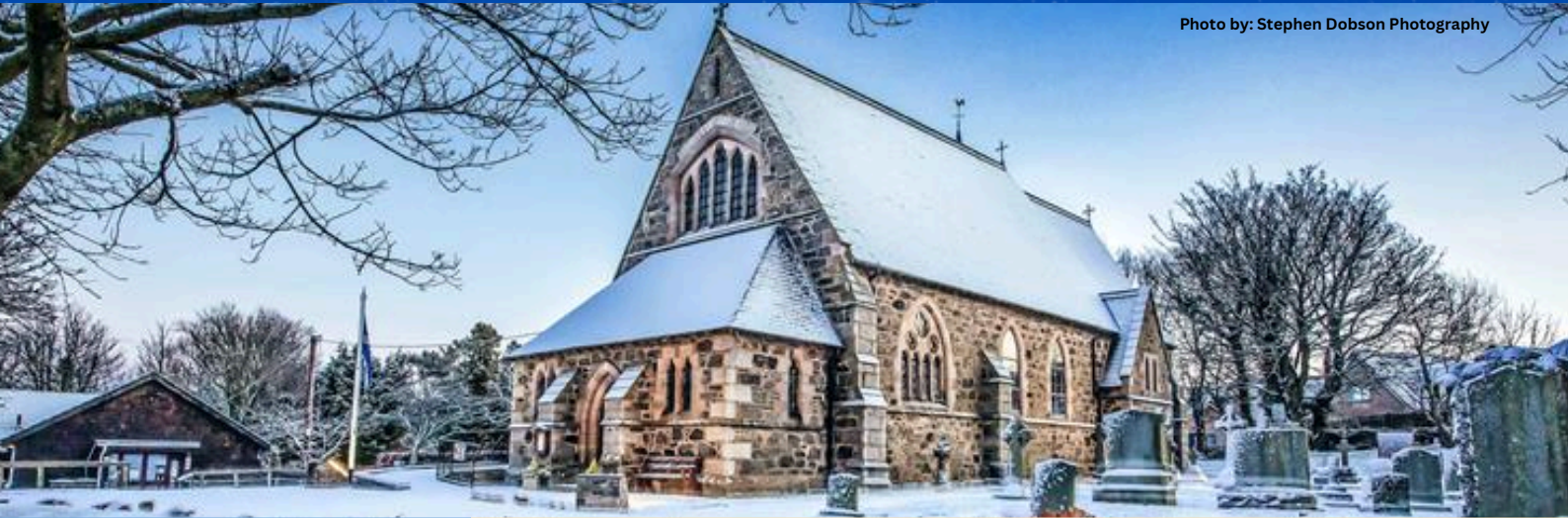




Langstane News

Winter 2025

Photo by: Stephen Dobson Photography



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www.langstane-ha.co.uk



680 King Street, Aberdeen



North Guildry Street, Elgin

#IMIN Networks – coming soon!

In July we completed a full review of our tenant participation strategy. From this came our 'Tenant Voice Strategy' which was developed in partnership with involved tenants.

Our new strategy details how we will continue our commitment to involving our tenants in meaningful and inclusive ways offering flexible options for all tenants to get involved in how we as an Association deliver our services.

With the new design of the strategy, we have introduced our #IMIN Networks which replace our existing panels for interested tenants. These being our 'Register of Interested Tenants', 'Tenant Panel' and 'Reader Panel'.

What are the new networks?

#ImInspired to share my opinion

#ImIncluded in reviewing publications

#ImInvolved in improving my neighbourhood

To launch our new networks, we will be working with a small group of interested tenants to create videos and question and answer features that showcase how the networks can act as accessible routes into tenant participation with the Association.

Keep an eye out for communication from our tenant participation officer, Samantha, who will be reviewing interest and inviting tenants to get involved in our new campaign.

Together, we want to make tenant participation work for you.



Tenant Voice Strategy 2025 - 2028



CLICK HERE

Damp, mould and condensation

Now that winter is upon us, it is important to strike a balance between heating your home and ventilating to prevent the build up of condensation, damp and mould.

Our property officers are trained to advise you on the steps you can take yourself to improve any issues in your home. They will also advise on where the Association is required to undertake remedial works, for example, if there is a leaking pipe that needs sealing. We appreciate it can be difficult at this time of year with seasonal temperature drops to balance between heat and ventilation.



