers from a member of our team in the next edition.

Please send your questions to Samantha, our Customer Participation Officer at [samantha.hough@langstane-ha.co.uk](mailto:samantha.hough@langstane-ha.co.uk).



## Our new website is coming soon

We are working on a new website with a fresh new look. However, it will still have the important functions so tenants can continue to provide feedback, make complaints and leave suggestions and compliments.

Thank you to our tenants who have given their views on the design and content – much appreciated as always.

If you have any queries about the new website please contact Samantha, our Customer Participation Officer on 01224 423120 or email [samantha.hough@langstane-ha.co.uk](mailto:samantha.hough@langstane-ha.co.uk).



## Staff updates



### Housing Services Team Leader – Kerry Laing

Kerry previously worked for 11 years for Aberdeen City Council with her former roles focussing on housing and community safety. Most recently Kerry was a Senior Housing Officer covering the south area of the city.

Here's how Kerry feels about her new role:

*'I am really excited to have joined the Langstane team, everyone has been so welcoming and helpful. I love working in housing and my favourite part is that there is so much variety; no two days are the same! If you see me out in your area, don't forget to stop and say hello.'*



### Housing Officer – Mark Russell

Also joining Housing Services is our new Housing Officer, Mark. Over the past few years Mark has been employed in a Substance Misuse Treatment Service in South Yorkshire, most recently in the role of Criminal Justice Team Leader. Prior to this he was the Site Manager for a homeless accommodation project in North Derbyshire.

*'I am delighted to have returned back home to Scotland and my new colleagues at Langstane have been so friendly and welcoming. I am looking forward to getting out and about meeting tenants.'*



### People and Culture Manager – Catherine Dalgarno

Joining our Management team is Catherine who has this message about her background and new role:

*'Hi, it's great to be joining Langstane as People and Culture Manager. I've worked in a variety of HR roles for the last 20-odd years. Most recently I worked for Intertek, a Global Quality Assurance business as a Senior HR Business Partner. Somewhat different in scale and challenge to my new role here! I am delighted to be joining at an exciting time of transition and modernisation and I'm really looking forward to getting to know everyone. I'm passionate about empowering learning and understanding what makes people tick. I think there are loads of opportunities to work together to build our working culture and for everyone to thrive at work. My mantra that I learned from a previous manager is 'if nothing changes, nothing changes'. Out of work I have three secondary age children and I love my family time, especially outdoors exercise or cinema trips.'*



### Property Services Officer – David McLean

David joined the Association in late October after working as an Estate's Officer for the army reserve in Aberdeen. Before that David worked in the repairs team for Edinburgh City Council.

Here's how David feels about his new role:

*'I am happy to become part of the team at Langstane HA and I am looking forward to meeting everybody and getting fully involved in the role.'*



### Finance Assistant – Swetha Rajarathnam

Joining our finance team in July, Swetha is not new to Langstane as she once worked in the Rent Management Team as a Rent Officer. She then took a break for a couple of years. During this time Swetha volunteered with the Grampian Regional Equality Council (GREC), working on projects promoting Equality and Diversity and also has extensive experience in banking and advertising.

Here's how Swetha feels about re-joining the Langstane team:

*'I'm really excited to work for Langstane Housing Association again in Finance with yet another fantastic team of people. With the support of the LHA team and by bringing my previous experience, I'm committed to making a difference in people's lives and will aim to add value to both the organisation and its tenants alike.'*



### Finance Manager – Lorna Petrie

And last but not least is the newest member of the Finance team. Lorna has worked in both the construction industry and Oil & Gas industry the past 24 years.

