




LANGSTANE NEWS

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ISSUE 42 • Summer 2022

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Hello everyone and welcome to our summer newsletter.

Here's a whistle stop tour of the first six months of 2022 – there's been A LOT going on.

February: We introduced a new phone system. We know getting through to us on the phone has been difficult in the past and we

want to make sure you can reach us when you need to. Our new phone system allows me to see: how many calls come into the team on a daily, weekly and monthly basis, how many we have managed to answer and what time of day our lines have been busiest. Since the new phone system was introduced we have received **8,940** calls and managed to answer **83%** of them. Rest assured we are working hard to make sure we answer closer to **95%** and hope to achieve this by the end of 2022.

March: I started a Quality Assurance Framework. This means I will be scoring calls taken by our Customer Service Team and grading them based on a set of minimum standards. Essentially these minimum standards make sure we are doing the right thing for you. I'm pleased to report I have scored 55 calls so far and the team have passed 87%.

April:

- We took on the front end repairs process which means when you call to report a repair, our team should be able to provide you with the contractor who will attend as well as a timescale for completion.
- We launched our new website: take a look at page 6 & 7 for more information on this. Look out for my monthly blog, keeping you updated on all things Customer Service.
- We re-opened our offices to the public and celebrated this with our 'Open Day' – read all about it on page 2.

May: We asked you to nominate your neighbourhood for our 'Plant a Tree for the Jubilee' competition, with our winner being **Pennan Way, Ellon**. Congratulations Ellon and thank you to everyone who took part. The tree and planting ceremony will take place later this year.

June: We have started calling out to you to find out how you found the service you received when you called in to our team. I'm delighted to say that we have managed to speak to 12 of you and you have all given our new Customer Service Team 5 stars. ★

As you can see there's been lots going on in Customer Service since the winter newsletter and we have lots more to achieve over the next six months. You can give us your feedback at anytime via our website or by getting in touch with me directly – hearing what you think really helps us to shape the service we give you.

That's it from me. Check out my monthly blog to see how we get on over the next six months.

Open day to launch re-opening of Aberdeen and Elgin offices!



We celebrated the official re-opening of our offices in April. We had a great day and were visited by a combination of tenants and members of the public. They all had a chat with staff and enjoyed a cuppa and cake. Also on offer was, with thanks to C-Fine, free fruit and vegetable bags and a free bric-a-brac stall.

The event was a great success and we look forward to meeting tenants at the next open day later in the year.

If you have any suggestions or ideas for future events, please contact Samantha, our Customer Participation Officer, on samantha.hough@langstane-ha.co.uk.

Take a look at some of our visitors enjoying the Open Day:



We asked one of our involved tenants, Miss K to tell us a bit about her experience of our open day.

Feedback from Miss K on the day!

'It's a lovely little gathering of people here today everyone really friendly and welcoming. It's nice to meet other tenants and get other peoples stories and opinions. Also very nice of Langstane to give out free food and things.'

Q: How did you hear about the open day?

A: *I heard about the open day from Samantha at Langstane Housing, she phoned me about the event. And I was happy to go along.*

Q: Was it what you expected?

A: *It was actually better than I expected, It was nice to meet other Langstane tenants & I was surprised to see the table of things we were able to take for free, I took a large casserole dish. We also got given a bag of free food which helps a lot.*

Q: Do you feel you got anything out of the event?

A: *Yes I got a lot out of the day, It was nice to meet the staff, see some familiar faces and also put a face to the name with some people I've spoke to before over the phone.*

Q: Would you attend future events and meetings?

A: *I would definitely attend other events and open days in future I think it's important to attend, give your opinions on being a tenant with Langstane Housing and meet the people who are in charge of making things better for tenants and dealing with concerns and complaints.*

Q: Do you have any further comments about the event?

A: *Although there are problems in the scheme I live on I'm happy that Langstane staff are always there to listen and try to solve problems that go on. I have been in my flat for almost seven years and am very happy with it. After picking up the casserole dish and food pack I was inspired to try out some new recipes, I really appreciate what was given out at the open day. Great event.*

Send your questions for our Q&A!

We introduced this idea in our winter newsletter 2021 and would love to hear from you and get your feedback.

Please send any questions to Samantha, at samantha.hough@langstane-ha.co.uk



Thank you for taking part...

THANK YOU

Last year we asked you what you wanted from your tenant newsletters. Your responses were great and we are using your feedback to make sure we are providing the information you want to see.

If you have any suggestions, recipes, hints & tips (for our tenant corner), or photos to share please contact Samantha, at samantha.hough@langstane-ha.co.uk

Results of Tenant Satisfaction Survey 2021

In November 2021 Research Resource carried out an independent satisfaction survey based on a sample of tenants. The results were presented to our Performance Committee in February 2022.

It was great to see an increase in most results from our previous performance. However, we are constantly striving to improve the service and homes we offer you. We have an action plan in place and hope you are already starting to see improvements such as our Customer Service Team dealing with as many enquiries at the first point of contact as they can. See below for some key results and visit our website at www.langstane-ha.co.uk for the full tenant satisfaction survey.