The table below contains some advice on how you can prevent condensation, damp and mould in your home. You can also contact our property team if you have any concerns and we will arrange for a member of the team to visit you and complete an inspection within 2 working days.

Condensation and mould growth advice

It is important to note that there are different types of dampness, and each have different solutions. The types of dampness you might find in your home are:

Condensation - Condensation is water vapour held in the air. The problem occurs where lots of moisture is being produced, for example in the kitchen and bathroom, which settles on cold surfaces and may result in mould. There is a misconception that condensation only occurs in older properties. This is not true and can happen in new properties as well.

Rising damp - Rising damp is caused by moisture rising up the wall from the ground below.

This only occurs on ground floor walls and can usually be identified by a tidemark up to 1 metre above the ground. The usual remedy is to install or repair the damp proof course.

Rain Penetration - This is caused by an outside defect in the wall or roof, which allows moisture to come through. You will notice this type of damp is worse in wet weather. You should contact our [property team](#) / [customer service team](#) on 01224 423000 to report signs of rain penetration.

Plumbing Problems - A small leak over a period of time will lead to a patch of dampness close to the source of the leak. Fixing the leak should solve the problem. You should contact our [property team](#) / [customer service team](#) on 01224 423000 to report any plumbing problems.

If your home is damp or you find patches of mould on walls, furnishings or clothes, condensation may be the cause. The following advice will help you solve the problem.

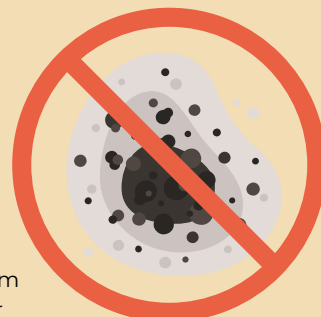
Why are you getting condensation?

Air can only hold a certain amount of water vapour. The warmer it is the more it can hold. If it is cooled by contact with a cold surface such as a mirror, window or even a wall, the water vapour will turn into droplets of water, condensation. So, the warmer you keep your home the less likely you are to get condensation.

When is it a problem?

Every home gets condensation at some time. Usually when lots of moisture and steam are being produced, for instance at bath times, when a main meal is being cooked or when clothes are being washed. It is quite normal to find your bedroom windows misted up in the morning after a cold night. There is nothing much you can do to stop this.

But if your home never feels free of condensation, read on...



Damp, mould and condensation



How do you know it is condensation?

It is not always easy to tell but other kinds of damp, such as rain or plumbing leaks usually leave a tide mark. Condensation is usually found on north facing walls and in corners, in cupboards and under work surfaces, in fact wherever there is little air movement. If you are not sure what is causing the damp in your home, start by checking pipes, overflows and under sinks to see if there are any obvious leaks. Have a look outside too, you may be able to see if there are slates missing from the roof or cracked / leaking gutters or rainwater pipes. If you live in a new or recently modernised house or flat, do not forget that it may not have dried out yet from the water remaining after the building work. It usually takes 9 to 18 months for this to happen, and you need to use more heat during that time.

What can you do about it?

The way you use your home effects the amount of condensation you get. This does not mean that you should alter your habits drastically, just bear in mind the following tips:

Heating - You will get less condensation if you keep your house warm most of the time. Insulation will help you do this. With fuel the price it is, try to remember the following too - it is important that your heating system is checked regularly so that it works efficiently. Try to leave some background heat on through the day in cold weather. Most dwellings take quite a long time to warm up, and it may cost you more if you try to heat it up quickly in the evenings. If you cannot afford to spend more on fuel due to high quarterly bills, ask your fuel supplier about their budget schemes, which help spread the cost of fuel.

Drying Clothes - Drying clothes indoors, particularly on radiators, can increase condensation unless you open a window to allow air to circulate. If you have a tumble dryer which is not vented to the outside you will need to allow more ventilation when you use it.

Extractor Fans - If you have an extractor fan use it when the windows get steamed up.

Dehumidifiers - A dehumidifier can be expensive to run and will not solve the problem if the damp is caused by condensation. You will not reduce condensation dampness unless you take steps to balance, the level of moisture, heat and ventilation in your home.

Ventilation - The more moisture produced in your home, the greater are the chances of condensation, unless there is adequate ventilation. Nobody likes draughts, but some ventilation is essential.