Here's how Lorna feels about joining the Association:

*'I am looking forward to meeting everyone in Langstane. Everyone I have met so far has been very helpful and I feel at "home" here. Social Housing is a new concept for me and will be an interesting learning curve. I look forward to supporting my colleagues and the board and will always be on hand to help.'*



## Team viewpoint

One of our support team shares their experience of working life at Langstane:

*"Working for the support team over the last 18 months has been very challenging. Normally I would be out doing home visits face-to-face. Overnight, this was changed to a telephone only service. My tenants were alone and cut off. Although a telephone call helped it is not the same as face-to-face contact. I am slowly getting back to home visits, which is great for tenants and rewarding for me. Many challenges have had to be overcome:*

- *anxiety and depression caused by lockdown*
- *financial difficulties due to job losses/furlough/reduction in benefits, and*
- *tenants with health issues not being able to receive treatment or get appointments*

*All of these can make life feel very difficult and over whelming.*

*I hope to be able to start making a difference for some more people. Even just a coffee in the local coffee shop with a tenant gets them out of the house and gives them a purpose to get up, dressed, and have a chat. Encouraging daily walks in the*



*fresh air is beneficial to mental health and best of all its free! The support team try to make life slightly easier and help people to get through what has been an extremely difficult time but if anyone needs our help feel free to get in touch."*

If you need help please contact the Langstane Housing Support Service on 01224 423000 or email [langstanehousingupportservice@langstane-ha.co.uk](mailto:langstanehousingupportservice@langstane-ha.co.uk).

## Get a LIFT onto the property ladder



The LIFT (Low-cost Initiative for First-Time Buyers) scheme helps first-time buyers and other priority groups get onto the property ladder.

*"If it wasn't for LIFT, I would not have been able to purchase a property as I found it difficult to save a large amount of money for a deposit. I'm so grateful for LIFT and would definitely recommend it to others."* – **Tracy, LIFT scheme buyer**

The Scottish Government contributes between 10% and 40% towards the property price and gets the same percentage back when it is sold. Alternatively, buyers can increase their share if they wish to at any point in future.

You can purchase any size of property as long as you meet the financial criteria and the property is large enough to avoid overcrowding. To be eligible, properties must be:

- Advertised for sale publicly e.g.on a website, and
- Priced within the maximum price threshold for the area

Visit [www.linkhousing.org.uk/lift-tenants](http://www.linkhousing.org.uk/lift-tenants) for a full list of maximum price thresholds.

### LIFT example

A couple with a household income of £38,000 per annum and savings of £3,000 bought a two-bedroom property in Edinburgh with the help of LIFT.

Property price: £155,000

Buyer contribution (deposit plus mortgage): £95,000

Scottish Government contribution: £60,000

In this example, the Scottish Government contributes 39% of the price and will get the same percentage back when the property is sold, unless the buyer decides to increase their share.

In addition to first-time buyers, LIFT is open to:

- Social renters
- People with a disability who can demonstrate a housing need
- Members of the armed forces and veterans who have left within the past two years
- Widows, widowers and other partners of those who have lost their life while serving in the armed forces within the last two years
- People aged over 60 who can demonstrate a housing need (not required to take a mortgage)

For more information, visit [www.linkhousing.org.uk/lift-tenants](http://www.linkhousing.org.uk/lift-tenants) or text 'LIFT' to 66777.

Eligibility criteria apply. Always seek independent financial advice.



We do a tenant census every few years. The aim is to make sure we have the most up to date information on our system. It provides us with a better understanding of our tenants' needs and requirements to make sure our services have the right focus.

From November 2020 we advertised the census on our website and Facebook page. We sent 1,399 emails with a questionnaire link and posted out 956 hard copies. The survey ran till 31 March 2021.

We received 497 responses giving us a response rate of 21% overall. For this type of exercise it is best to hear back from as many tenants as possible. We want to make sure we have good quality information.

Restrictions caused by the pandemic meant that visiting individual tenants was not possible. However, to reach our more vulnerable tenants a more personal approach to the census was taken. Staff, including the Langstane Housing Support Team, were asked to identify the vulnerable tenants in their area. They then made contact with them by phone to talk them through the questionnaire. Approximately 30 returns were received by this method although many more vulnerable tenants did not engage with staff.

### Summary of Key Points

From those who responded:

- 46% of tenants (or a household member) stated day-to-day activities were limited by health issues with 4% being wheelchair users.
- 11% indicated that they needed support with reading, writing or phoning. 7% of those who said they needed help asked Langstane to get in touch to offer some support.
- 15% do not use the internet because they either do not wish to or do not have access, with a further 38% lacking in confidence. 64% of tenants who responded said they would use online services to report a repair or check their rent account.
- 83% of tenants still wish to be contacted by letter or leaflet. Wherever possible we send out emails to save on the ever increasing postage costs.
- 36% indicated they would like to move at some point in the future.
- 35% felt that the neighbourhood had declined to some degree.
- 58% were satisfied that their rent was value for money. When the 'neither satisfied nor dissatisfied' group is added in this takes the figure to 85%.
- More than half did not have contents insurance.