Key Indicators	2013	2016	2019	2021
Percentage of tenants satisfied with overall service provided by Langstane Housing Association	81%	84%	79%	79%
Percentage of tenants who feel landlord is good at keeping them informed about services and decisions	82%	86%	81%	90%
Percentage of tenants satisfied with opportunities provided to them to participate in Langstane's decision making	59%	75%	72%	95%
Percentage of tenants satisfied with repairs service provided by Langstane (for those who have used the service in the last 12 months)	-	-	-	76%
Percentage of tenants who feel the rent for their property represents good value for money	63%	73%	65%	71%
Percentage of tenants satisfied with the quality of the home	83%	83%	80%	78%
Percentage of tenants satisfied with the management of the neighbourhood	71%	78%	73%	82%

Member of Property Team going above and beyond!

Unfortunately, in April, there was a fire at one of our Peacocks Court properties. Afterwards, one of the residents contacted the Association to thank our Property Team Leader, Chris Laing. She thanked him for personally making sure everyone was safe, showing her Langstane staff do care about their tenants and were there when needed.

Chris attended in the early hours of the morning after the fire broke out and the next day making sure our tenants were okay and had the support they needed.

Managing your money



We know the cost of living crisis is a significant concern. To check you are in receipt of your full benefit entitlement, complete benefit claims or maximise your income please contact our Tenant Welfare Advisor, David Campbell, on 01224 423000.

Coming soon... our new Financial Newsletter to be released in Autumn 2022.



This year our programme of improvements will deliver 151 replacement kitchens and 71 replacement bathrooms. The works will be completed by April 2023.

Replacement Kitchens

Our contractor will contact each tenant to arrange a survey of the kitchen. The purpose of the survey is to make sure that each kitchen meets the Scottish Housing Quality Standard. Our contractor will agree a layout for the new kitchen and offer tenants a choice of cabinet door colours, worktop / splashback colours and vinyl floor colours.

Aberdeen City	64-140 Fraser Court 6a-10h Palmerston Road
Moray	1-54 Langstane Place, Elgin

Replacement Bathrooms

Our contractor will contact each tenant to survey the property and discuss flooring and wallboard (waterproof wall panel) choices. Tenants have a choice of wallboard and floor coverings and ground floor tenants can choose to have a shower tray fitted instead of a bath.

Aberdeen City	36a-44f Don Street 42-44a-k Marischal Street 1-25 Charlotte Gardens
Aberdeenshire	3a-f Kirk Street, Peterhead

Heating Upgrades

Our contractor will visit each tenant to survey the property and decide if a full heating upgrade is required or only a boiler or radiators: We plan 131 heating upgrades.

Aberdeen City	1-60 Charlotte Gardens 90a-g John Street 45-90 Stevenson Court
Aberdeenshire	1-19 Anderson Court, Fraserburgh

Cyclical Maintenance

Our contractors continue with planned electrical inspections in all properties and complete work where required. This is a requirement in your home every 5 years. We continue to carry out Fire Risk Assessments for blocks and complete necessary remedial works to improve the safety of the stairwells for our tenants.

Window/Door Entry Replacement

Properties at 22-37 Uphill Lane, Peterhead are planned for window and door entry replacements this year, to make sure this work can proceed it is important we are able to access all properties. Properties at 36-44 Don Street, Aberdeen are planned for replacement door entry systems.

Building Repairs

This year we have a programme of render repairs, external lighting upgrades, stairwell flooring replacements and replacement flat doors, many of these are brought to our attention from scheme visits and tenants so it's always worth contacting us with any repair concerns.

Internal and External Communal Decoration

We have a substantial programme of communal decoration planned this year to help us catch up with works which were postponed due to the Covid situation. We will be in touch with tenants at affected schemes over the coming months to advise of start dates.

Aberdeen City		
Internal & External	381a-d George Street	Aberdeen
Internal & External	403a-e George Street	Aberdeen
Internal	405a-e George Street	Aberdeen
Internal & External	10a-12d Rosemount Place	Aberdeen
Internal & External	383a-f George Street	Aberdeen
Internal & External	2a-i Seaforth Road	Aberdeen
Internal	1-31 Mugiemoss Court	Aberdeen
Internal & External	22a-24h Richmond Street	Aberdeen
Internal & External	559a-565f King Street	Aberdeen
Internal & External	462a-466h Great Northern Rd	Aberdeen
Internal & External	480a-492d Great Northern Rd	Aberdeen
Internal & External	1-30 Papermill Gardens	Aberdeen
Internal & External	66-74 Papermill Avenue	Aberdeen
Aberdeenshire		
External	2-64 Reddoak Drive	Stonehaven
Internal & External	1-18 Pinewood House	Port Elphinstone
Internal & External	47-63 Elphinstone Road	Port Elphinstone
Internal & External	68-96 George Street	Huntly
Internal & External	1-17 Morrison Court	Turriff
Internal & External	55-105 Eigie Crescent & 2-12 Pettens Close	Balmedie
Moray		
Internal & External	1-54 Langstane Place	Elgin
Internal & External	1-35 St Peter's Terrace	Buckie
External	Balnageith Rise	Forres
External	5 & 6 Ben Aigan View	Rothies
External	10-20 Covesea Road	Elgin
External	1-20 Cromarty Court	Findhorn
Internal & External	5-21 Culbert Street	Portsoy
Internal & External	1-22 Faroes Court	Lossiemouth
External	57 Heberton Road	Elgin
External	31 Kydd Drive	Elgin
Internal & External	1-6 Langstane Lane	Keith
Internal & External	7-13 Langstane Lane	Keith
External	9 Mannachie Gardens	Forres
External	58 Mannachie Grove	Forres
Internal & External	15c-j The Meadows	Buckie
External	Nelson Brae	Keith
External	Strathisla Court	Keith

Frequently Asked Questions - Antisocial Behaviour






What happens when someone tells you about a problem?

