



LANGSTANE

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS



ANNUAL REPORT

Our performance in 2024/25



www.langstane-ha.co.uk



01224 423000



680 King Street, Aberdeen



North Guildry Street, Elgin

Introduction

This report sets out how we have performed over the last financial year and includes some key figures and information we hope you will find interesting and easy to follow. Our Chairperson, Mike Martin, also outlines what has been achieved over the last year.

However, I want to tell you about what we are going to be doing in coming years.

We have seen a rise in serious anti-social behaviour within our developments. This is not acceptable, and we will do everything we can to tackle this on your behalf. We will continue to work closely with other tenants and agencies such as Police Scotland to resolve matters.

We also want to improve our homes and the neighbourhoods you live in, so it is important we collect all the money we are due (so we can spend in the areas that matter to you) and we will work with tenants to improve the look and feel of our developments.

We will also continue to provide that little bit extra support to allow tenants to thrive in their homes. This can involve getting help claiming benefits, help with hoarding, and general advice and support if you are struggling.

It is important we fully understand the services and homes you want and need in the future. Langstane will soon be 50, so we hope you will continue to work with us to shape Langstane's next 50 years.

Helen Gauld, Chief Executive



On Thursday 18 September 2025, Langstane Housing Association held its Annual General Meeting. This important event brought together tenants, members and stakeholders to reflect on what we have achieved and to plan for the future.

Our Chairperson, Mike Martin, led the meeting, welcoming everyone and emphasising the vital role the community plays in shaping the Association's direction.



You can hear more from Mike by watching his full Chairperson's Report video above.

Performance at a glance

Housing statistics



This year we have seen progress in how we manage our homes and support tenants. We have improved rent collection and reduced the amount lost on properties being empty, showing stronger performance in keeping homes occupied. More properties were re-let than last year, and tenancy refusals have dropped, which tells us our homes are better matching people's needs.

We also resolved a higher proportion of anti-social behaviour cases, helping to make our communities safer and more secure. Over the coming year our focus will continue to be supporting tenants to reduce arrears and deliver services that are valuable, such as reviewing the grounds maintenance and cleaning contracts and carrying out improvement programmes.

Anne Jenkins, Director of Housing

Housing statistics

**% of rent collected
against rent due**

99.96%

97.96% in 2024

**Average days to re-
let a property**

61.84%

61.16% in 2024

**% of resolved anti-
social cases**

98.06%

96.78% in 2024

**% of rent lost due to
homes being empty**

1.82%

2.68% in 2024

**% of tenancy offers
refused**

54.53%

72.85% in 2024

Number of re-lets

353

307 in 2024

Performance at a glance

Property statistics

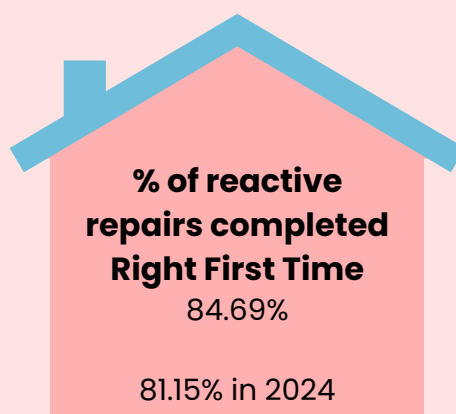
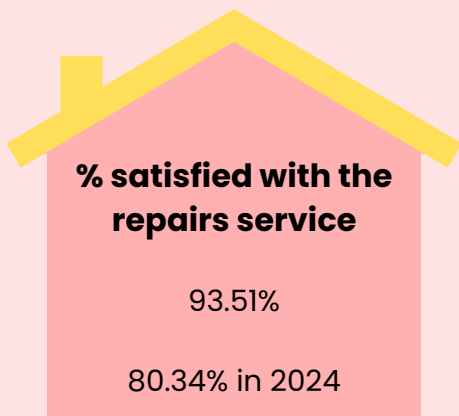
This year we have made significant progress in improving our repairs and property services. Tenant satisfaction with the repairs service has increased, and we are completing non-emergency repairs more quickly, with a higher proportion of jobs being fixed right first time. We are also happy to report an increase in the number of homes meeting the Scottish Housing Quality Standard, reflecting our ongoing investment in property improvements.

However, we recognise there is still work to do, particularly in making sure gas and electrical safety checks are completed on time. Tenant safety and satisfaction remains our top priority, as we are committed to maintaining high standards across all our services.

Bob Jack, Director of Property



Quality and maintenance of homes



Performance at a glance

Customer service statistics

This year we have worked hard to be more responsive and keep tenants at the heart of what we do. I am delighted our call answering has improved by over 5%, now meeting our 90% target. Our team's focus is making sure you reach someone who can help, and we aim to resolve more queries at first contact over the next year.

It is also positive to see fewer [Stage 1](#) and [Stage 2](#) complaints. We review complaints monthly to learn from them, maintain consistent response times and use the feedback to improve services.

Our recent Tenant Satisfaction Survey showed higher satisfaction with our overall service, which is encouraging, though we know there is still more to do. In 2025/26, I plan to build on this progress, **making sure you feel valued, heard, and involved** in shaping the services we provide as we grow.

Rebecca Davidson, Customer Service Manager



Tenant satisfaction

Overall service

81.5%

78.6% in 2024

Keeping tenants informed

87.2%

90.17% in 2024

Opportunities to participate

85.8%

95.38% in 2024

Stage 1 complaints

161 received

Average days to respond – 4.46 days

Stage 2 complaints

22 received

Average days to respond – 20.27 days

Calls answered

91.94%

85.68% in 2024

Performance at a glance

Financial performance

Where does the Langstane Group get its money?