Windows - In winter open windows a little, only as long as they are misted up. If you fit draught stripping, leave a space for a small amount of air to get through.

Doors - Keep kitchen and bathroom doors shut, particularly when cooking, washing or bathing otherwise water vapour will spread right through the house and condensation will probably reach other rooms.

Kettles and Pans - Do not allow them to boil away any longer than necessary.

Cupboards and Wardrobes - Do not overfill cupboards and wardrobes, always make sure that some air can circulate freely by fitting ventilators in doors and leaving a space at the back of the shelves.

Treat any existing mould, then reduce condensation to stop it coming back.

- Do not brush or vacuum mould, as this can affect your breathing.
- Wipe mould off with water (not washing-up liquid).
- Use a fungicidal wash or spray with an HSE approval number to kill and remove it, follow the instructions carefully and avoid bleach.
- Clean any affected clothes or carpets.
- When dry, redecorate with a good fungicidal paint (but do not cover it with ordinary paint or wallpaper).

Employee updates

This year, we have been delighted to welcome several new members to team Langstane.

Each brings their own skills, energy and passion for supporting our tenants and community. In this section, we are excited to introduce you to the people who have joined us over the past year, helping to make Langstane an even better place to work.



Kyle Scott

Kyle Scott joined Langstane in September 2025 as a property officer. He brings a varied background, including experience in mining, plumbing and ROV work.



Laura Henry

Laura Henry joined the housing team in August 2025 and is a highly experienced housing professional.

Laura covers George Street, Torry, Stonehaven, Inverbervie & Laurencekirk.



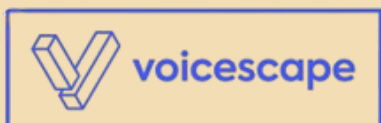
Carly Nicolson

Carly Nicolson joined Langstane in September 2025 as our human resources (HR) Assistant, bringing with her 20 years of HR experience from the oil and gas industry.

Voicescape technology coming soon

We wanted to inform you of the introduction of a new digital communications platform called Voicescape, which will be implemented in 2026.

Voicescape will allow us to contact you using automated calls and text



messages informing you when your rent is due for payment along with other tenancy related matters.

When you answer a Voicescape call you will hear a local voice as a Langstane employee has recorded the messages.

The calls will always be announced as coming from Langstane Housing Association.

Voicescape will give you the opportunity to speak to an advisor and to make payments.

Please do not worry if you receive these calls they are legitimate and from us, please take advantage of the options open to you.

Managing your tenancy just got easier

In July we launched our tenant portal, your one stop hub for managing your tenancy. Our brand new portal allows you to:

- Easily and conveniently manage your household and update us when things change.
- Review your rent account and make payments a time that suits you.
- Log routine repairs for your property or your neighbourhood in the moment, without waiting for our office to reopen.
- Review documentation that has been issued to you, when you need to.
- Make complaints and log concerns when things happen that are not quite right.

Scan here to sign up today



Join the hundreds of tenants using our portal to take control of their tenancies, all you need is an email address!

A day in the life – Samantha Hough - Tenant Participation Officer



I have worked as a Tenant Participation Officer (TPO) with Langstane for eight years, and during that time I have had the opportunity to build many positive and rewarding relationships with our tenants and colleagues across the organisation, a wide range of external partners, and other landlords in the sector.

Before moving into tenant engagement, I was part of Langstane's housing and allocations team, which gave me a strong understanding of the wider service and the day-to-day challenges our tenants face.

I am also proud to represent the Association within NETRALT (North East Tenants, Residents and Landlords Together). I have been the employee representative, and treasurer, for several years, contributing to regional collaboration and good practice in tenant participation.

Read on to find out more about what a typical day in my role can involve:

7am Start the day with a cup of tea and see to my little dog while getting ready.



9am Arrive at the office, get set up, make a cuppa and plan today's activities. I plan my time well in advance as my role is all about timing and deadlines.

9.30am My first task today is to arrange some final neighbourhood walkabouts for 2025. It is tricky to get everyone in one place but once a time and date have been set, invites are sent to staff and tenants and hopefully the majority are free to attend. I also update our [website walkabout page](#) to inform people of the plan.



At the moment there are a number of large projects on the go including the scrutiny group, winter news 2025, tenant groups, reader panel and the launch of our **#ImIn Networks**.

10am I am planning and writing the winter newsletter.