We advise people to take steps to resolve a problem themselves first. This is not appropriate for every case, but our staff can make a judgement on this. Having a conversation about a problem can resolve it quickly.

What happens when you get a complaint about antisocial behaviour?

First, we work with the complainant to gather facts. We treat all complaints in the strictest confidence. However, it can be quite obvious who has complained. This can make it difficult to investigate when someone is worried about people finding out they complained.

We have three categories of antisocial behaviour. Each has a different timescale:

Category 	Target to resolve 28 days 	Harassment Drugs Prejudice Criminal Damage Assault
Category 	Target to resolve 21 days 	Noise Neighbour Nuisance Failure to control animals
Category 	Target to resolve 14 days 	Fly tipping Dog fouling

What do we expect from our tenants?

Everyone has a responsibility to respect and act considerately towards neighbours.

We expect tenants to let us know when they witness any antisocial behaviour even if not directly affected, it may stop a problem getting worse.

Some issues go beyond antisocial to criminal behaviour. If you witness criminal behavior taking place, you must report this to the police straight away.

What does antisocial behaviour look like?

Examples include:

- harassment and intimidating behaviour
- noisy neighbours
- drunken and abusive behaviour
- deliberate damage to property
- nuisance from vehicles
- failure to control animals and pets

Behaviour that is NOT antisocial behaviour:

- being unable to park outside your own home
- routine DIY and car repairs
- one-off complaints of noise e.g. one-off parties
- children playing
- people gathering socially
- disagreement with another person's lifestyle choices or behaviours

We expect neighbours to show a degree of tolerance for each other. Action on general everyday living noise is only taken where it is substantial and unreasonable.

What sort of action do you take against antisocial tenants?

Where there is evidence we have a robust process to follow. There are a number of options open to us:

- Verbal or written warnings
- Mediation – used to establish common ground and resolve issues.
- Acceptable Behaviour Contracts (ABC) – voluntary agreements between a tenant and the Association (sometimes other agencies can be involved).
- Anti Social Behaviour Order (ASBO) – stops a person from behaving in certain ways. ASBOs are not criminal convictions but breaching an ASBO is a criminal offence.
- Eviction – for serious and persistent cases. There has to be firm evidence to allow this.

Why can't you just get rid of people?

Everyone has the same tenancy agreement and the same protection in law. If we have evidence, we can raise an action in the Sheriff Court to have someone evicted, but this process can take months so isn't a quick fix. We must present evidence to the



Sheriff and ask tenants to appear as witnesses so the Sheriff can make a decision, based on the disruption caused, whether someone should lose their home.

We know for some people it may be intimidating to appear in court and give evidence so we support witnesses in doing this as evidence is more effective when it comes directly from those impacted.

The Association could avoid problems - why don't you pick better tenants?

We house people based on need, providing homes to people from all walks of life. We also have a legal duty to support local authorities by housing a proportion of homeless applicants. Many are going through tough times like recently experiencing relationship breakdowns, serious health issues, losing their job, or dealing with other complex situations. We do tenancy checks, but these do not always predict how successful a tenancy will be.

We acknowledge antisocial behaviour can be challenging but it's important if you witness any in your area you let us know. If you notice criminal activity, alert the police.

We want tenants to feel safe and content in their communities and can provide support to those struggling through our Housing Support Service.

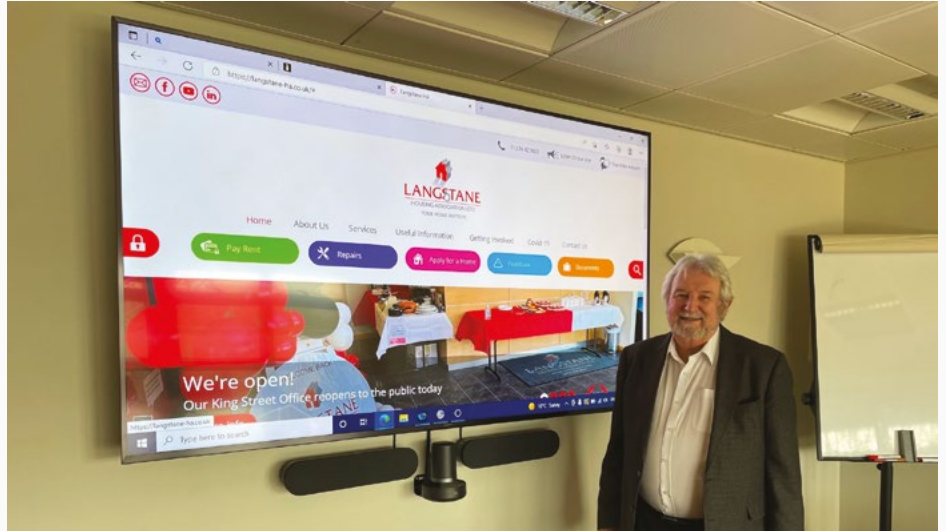
Please contact us on 01224 423000 to report any antisocial behaviour concerns or to be referred to our Housing Support Team.