From rents and service charges plus grants we receive from the Scottish Government.

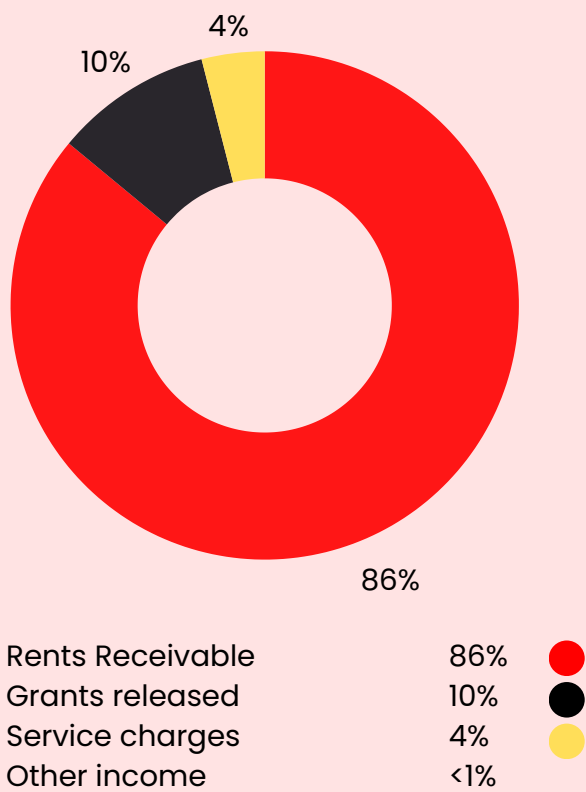
What does the Langstane Group spend money on?

Making sure our properties are fit for purpose and meet safety requirements, employee and office costs as well as interest payments on our loans.

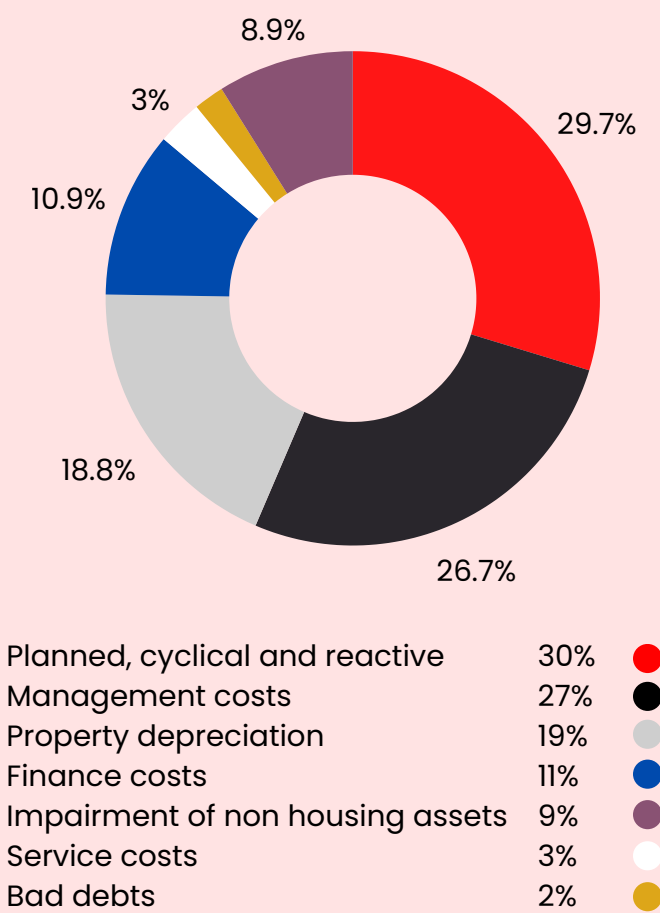
How do I benefit as a tenant of the Langstane Group?

In addition to spending £5.4m maintaining our properties, the Langstane Group has also spent £1.8m refurbishing existing properties. This expenditure is part of the Group’s ongoing rolling programme of improving the condition of its properties including improving the energy efficiency of our homes.

Income 2024/25 – £18.2 million



Expenditure 2024/25 – £18.2 million



Getting Involved

The scrutiny group works in partnership with Langstane staff and Board of Management to help measure our service delivery against the outcomes and standard of the Scottish Social Housing Charter (SSHC).

The group formed in 2023 and has completed various training sessions with the Tenant Participation Advisory Service (TPAS) Scotland and Lesley Baird consultants to prepare them for scrutiny projects. The group are currently working on their first scrutiny project, reviewing how we complete neighbourhood walkabouts.

The group's message to other tenants is that they are working to improve all services for tenants and they welcome anyone who would like to get involved.

Function of the scrutiny group

- To scrutinise service delivery and performance, and to work with Langstane Housing Association to drive forward improvements;
- To assess value for money and the effectiveness of services;
- To raise the profile of the group and promote opportunities for tenants to get involved;
- To assess and improve performance against the Scottish Social Housing Charter outputs; and
- Our tenant scrutineers meet regularly throughout the year and are provided with necessary training and support. Langstane provides all expenses, so no members are out of pocket or experience any barriers to participating in the group's activities.

If you would like to get involved, contact us today on 01224 423 000 and ask for [Samantha Hough](#) or email Samantha at samantha.hough@langstane-ha.co.uk



L-R: Dave, Chardonnay, Samantha (Tenant Participation Officer), Becca, Anne (Director of Housing), Ronnie, Kevin, and Michael.



Latest News

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

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

Scan here to sign up today



Remember there are lots of ways to get in touch with us:



680 King Street, Aberdeen, AB24 1SL



info@langstane-ha.co.uk



North Guildry Street, Elgin, IV30 1JR



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