It involves plenty of communication with colleagues to make sure the content is engaging and relevant. As we produce it in-house, I work closely with employees providing articles as well as those creating the graphics.



12.30pm Lunch time where I tend to go out of the office to have a proper break.

1.30pm Organising scrutiny meeting. I am training one of the scrutiny group members to help plan future meetings and set agendas. In November we will continue the review of Langstane's new tenant pack.

2.30pm I joined a CXFeedback webinar on tenant consultations and communication.



I regularly attend free webinars to keep up to date with new ways to engage tenants and other tenant participation topics.

3.45pm I have a virtual meeting with one of my digital champions. We are working together to increase his confidence and skills with not only digital equipment but online security, websites and apps such as online banking and WhatsApp. Today we are online testing Microsoft teams.

4.15pm The rest of the afternoon is spent continuing with newsletter articles and planning for the next day.

I also spend time actioning emails with requests from my colleagues.



5pm Time to finish and home for tea. I am heading back out at 7pm to attend the George Street Community Council meeting with my colleague Laura, the housing officer for Fraser Court and Charlotte Gardens. We are going along due to ongoing issues in the area and our work to develop resident groups.

Langstane Housing Support Service



[Anne-Marie Woodside](#) feels privileged to support so many tenants to achieve positive changes to their lives. Her experiences doing this include helping to make a property into a home, help to manage debt leading to better mental health and reduced stress and helping someone transfer to a new area or home which supports their needs better.

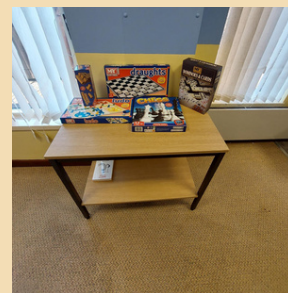
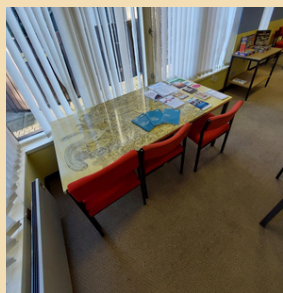
Here is how Anne-Marie feels in her own words, *"At the start of November my post went for review, and I was delighted to be told that I was now a permanent member of team Langstane. Not only do I have job security now, but I have the confidence to continue to work alongside the team making a difference to the tenants that we meet every day. I am proud to work with a group of people throughout the Association who do a great job in supporting tenants but also in supporting each other."*

To read more about the work of the support team and the work they do to support Langstane tenants please visit our website [Langstane Housing Support Service](http://www.langstane-ha.co.uk) or contact LangstaneHousingSupportService@langstane-ha.co.uk.

Makeover for Fraser Court community room!

Aberdeen Foyer's REACH programme choose Langstane's Fraser Court community room for a makeover as part of their 12 week course. This was for people in recovery to learn employment skills and reduce isolation and as part of the course, they had to complete a community project. They chose Langstane!

They ran a 'Fear-Raiser' event on Halloween to raise money. There was a great turn out of tenants from the scheme and come the end of November the project was finished. As you can see from the pictures it looks fab. Big thank you to the Foyer's REACH project.



Funding for solar panels

Langstane was recently successful in securing funding from ECO4 (Energy Company Obligation), allowing us to complete a pilot programme to install solar PV (photovoltaic) panels with battery storage within 61 properties. At this stage the properties we are focussing on are in Fraserburgh and Buckie.



In addition, some of the properties in Fraserburgh will also qualify for high heat retention quantum storage heating. Not only will the Solar PV generate electricity from the sun, but the battery storage units will allow the solar energy to be stored and used later at a time that is convenient to the tenant.

Work began on 10 November and is expected to be completed prior to Christmas.



Langstane featured on The One Show

In early December, Langstane Housing Association had an exciting, and slightly unusual, day at the office when a BBC film crew visited to capture our work for a feature on The One Show. The team was filming a segment about the impact of Homewards and The Multibank project, and how these initiatives help us tackle furniture poverty and support tenants in transforming a house into a home.

As part of the filming, the BBC interviewed one of our tenants, who shared how receiving a fully furnished property has made a real difference to his life. We greatly appreciated his willingness to tell his story and represent the Langstane community.

The visit brought a bit of bustle to the building, including some last-minute filming in our ground-floor office. Despite the usual behind-the-scenes chaos that comes with television work, it was a valuable opportunity to showcase the important efforts taking place across our organisation, something few Scottish housing associations have the chance to do on national television.

