

Our Performance 2020 – 21

Here is a summary of Langstane Housing Association's performance. Want to know more? See our full Annual Report on our website at



www.langstane-ha.co.uk



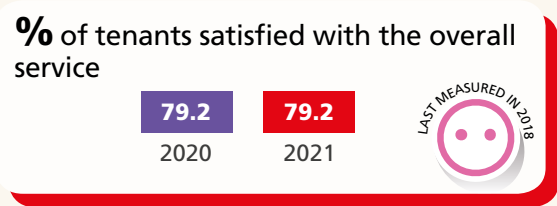
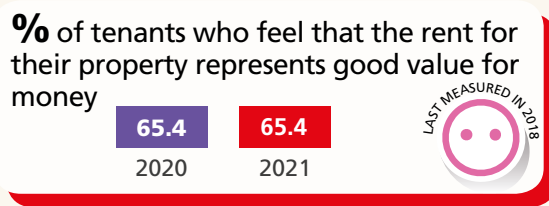
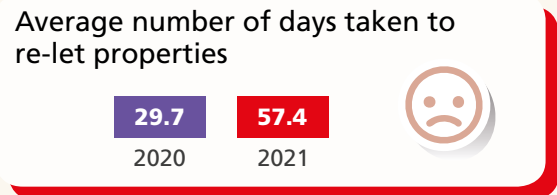
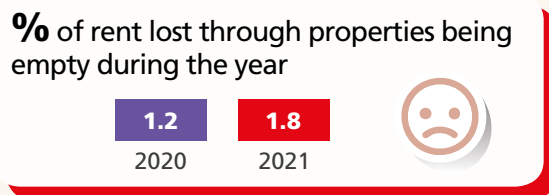
Why all the empty faces? We've been using the same answers for three years. Next year we will have brand new results for all our survey questions – so these will be gone from the next report!



Getting good value for rents and service charges



Value for money

Customer Feedback from Ms S

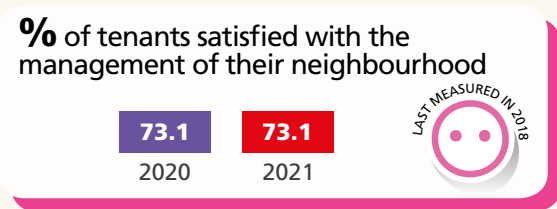
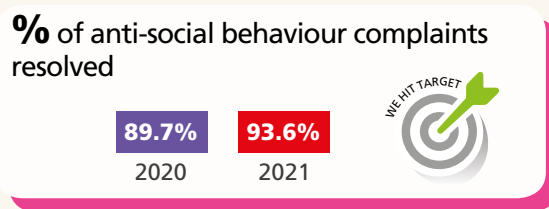
Tenant wanted to thank handyman for cutting back hedging that was stopping her from opening her window and says she will now be able to clean it.

Customer Feedback from Mr Mc

Tenant called to say he was extremely happy with sink repair. He only waited 20 mins before someone came and fixed it and said it was excellent service.



Neighbourhood and community

Customer Feedback from Mr D

Thanks to the handyman Harry for continued dedication to residents at Temple View regarding disposal of illegally dumped waste. He is a very valuable member of LHA staff - always willing to engage and be helpful.

Customer Feedback from Miss G

Housing Officer Kiera has been dealing with so many complex issues in our complex in the last 12 months during difficult covid times. She has made so much effort to get things done and has had some serious resistance and backlash from some residents which is totally uncalled for. She has been on site a couple of times and she has dealt with things really well.



Average number of hours taken to complete emergency repairs



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

Average number of days taken to complete non-emergency repairs



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



Customer Feedback from Miss P

Tenant wanted to say thanks for help and Heatcare were coming on monday to look at her light and the following tuesday for her shower and she appreciated our support, time and help.

Customer Feedback from Miss G

Big shout out to the cleaners today. Building is very clean and they did a fantastic job.



% of homes that meet the Scottish Housing Quality Standard



% of tenants satisfied with the quality of their home



Customer Feedback from Ms G

Tenant has just terminated her tenancy but wanted to thank everyone at Langstane who she has dealt with over the years and said everyone had gone above and beyond in customer service.

Customer Feedback from Mr W

Tenant wanted to pass on his thanks to Repair team and engineer from Heatcare, his hot water is now sorted and he is very grateful. No mess and engineer did a great job. He also wanted to pass on his thanks to his Housing Officer, Lynn - no more neighbourhood issues and he is very grateful.



% satisfied with the opportunities to participate in decision making



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



Customer Feedback from Ms G

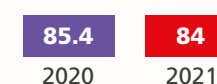
Tenant called to say how pleased she was with repair done by Nik this morning. Had nothing but praise for him, said he did a marvellous job and was a very nice, cheery, pleasant guy and deserved a hug!



% 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