Our brand new website is live!

In April our new website went live. We worked with a specialist website designer, Kiswebs Ltd, who have designed websites for other Housing Associations across Scotland. They helped us create a site that allows the Association to better engage with tenants and other customers digitally.

With updated menus, simpler navigation and enhanced images, visitors to the website are able to interact with the Association regardless of which device they are using.

Our customers, are now able to; pay rent, report repairs, apply for a transfer or contact their housing officer online. They can also keep up to date with our Customer Service Team by reading 'Rebecca's Round Up' and leaving feedback on the service they have received. Anyone who wishes to join our waiting list can also do so by the 'Apply for a Home' section.



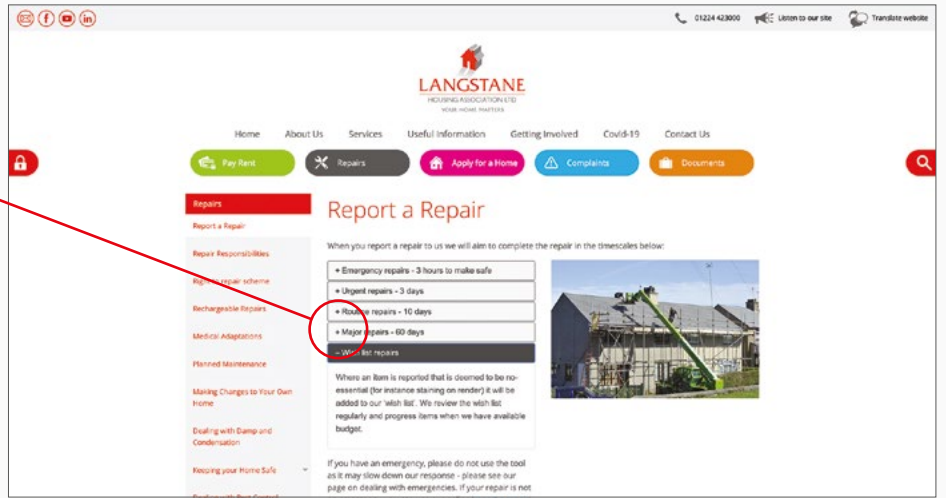
Chairperson James Knowles, pictured above, said: "We hope our tenants find the new website fresh, modern and informative as we have worked hard to make sure it is designed in a way that our online visitors can easily access the services and information, they need day and night.

"The digital world is evolving, and our new website is one part of Langstane's modernisation journey to deliver on our commitment to be the best we can be".

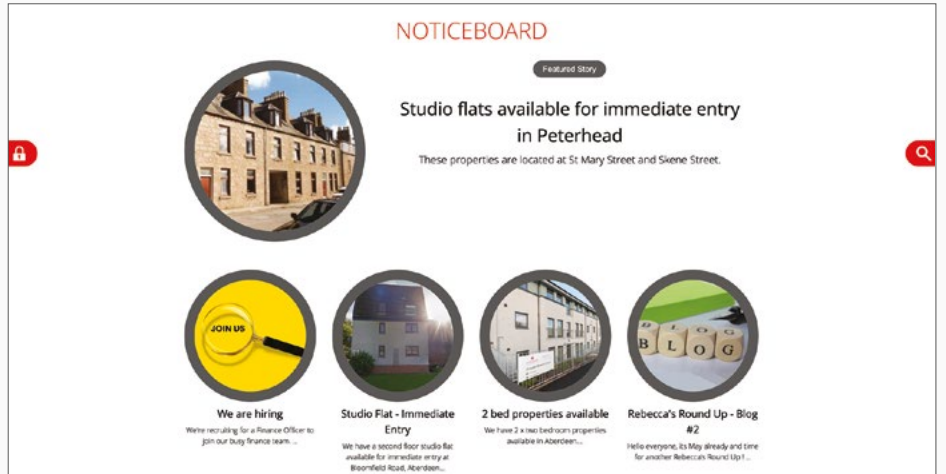
www.langstane-ha.co.uk

Some highlights of the new site are featured here:

Drop down boxes. To access the information under each heading click the cross symbol and the text will appear.

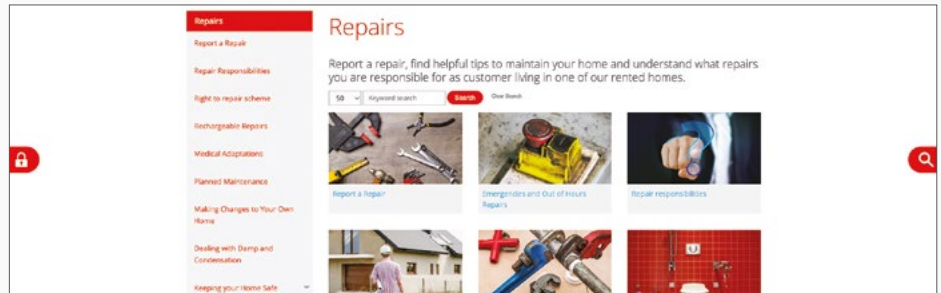


Check out our **Noticeboard** with all our latest news items, including property adverts, upcoming events and office closure messages.