The episode was scheduled to air on BBC One on Monday 15 December, and you can still catch it on BBC iPlayer. Keep an eye out for some familiar Langstane faces.



Support for tenants over the festive season

This winter, Langstane Housing Association was successful in applying to the Trade Widows charity fund and was awarded £1,700 to support tenants over the festive period.

The funding enabled us to provide a range of assistance, including food parcels, fuel top-ups, hampers, help with travel costs for visiting relatives, and small seasonal gifts. It also allowed us to increase our annual Christmas hamper draw from 10 prizes to 20, giving even more households a chance to receive a little extra during the holidays.



Winter tips and hints

With another cold winter underway, make sure you are ready to deal with weather conditions:

- 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 an extra cold spell 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.



Whether it is strong winds, heavy rain or extreme cold and snow, there is something you can do to prepare for winter.

Contact us to flag any issues with the property as soon as you notice something is not right. Even if it is the slightest drip or smallest crack, these issues can get worse if left and could lead to significant damage to your home. During the winter months let us know about any concerns which could include loose fencing, roof tiles and blocked guttering or downpipes.



Try to heat rooms you spend a lot of time in, such as the living room or bedroom, to at least 18°C.



Keep your contact details up to date with us. This allows us to let you know if we need to visit the property or send a professional for maintenance / repair work, especially for emergencies.



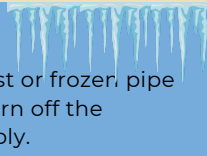
Avoid flying garden furniture by securing ahead of high wind forecasts, some everyday items in the garden can become 'missiles' such as trampolines and seating.

Fasten windows and doors tightly in rain, snow, and high winds.



Locate the stopcock.

In the event of a burst or frozen pipe you will be able to turn off the incoming water supply.



Know what to do in a power cut.

It is simple to get in touch with your electricity distribution network operator.

Just call 105 for updates on any outages.



Sometimes no amount of planning and preparation can prevent the weather causing disruption or damage to your home. Contents insurance offers peace of mind, so make sure your policy is up to date and covers your belongings.



My Voice Counts tenant scrutiny group roundup for 2025!

The group have completed their second full year, and we are delighted to provide a round-up of their completed activities for 2025. We continue with eight members however we have welcomed new faces as some members have moved on.

The final meeting of the year was held in November (as pictured) where the group planned some intensive work for early 2026, along with ideas for their second project.



Like last year we circulated an 'end of year' survey to gauge how the group feel about their progress so far. We will work and plan to make sure the group continue to feel satisfied with the activities they undertake. See below a quick overview of what the group have been involved in this year and our plans for 2026:

2025

- Started their first scrutiny project looking at the Associations neighbourhood walkabout process by visiting our Peterhead schemes and completing a number of walkabouts.
- Designed and built webpage to promote the work of the group
- Helped us test our new tenant portal and reviewed our tenant voice strategy
- Reviewed our tenant satisfaction survey results
- Reviewed our 'Guide to your new home' and 'Tenant health and safety handbook' which will be presented to new tenants when they sign for their new home.

2026

- Complete their first scrutiny project
- Review feedback and complaints
- Work together with each other and staff to select their next project
- Continue skill and relationship building with each other and Langstane staff
- Continue to be involved in Langstane policy reviews
- New members will receive volunteer badges



Tenant groups explained

Langstane has two tenant groups within Aberdeen city, and we wanted to let you know more about what a tenant group is and how you can get involved. Our two groups are working on improving our neighbourhoods.

This collaborative working group means that neighbours from these schemes can use their collective voice to inspire change to their community.

What is a tenant group?

A tenant group is a collective of local people from a community who come together voluntarily to promote and encourage changes to their surrounding areas.



What do the tenants want to happen in response to these groups forming?

The tenants have decided on some initial aims which include:

- Tackling anti-social behaviour
- Dealing with on-going car park issues
- Improve security of the scheme
- Have a say in decisions about the management of the scheme
- Support each other to be part of group activities and creation of a safe space where they can have a voice

What has happened so far and what is planned for the future?

Meetings with interested tenants and staff have taken place and more are being planned for 2026. The groups will meet four times a year to discuss the progress the Association is making to tackle on-going issues. Neighbourhood walkabouts are the main activity being organised at the moment with a number having already taken place at both schemes. All information on these are available on Langstane's website in the '[Getting Involved](#)' section.

