



# YOUR VOICE COUNTS

Please return this form to:


**Freepost RUBX-GKUH-XYHZ**  
**Langstane Housing Association Ltd**  
**680 King Street**  
**Aberdeen AB24 1SL**

or contact Customer Services on  
**01224 423000** 


or email:  
[info@langstane-ha.co.uk](mailto:info@langstane-ha.co.uk)

Website: [www.langstane-ha.co.uk](http://www.langstane-ha.co.uk)



Langstane Housing Association  
680 King Street, Aberdeen, AB24 1SL  
**01224 423000**   
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Langstane Housing Association  
7 North Guildry Street, Elgin, IV30 1JR  
**01224 423000** 

### Association's Out-of-Hours

Emergency Repair Cover:

Please contact **Orbis Protect**

**0151 343 2906** (Aberdeen, Aberdeenshire  
& Moray) 

If you require this leaflet in an alternative format  
please contact us and we will do our best to help.

The Association is committed to promoting equality and  
diversity across all areas of its work and discrimination  
or harassment of any kind is not tolerated.

FCA Registered Society No 1916R(S)  
Registered with The Scottish Housing Regulator No. HEP 145 AL  
Registered Scottish Charity SC 011754  
Property Factor Registered Number: PF000666  
A member of the Scottish Federation of Housing Associations



## Your Voice Counts

Your home matters

# Your Voice Counts

You can have your say in how we deliver our housing services to you and how we manage your neighbourhood.

## Why do you need to get involved?

We want to know what matters to you and about your home and your community. We need your views and experiences to help us develop and improve our services.

## What difference will I make?

By getting involved you will help us to:

- Deliver a responsive housing service that is value for money
- Make informed decisions on services that matter to our tenants
- Involve tenants at the heart of our decision making process

## How to have your say

### Do you have some time to spare?

Could you review our proposals when we make important changes to our services?

Then join our Register of Interested Tenants. We will send you documents to review or send you a questionnaire to complete.

### Do you have a few minutes to spare?

Then join our Tenant Panel. We will contact you occasionally about a housing issue. You can choose how we contact you. We will ask you a few questions and give you a chance to tell us what you think.

### Help us keep things simple.

Have you ever read a letter that doesn't make sense?

Help us make things clearer by joining our Reader Panel. We will send you short printed items such as letters or leaflets for your comments.

## Join Langstane for Life

You can buy a lifetime membership share in Langstane for £1.

### Langstane members have the right to:

- Stand for election to the Board of Management
- Attend all general meetings
- Vote in the election of the Board of Management

**To find out more** about membership and the Board of Management, visit the What We Do page on our web site at [www.langstane-ha.co.uk/what-we-do](http://www.langstane-ha.co.uk/what-we-do)

# Your Voice Counts Form

## Complete this form and join in.

Name.....

Address.....

Home phone.....

Mobile.....

Email.....

## Please choose how you would like to be involved:

- Register of Interested Tenants
- Tenant Panel
- Reader Panel
- Lifetime membership (we will send you an application form)

## I prefer to be contacted by:

- Letter
- Email
- Telephone
- Text