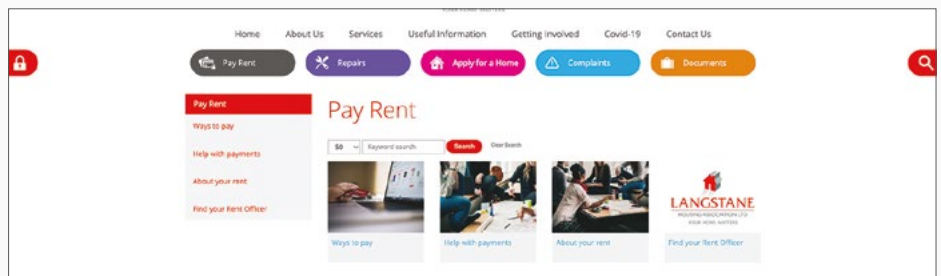
On our **Repairs** page:

- Report a repair
- Get emergency repair contact details
- Request medical adaptations
- Find out about rechargeable repairs
- Get advice about pest control

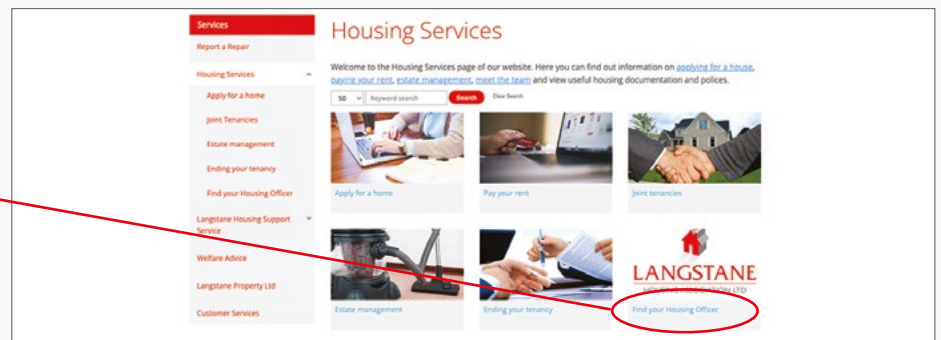


On our **Pay Rent** page:

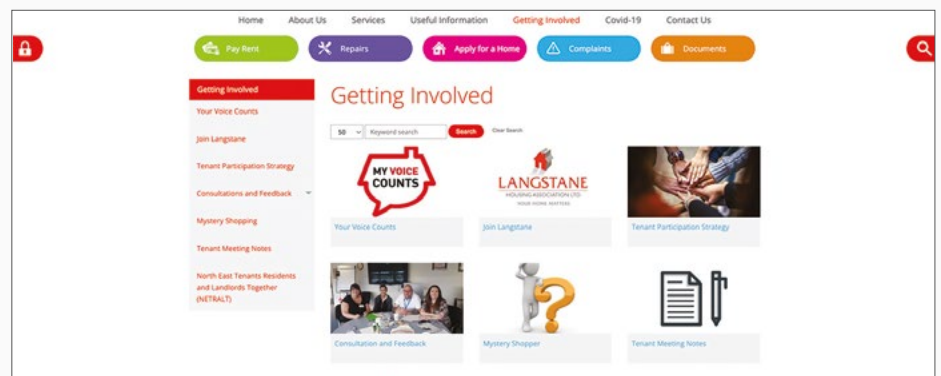
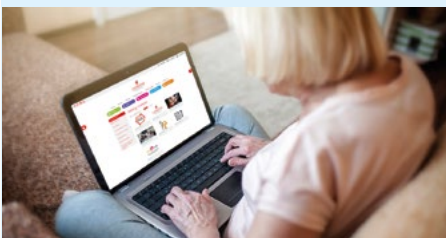
- Connect to Allpay
- Pay your rent online
- Provides options for paying rent
- What help is available if your are struggling
- Find your Rent Officer function