How to get involved if you live at Charlotte Gardens, John Street or Fraser Court?

Contact Samantha, our [tenant participation officer](#) on either 01244 423120 or email tenant.participation@langstane-ha.co.uk

Visit our website to read more on tenant groups and read [meeting notes](#), [action plans](#) and our [partnership agreement](#).

Here are some testimonials from our tenants regarding the formation of these groups:

Mr O says: "I wanted to get a tenants association / group started because the area has the potential to be a good community lead scheme, and I want to be able to live somewhere that I feel safe and settled."

Miss R says: "I am very pleased that I am involved with our newly formed tenant group, I feel safer in the area I live in knowing others are concerned for the housing scheme as much as I am, I hope to see further improvement in anti-social behaviour and littering / fly tipping."

Mr A says: "I feel that the formation of this new group will hopefully make a huge difference in our little community, and I really hoped we as a group can tackle a lot of the issues that we have been seeing and hopefully living here somewhere we are proud to call home."



Rent setting 2026

In December we completed a tenant focus group in Aberdeen and Forres, opening conversations on the rent setting 2026. These were well attended with fourteen tenants engaged in either attending the meetings or providing questions via survey monkey.

In addition to the focus groups, we will be sending out our annual tenant consultation, allowing everyone an opportunity to provide feedback on the proposed next annual rent increase.

Look out for this arriving by either hard copy or email at the beginning of January 2026. Rents change every year on 1 April.



You said. We did!



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

You said

We received a large number of complaints about the worsening anti-social at Fraser Court, Aberdeen.

We did

We recognised that the anti-social behaviour which was taking place in the development was having an impact on our tenants and were committed to making sure we had more of a presence on scheme with our housing officer Laura spending time talking and listening to concerned tenants.

We are working closely with our solicitors to make sure swift and appropriate action is taken against those responsible, and we will continue to pursue every available avenue to protect the safety and wellbeing of our community.

We want to reassure all residents that the Association remains fully committed to supporting everyone living in Fraser Court and to bringing an end to the anti-social behaviour that some households have unfortunately experienced.

Thank you for your ongoing patience and for the support you have shown by reporting issues and contacting the police when required, this partnership approach is vital in helping us take effective action.

We also have a [local lettings initiative](#) in place, designed to reduce the risk of past issues reoccurring by providing stricter controls of how vacancies in Fraser Court are allocated.

We appreciate your continued cooperation as we work towards a safer and more positive environment for everyone.



Going digital with publications

As an Association we have seen many changes in the way we communicate with you, our tenants. This has included how we send you our tenant facing publications, such as newsletters and our annual performance report.

In 2020, due to the covid pandemic we moved away from sending our newsletters to all tenants in hard copy and started to split this between hard copy and email based on whether you had an email address or not.



Now we have decided to publish our newsletters on our website and like our annual report we will rely on you to tell us if you would like a hard copy or email version sent to you. The other option will be to read it on our website.

This will start when we send our summer news 2026 so please get in touch in the meantime to let us know how you want to receive your copy or if you will read it online.

To do this please contact our [tenant participation officer](#), Samantha on 01224 423120 or email tenant.participation@langstane-ha.co.uk.

Thank you to Aberdeen Performing Arts

Aberdeen Performing Arts kindly donated 10 tickets for our tenants to attend this year's Cinderella pantomime at His Majesty's Theatre in Aberdeen. These tickets were offered through a fun competition on our Facebook page, and we are delighted that five lucky tenants each won a pair. We hope they all enjoy a fantastic night at the panto!



Where to access emergency food

There are a range of agencies who provide free food, which you can either take away or eat on the premises. Please see below for a number of places you can get food and hot meals this winter across Aberdeen City, Aberdeenshire, and Moray.

Please note: each agency may have specific criteria for providing food which is not automatically limited to homeless households.