### What do we do next?

Our main priority is to make sure our neighbourhoods are safe and secure and our tenants are happy in their homes. This means a renewed focus on dealing robustly with anti social behaviour.

We also want to make sure our more vulnerable tenants are supported to live independently. We have recently registered the Langstane Housing Support Service with the Care Inspectorate. This guarantees a professional and quality service tailored to people's needs.

We want to encourage tenants to take out contents insurance and will detail the benefits of doing this.

For those tenants with health issues we launched our new minor adaptations service to help tenants remain in their own homes wherever possible. This was highlighted in our Summer Newsletter 2021.

Finally, we will continue to focus on value for money. We want to make sure that if we do have to increase rents this is kept as low as possible, and only to make sure that we meet our financial obligations and secure Langstane's future.

## Help and support information

### Breathing space

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

FREE Phone: 0800 838587

**Website:** [www.breathingspace.scotland](http://www.breathingspace.scotland)

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/moderate depression and/or anxiety.

FREE Phone: 0800 328 9655

**Website:** [www.nhs24.scot/our-services/living-life/](http://www.nhs24.scot/our-services/living-life/)

Opening Hours: Monday to Friday 1pm-9pm

### Penumbra

Short-term support for people, aged over 16, who are feeling overwhelmed, in distress or at crisis point.

**Website:** [www.penumbra.org.uk](http://www.penumbra.org.uk)

Email: [aberdeen1stresponse@penumbra.org.uk](mailto:aberdeen1stresponse@penumbra.org.uk)

Text: 07768 647723

Opening Hours: Monday to Friday 9am-5pm

Aberdeenshire 1st Response: 0800 1357950 (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](mailto:admin@papyrus-uk.org)

Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org) (for confidential suicide prevention advice)

**Website:** [www.papyrus-uk.org](http://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](http://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](mailto:manchatabz@gmail.com)

## 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:



**Call free number 116 123**

**Website** [www.samaritans.org/scotland/samaritans-in-scotland/](http://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/](http://www.samaritans.org/scotland/how-we-can-help/contact-samaritan/self-help/)

## Our positive voice... GRAMPIAN

*A forum for people living with and affected by HIV*

**HIV - If someone is on effective treatment  
they can't pass it on**

**U = U**

Undetectable

Untransmittable

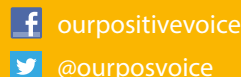
- When treatment is taken as prescribed - usually just one or two tablets a day - it can reduce the level of the HIV Virus in the blood to such a low level that it is **Undetectable**.
- When the virus level reaches an **Undetectable** level for six months the virus is **Untransmittable** - it can't be passed on to others.
- This is known as **U = U, Undetectable = Untransmittable**.

**For further information, contact:**

@ [info@ourpositivevoice.org](mailto:info@ourpositivevoice.org) 🌐 [www.ourpositivevoice.org](http://www.ourpositivevoice.org)