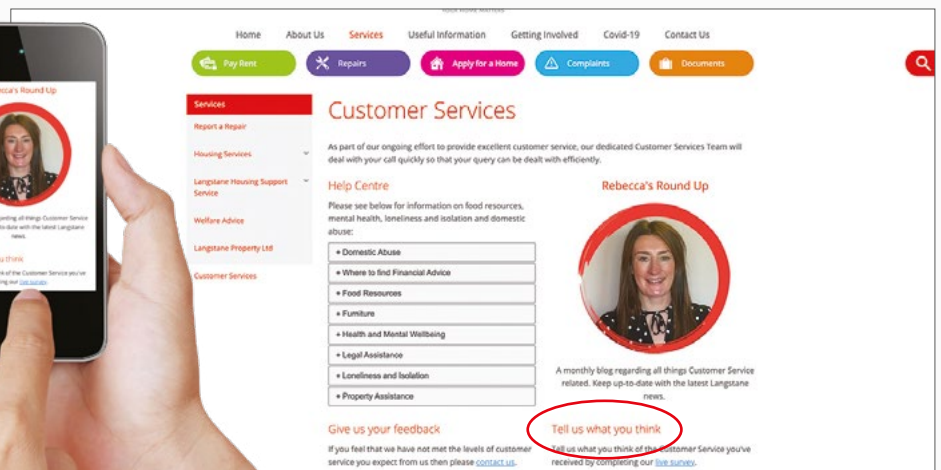
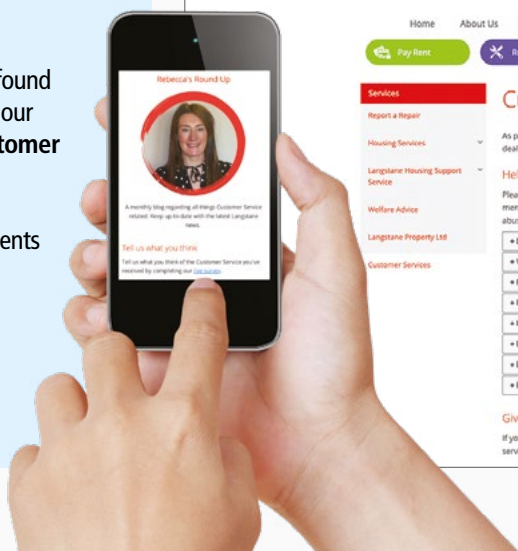
To find the contact information of your area Housing Services Officer click on the link to **Find your Housing Officer**.



Check out our **Getting Involved** page. This details the range of options for tenants to have their voices heard.



To provide us with valuable feedback on how you have found your recent interaction with our frontline staff go to the **Customer Service** page to access our online survey. This helps us continue to make improvements to our service.



You said We did

YOU SAID



WE DID

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

You said you were finding it hard to get in touch with us by phone.

Outcome: We have implemented a new phone system which allows us to record calls for training and monitoring purposes. We can also closely monitor how long it takes for us to answer your call and when our lines are busiest. This will mean we can plan and resource future service improvements.

You suggested we provide information and advice about seagulls nesting. Also, that we look at possible deterrents to stop future nesting.

Outcome: We have posted council guidance on 'living with urban gulls' to our website and Facebook pages. We are not currently able to consider deterrents which may prevent nesting but we will keep an eye on the issue.

10 years of working together... 10 years



North East Tenants Residents and Landlords Together

NETRALT recently celebrated 10 years of joint working and the group is still going strong.

Although we are still meeting digitally the meetings are well attended by landlords, tenants and residents with new faces always welcome.

Over the next few months NETRALT plans include:

- Joint neighbourhood walkabouts. We will start using new technology, leaving behind the old ways of pen and clipboard!
- Developing hybrid working practices to make sure those with limited digital skills or technology are not left out.
- Joining community events to enjoy some personal contact with friends and colleagues.

If you are interested in joining the group or would like more information please contact our Customer Participation Officer, Samantha on 01224 423000 or email samantha.hough@langstane-ha.co.uk

Your Right to Repair – annual reminder time!



We have a legal duty to carry out certain small, urgent repairs called 'Qualifying Repairs' within set timescales. If we fail to respond within that set timescale, you have the right to arrange for certain repairs to be carried out. An alternative contractor can be used. A compensation payment will be paid in these circumstances. It is important that you talk to us **before** you exercise your Right to Repair. We will provide advice on the steps you must follow. This will make sure you avoid spending money you cannot claim back. If you don't want to talk to us about it, please take advice from somewhere like your local Citizen's Advice Bureau. Further information on the Right to Repair Scheme is available on our website.

Here is a list of the qualifying repairs, and the deadline we have to fix them.

- Blocked flue to open fire or boiler – 1 day
- Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house – 1 day
- Blocked sink, bath or drain – 1 day
- Electric power – loss of electric power/partial loss of electric power – 3 days
- Insecure external window, door or lock – 1 day
- Significant leaks or flooding from water or heating pipes, tanks, cisterns – 1 day
- Loss or partial loss of gas supply – 1 day
- Loss or partial loss of space or water heating where there is no alternative heating – 1 day
- Toilet not flushing where there is no other toilet in the house – 1 day
- Unsafe power or lighting socket or electrical fitting – 1 day
- Water supply – loss of water supply – 1 day
- Water supply – partial loss of water supply – 3 days
- Unsafe timber flooring or treads – 3 days
- Mechanical extractor fan internal kitchen or bathroom not working – 7 days

We have a list of approved contractors that can be found on our website at <https://langstane-ha.co.uk/right-to-repair-scheme/> or on request by calling our Customer Service Team on 01224 423000.

Congratulations to our recent prize winners!

We recently completed two tenant surveys with five lucky winners:

The prizes were:

- **1 x Tablet**
- **2 x £50** shopping vouchers for our Tenant Satisfaction Survey 2021,
- **2 x £20** shopping voucher for our Rate the Report 2021.

Our winners are:

Hilda from Inverurie (pictured), Brenda from Stonehaven and Denise from Ellon.

Ian from Aberdeen (pictured) and Claire from Keith.

We hope you all enjoy your vouchers and of course your tablet Hilda.

Thank you to everyone who responded. Please take part in our surveys and consultations.

Responses are reported to our Board of Management to help inform their decisions. Results of consultations are published on our website. Your voice really does count.