Aberdeen City

Hot Food Social Bite

516 Union Street
01224 981863

Monday to Friday
8am till 9.30am (Takeaway)

Monday, Tuesday, Wednesday &
Friday 2.15pm till 3pm (Hot meal
takeaways)

Thursday
3pm till 5pm (Hot meal and
takeaway)

Salvation Army

28 Castle Street
01224 579370

Tuesday and Friday
11.30am till 1pm

Hot meal provided in The Citadel
Community Hub

The Care Hub

393 George Street
07712 598 835
Tuesday, Thursday & Saturday
11am till 2pm

Updates on this Service is available
online at
www.facebook.com/TheCareHubAberdeen/

or

email
thecarehubaberdeen@yahoo.com

Aberdeenshire

Aberdeenshire North Foodbank

There are various locations where you can
access the North Aberdeenshire Foodbank
centres.

If you need to access this service for
emergency food, you will need a valid
foodbank voucher.

Inverurie

4 St James's Place
07967 364 600
Tuesday and Friday
1pm till 3pm

Ellon

Ythan Centre, Station Road
07562 914 986
Monday and Friday
10am till 12noon

Huntly

47 Gordon Street
07479 954 746
Tuesday and Friday
11am till 1pm

Peterhead

21A Skelton Street
07561 750 574
Monday, Wednesday and Friday
11am till 1pm

Fraserburgh

121 Shore Street
07423 639 468
Monday, Wednesday, and Friday
11am till 1pm

Moray

Community Food Moray – food bank

Phone: 01343 820261

Email:

Foodbank@communityfoodmoray.co.uk

Operates on a referral process so please
contact on details above to discuss.

Moray Food Plus+

203 High Street, Elgin, IV30 1DJ

If you or your family are experiencing a
food emergency contact Moray Food
Plus who will discuss this with you in the
strictest confidence.

This is a referral service so please do get
in touch with them to discuss on
request@morayfoodplus.org.uk

Phone: 01343 208293

Email: admin@morayfoodplus.org.uk

Our website

Remember to visit our website and
click through to the "[Help and Support
Resources](#)" section.

Here, you'll find essential information on
energy advice, food resources, legal
assistance and financial guidance. Our
resources are designed to connect you
with the support you need for a better,
more secure future.

Head to the website now to explore
each category:
[https://www.langstane-ha.co.uk/help-
and-support-resources/](https://www.langstane-ha.co.uk/help-and-support-resources/)

Chocolate, orange and mince pie brownies

Create this fantastic recipe to add some chocolate magic to your left over mince pies. This recipe is suitable for vegetarians.

Ingredients

- 70g roughly chopped milk chocolate.
- 70g roughly chopped dark chocolate.
- 120g unsalted butter.
- 100g plain flour.
- 5 eggs.
- ½ tsp vanilla essence.
- 255g brown sugar.
- 5 + mince pies.
- Juice & zest of any type of orange. [Source: Love Food Hate Waste](#)



Recipe

- Preheat oven to 190oC / 170oC fan.
- Melt half the dark chocolate and milk together with all the butter in heatproof bowl over bowl of simmering water.
- Beat the eggs and vanilla together in another bowl and add the sugar.
- Add the melted chocolate and butter to the egg mixture, then sift in flour and fold gently combining them.
- Roughly chop mince pies (*don't forget to keep some bits for decoration!*). Add the mince pie to the chocolate mix and add the orange juice and zest and then the rest of the chocolate.
- Pour the mixture in a baking tray (size to be about 30cm x 20cm) and pop the leftover mince pie pieces on top.
- Bake for 25 minutes or till centre is set.

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 Wednesday 24 December 2025 from 1pm until Monday 05 January 2026.

Our offices re-open at 9am on Monday 05 January 2026. Please accept our apologies for any inconvenience this may cause.

Emergency numbers

Emergency repair cover when our offices are closed:

- Please contact Orbis Protect 0151 343 2906

The call will then be passed to an appropriate contractor for your area. Response time for attendance will be 4-6 hours.

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

Get in touch with us



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7 North Guildry Street, Elgin, IV30 1JR



<https://www.langstane-ha.co.uk/>



01224 423 000



info@langstane-ha.co.uk



[/Langstane](#)



[/Langstanehousingassociation](#)



[/company/langstane-housing-association/](#)



[/langstane_ha/](#)



Legal information

- Registered under The Co-operative and Community Benefit Societies Act 2014 No. 1916R(S)
- Registered with The Scottish Housing Regulator No. HEP 145AL
- Registered Scottish Charity SC011754
- A member of the Scottish Federation of Housing Associations
- Property Factor Number PF 000666
- Registered Letting Agent No. LARN2001005
- Landlord Registration number 900480/100/24071