☎ 01224 968468

CC0 21/02/11 Version 2



## Shepherd's Pie



### INGREDIENTS

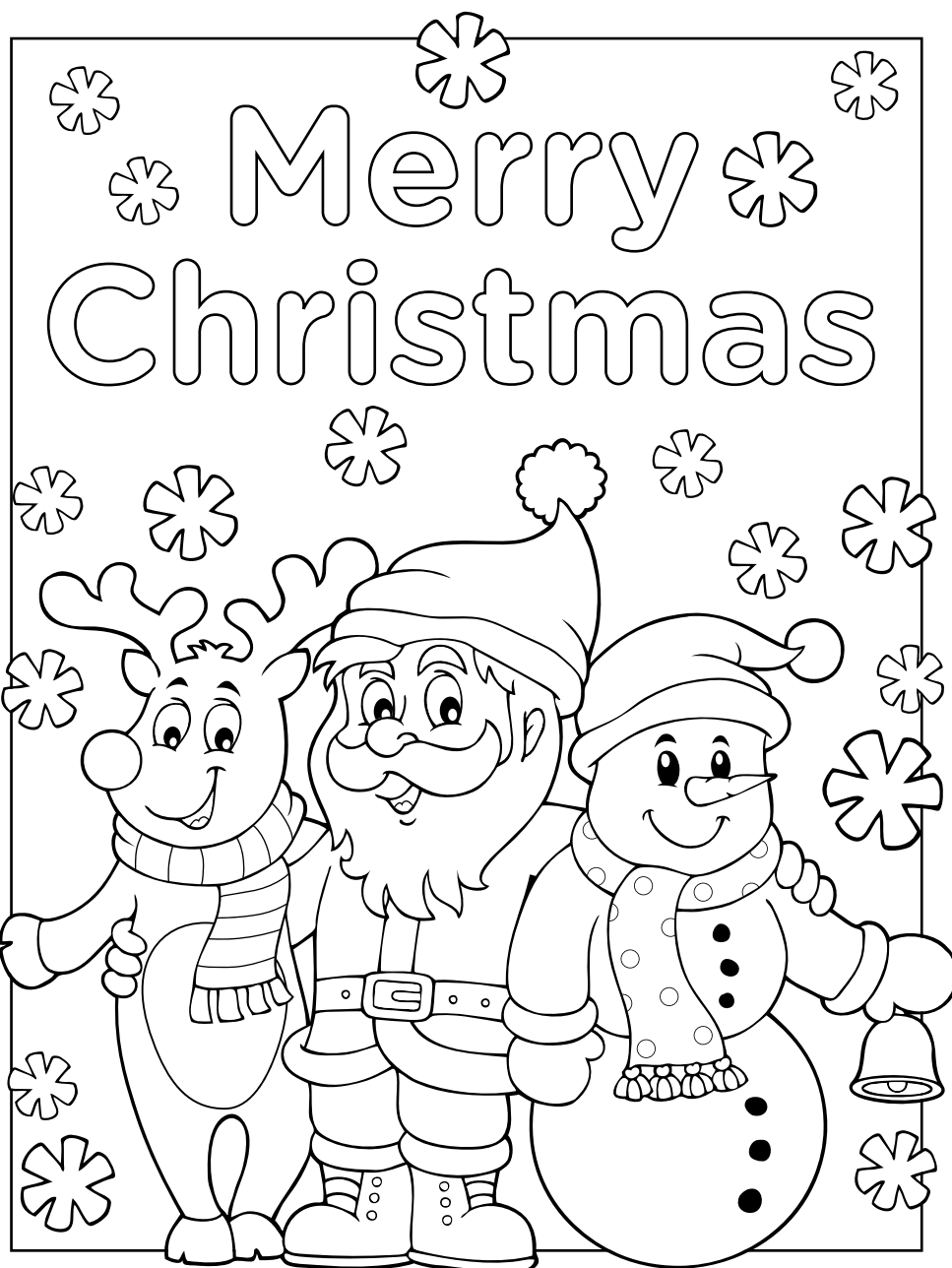
- 1 tin of beef or chicken soup
- 2 tins of vegetables
- 1 tin of potatoes or mash
- 1 onion

### METHOD

- Preheat oven to 200C
- Cook instant mash according to packet or boil tinned potatoes for 10 mins to soften before mashing
- Cook soup in a pan and simmer until it thickens
- Cook vegetables and then mix with soup
- Put in ovenproof dish and top with mash
- Place in oven for 20 minutes
- Serve and enjoy

Serves 4 people

**\* Thanks to Garioch Community Kitchen for this recipe**



## Office Closures

**We wish you a great festive season!**

Please remember both our offices will be closed between the following dates:

**Offices are closed from 1pm on Friday 24th December 2021 and re-open at 9am on Wednesday 5th January 2022.**

Please accept our apologies for any inconvenience this may cause.



## EMERGENCY NUMBERS

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.

### To report any other emergency repair:

Gas (Heatcare Oil & Gas)	<b>01343 842 042</b>
<b>Gas emergency</b>	<b>0800 111 999</b>
Electricity - Power Cut	<b>0800 300 999</b>
Loss of Water Supply	<b>08000 778 778</b>