Prize winners



Do you have CCTV or a Smart doorbell?

What you need to know before you set up home monitoring systems.

There has been huge growth in the use of home CCTV systems and smart video doorbells. Here's a brief guide to how to do this without invading privacy.

Before you set anything up, ask for permission from us. We need to make sure there will be no damage to our buildings when you install equipment.

Next, think about data protection and privacy. You must take steps to minimise any intrusion to neighbours and passers-by.

Data protection law does not apply if you set up your system so it only captures images within the boundary of your property (including your garden).

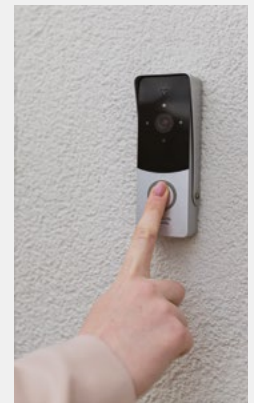
However, if you do capture images of areas such as your neighbours homes and gardens, any external communal areas, public footpaths or car parks things get more complicated. You become a Data Controller and the UK General Data Protection Regulation (UK GDPR) applies to you. There are things you become legally responsible for having in place. These include giving people the right to access copies of your system data, and the right to be deleted from the images amongst other things.

Consider the following for your home monitoring system:

1. Do you really need CCTV or a smart doorbell? You could avoid some complicated rules if you don't install one!
2. Are there other things that could be used to protect the property, such as better lighting, or a basic alarm system?
3. Can you set things up to avoid intruding on neighbouring properties or any shared/public spaces? Most systems allow you to limit the areas you are recording. This can be used to block areas covering your neighbour's property or a public area.
4. Has the system got audio-recording facilities? This is considered very intrusive and is recommended that audio is switched off.

Still want to go ahead? Here are the next steps:

- Let neighbours and visitors know you are monitoring the area by putting up a clear sign saying that recording is taking place.
- Don't use footage for any other reason than your stated reason for having the system.
- Make sure nobody outside the household can watch it without good reason.
- Only keep the footage for as long as you need it. Delete regularly.
- Make sure the CCTV system is not misused by other members of your household.
- Be helpful and open when people ask questions. People have a right to check their privacy is protected.



What if there is a complaint?

The Information Commissioner's Office (ICO) can ask you about your system, and request to view footage. They can take enforcement action against people if they do not stick to the requirements of data protection law. This can include being fined.

If you have any concerns about a neighbour's use of a CCTV system then please visit the ICO's website for further advice: ico.org.uk/your-data-matters/domestic-cctv-systems-guidance-for-people-being-filmed/

Is using CCTV or Smart door bells antisocial behaviour?

It could be. The Association staff need to build a strong case to evidence harassment or antisocial behaviour before we would go to court about a breach of tenancy.






It is likely to be more effective making a complaint to the ICO about misuse of a monitoring system.

Update on Winter newsletter 2021 consultation

Our insert special asked about your experiences during the lockdown as well as some other questions relating to what services we should offer post pandemic.

Here is an overview of the questions, responses and what we are doing in reaction to your feedback:

1,693 emails were sent with **797** hard copies. Received **129** responses, giving a **5.2%** response rate.

Satisfaction to how the Association adjusted services throughout lockdown?	Very poor: 5.7% 	Quite poor: 7.3% 	Neither poor nor well: 26% 	Quite well: 39% 	Very well: 22% 
Do tenants visit our offices?	Yes: 11.2%			No: 88.8%	
If yes, what times?	Mornings: 6.7%	Afternoons: 16.7%		Lunchtime: 5%	
Vote on future office opening times.	Restricted daily opening: 42.9%			Extra evening, open till 7pm: 30.6%	
Are tenants interested in virtual appointments with staff?	Yes: 61.3%			No: 38.7%	
Vote on the introduction of a FREEPHONE number?	Yes: 89.3%			No: 10.7%	

Actions:

- Opened our Aberdeen and Elgin offices throughout the week for restricted hours. See page 12 for full details of these.
- We have introduced the use of Near Me throughout the Association. Read all about Near Me on page 12.
- We are considering the FREEPHONE number and you will hear more about this in the near future. Keep an eye on our Facebook and Website pages for updates.

How to apply for housing & update on our waiting lists



Apply for a Home

We've had our own housing portal since 2021, replacing Apply4Homes. Here's some information and updates on our portal and housing list:

- To apply for housing with the Association, either as a new applicant or transfer applicant visit www.langstane-ha.co.uk and click 'Apply for a Home' and follow the instructions to register or update your details.
- We recently contacted any remaining Apply4Homes applicants on our waiting list and asked them to update their application with us. We received a great response rate and managed to help a lot of customers update their status with us.
- Our waiting list currently has 2,223 live applications. We house people as soon as properties become available that meet their needs.

If you need help or advice applying for housing with us email apply@langstane-ha.co.uk or call 01224 423000. You will need your name, address and date of birth.

Advertising properties on These Homes



We have started advertising some of our vacant properties on both our own website and through These Homes North East Scotland.

These Homes is a digital choice based letting site operated by Castlehill, Hillcrest and Sanctuary Housing Associations.

We will also be advertising in the Press and Journal.

Staff updates



Team Leader Major Works / Keith Blake

Keith joined our Property Team in November 2021. This is Keith's message about where he has worked previously and how he feels about joining Langstane:

'My previous employment includes joinery, Building Inspector with NHBC, Site and Project Management and involvement in the 15 million pound development of Craiginches Prison into affordable housing. Prior to joining Langstane I worked as a Risk Management Surveyor for Premier Guarantee inspecting new build social housing projects. In my new role I'll oversee external contractors carrying out major upgrade works, including kitchen, bathroom, heating upgrades and adaptation works. I like that as part of carrying out these improvements to tenants homes we are making a difference to their lives and living conditions.'

Property Assistant, Repairs & Voids / Lauren Smith



Lauren also joined our Property Team in November 2021. Lauren previously worked for an engineering/manufacturing company for a few years but decided she wanted to move into something she had more of an interest in, which led her to the Association.

Here is how Lauren feels about joining the team:

'I am really happy to have joined the team at Langstane; everyone has been so friendly and welcoming! Social housing is new to me but I have really enjoyed it so far and look forward to learning even more.'

Maternity leave cover Rent Management Officer / Neil MacBean



Neil also joined our Rent Management Team this year. Neil started in January 2022, covering maternity leave for Rosie Gilpin. Neil previously worked for

Grampian Housing Association for eight years, working in a rent management/income recovery role. Before this he worked with Aberdeen City Council since 1988. This included roles in housing, finance & property services. Neil was very happy to join the team and has this to say about his time so far...

'I'm enjoying my job at LHA. I knew a few of the staff before I joined and everyone has made me feel welcome. The role is quite varied and very busy, but I'm thriving on the new challenge in a role I'm quite familiar with. Everyone is helpful and friendly. I'm also enjoying getting to know and helping our customers.'

Scheduler / Jack Odlin



Jack joined our Property Team in March 2022, replacing Ronnie Falconer who joined our Customer Service Team. Before Langstane

Jack worked for International SOS as an Offshore Operations Administrator and Richard Irvine for two years as a Property Scheduler.

This is how Jack feels about his new role: 'I am very happy with the role I am involved with now and the team I am part of. Really feels like I've settled in very quickly and the people at Langstane have made that possible for me. Can't wait to now become a good member of the team and hopefully have a bright future with the company.'

Rent Management Assistant / Steve King



Steve is the newest member of our Rent Management Team and will be dealing with former tenant arrears. Steve joined us in April 2022 after working for First Bus

Aberdeen as a bus and coach driver for 2 years, for HM Submarine Service for 17 years and as a petrol station manager for Sainsbury's for 5 years.

Here is how Steve feels about joining Team Langstane:

'Since joining LHA, I have been made to feel welcome by everyone I have met so far. I'm looking forward to settling in and learning more about my role in the days/weeks ahead.'



Help and support information

Breathing space

Confidential phone service for anyone in Scotland experiencing low mood depression and anxiety.
FREE Phone: 0800 838 587
Website: 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/
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
Email:
aberdeen1stresponse@penumbra.org.uk
Text: 07768 647723
Opening Hours:
Monday to Friday 9am-5pm
Aberdeenshire 1st Response:
0800 135 7950 (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
Email: pat@papyrus-uk.org
(for confidential suicide prevention advice)
Website: 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

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

Near Me – what is it and how you can use it!

Near Me is a video calling platform, successfully used by the NHS and other Housing Associations across Scotland.

The Scottish Federation of Housing Associations (SFHA) have, over the past year or so, been involved in introducing Near Me to housing providers and many are using it successfully to meet tenants.

To make a successful video call you will need:

- A device i.e., smartphone, tablet or laptop
- A reliable internet connection
- An area that is well lit and private
- Chrome, Safari or Edge

Look out for more information on our Facebook and website pages about new methods of contacting our teams.



Big thank you... to the volunteer tenants who recently helped us test Near Me. This helped us understand the process in real time and helped highlight any issues we may run into as we roll it out across the Association.



Tenant Recipe

Chocolate fruit cake

- Put 2 x 375g packs of sultanas in a bowl
- Add 2 cups of chocolate milk
- Soak overnight



Next day:

- Add 2 cups of self raising flour
- Put into a greased 23cm cake tin
- Bake for 2 to 4 hours in a low oven (100 °C)

Special tips:

- If you don't have a cake tin use a large casserole dish making sure you grease well.
- Alternatives to chocolate milk are chocolate soya milk or milkshake.

(Thanks to Elaine from Forres for this recipe)

Living Wage Employer

In 2021 Langstane Housing Association were proud to join the growing number of Scottish employers recognised for paying a real Living Wage by becoming an Accredited Living Wage employer. The Association gives an ongoing commitment to pay its employees a real Living Wage that reflects the cost of living. This has never been more important. The real Living Wage is independently calculated based on what employees and their families need to get by.

- fish
- jellyfish
- sand
- sunglasses
- fin
- ball
- bikini
- snorkel
- lifebuoy
- seaweed
- sunblock
- wave



OFFICE OPENING TIMES & EMERGENCY NUMBERS

Our Aberdeen office will be open Monday, Wednesday and Friday 11-3pm. Our Elgin office will be open Monday and Friday 1-3pm and Wednesday 10-12pm.

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.

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

