

Activity Report

October - December 2023



LANGSTANE

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

Walkabouts, partnership working in Moray & tenant get together

Neighbourhood walkabouts

Walkabout completed at Langstane Place, Elgin on 30th October with six tenants and three staff in attendance. A follow up walkabout will be arranged for spring 2024 to see what changes have been delivered to this community off the back of the action plan. The tenants requested this walkabout as they felt their community is deteriorating and being forgotten. Staff reassured tenants this was not the case and informed that the action list would be developed, updated and published online so tenants are aware of progress relating to on-going issues.

The rolling schedule to monitor progress will continue into the new year at Charlotte Gardens with repeat visits promised for Polinar Place and Langstane Place. Future dates will be arranged with regular tenants who attend and staff. Dates will be dependent on weather and staff availability with all tenants informed in plenty of time.

Future walkabouts include:

- **Date to be confirmed** – Charlotte Gardens, Aberdeen
- **Date to be confirmed** - Langstane Place, Elgin
- **Date to be confirmed** – Polinar Place, Inverurie

Partnership working in Moray

As the NETRALT partners continue to plan scrutiny training, Langstane has teamed up with Moray Council, Osprey Housing, Castlehill Housing Association and Grampian Housing Association to develop joint events (possibly reinvigorate the Conversation Cafés) across areas of Moray with the intention of creating more awareness and strengthening tenant involvement across the county.

This partnership developed as Langstane have been trying to get Moray tenants more involved and was spoken about at the November NETRALT meeting. Moray Council then showed an interest followed by the three housing associations.

Next meeting arranged for February to get an initial date in the diary for the first event. More details to follow.

Involved tenant Christmas get together

To show our appreciation for their volunteering efforts throughout 2023, an informal Christmas get together was arranged in the training area at the King Street office for scrutiny members. It was a successful event and fortunately coincided with a TPAS event which we were able to join virtually as a group for a Christmas themed presentation.

Tea, Coffee, juice and cakes were on offer for the tenants, and it was a nice opportunity to catch up with them before the festive break and talk about everyone's plans. Also, staff were able to discuss plans for the new year informing tenants as to what they could expect from Langstane's customer participation team in 2024.

Telephony

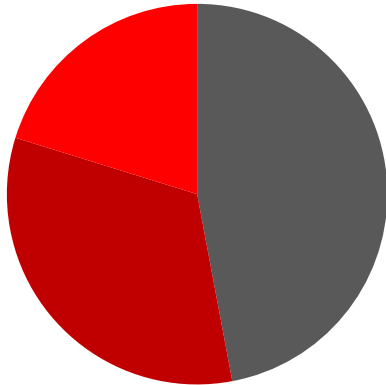
- 5238 calls in in Q1, we answered 4731 giving us an abandonment rate of **9.66%**.
- This is an average of **85** calls per day.
- Busiest time was between 0900-1000 and busiest day was a Monday.
- **100%** for our internal call QA.
- Average wait time **1minute 28seconds**.
- We took **1358** repairs calls and raised **1305** orders.
- We took **470** applications calls and did **26** new paper or telephone applications.
- **586** rent calls were answered, and we took **387** rent payments.
- **2317** calls came into the 'other enquiries line and we raised **163** ASB cases.
- In Q1 we raised **835** call backs for other operational teams.

Engagement

Website

▶ A total of **46,428** visits were made to the website during this period. See below for a breakdown of our most popular pages.

Views



- Available properties
- Repairs
- Report a Repair

Your Voice Counts

▶ **410** members on the Register of Interested Tenants, a decrease of **12** from previous quarter.

▶ This represents **18%** of our current tenants.

Facebook

▶ We received **2,890 interactions** on Facebook during this quarter.

▶ We received **16 messages** from customers via Facebook.

▶ We published **34 posts** with the post who reached the most people being the announcement **'We're Hiring'** for Housing Officer vacancy. Post reached 6,430 people. It achieved 34 shares, 33 likes and 7 comment.

▶ We have **2,022** followers.

Publications

▶ Our Annual Performance Report 2023 was published in October.

▶ Planning content for Winter edition of Langstane News which will be published at end of January 2024.

Areas of Focus for Quarter 4:

Consultations

- ▶ Rent Increase Consultation process started with full tenant consultation starting in January 2024. December saw us complete hybrid tenant focus groups to discuss the rent increase process. Results of consultation available in January to March 2024 activity report.

Inbound Telephony

- ▶ Focus on maintaining <10% abandonment rate.
- ▶ Maintain our internal QA pass rate and increase the number of 'green' calls.
- ▶ Maintain our call waiting time at <90 seconds.

Engagement

- ▶ Arrange training session with TPAS Scotland for our next scrutiny group meeting.
- ▶ Working on developing our scrutiny framework and making staff aware of what activities we are undertaking with our tenants.
- ▶ Planning joint training to develop scrutiny with NETRALT partners with Lesley Baird consultant who is a tenant participation expert.
- ▶ Continue with community walkabouts on various schemes across Aberdeen City, Aberdeenshire and Moray.
- ▶ Support tenants who are starting their TPAS TP certificate in January 2024.
- ▶ Work with Moray Council to plan spring Conversation Café sessions to encourage engagement with Moray tenants.
- ▶ Planning a review of Interested Tenant panels to make sure we are communicating with genuinely interested tenants. Taking a qualitative look at our register as opposed to quantitative.
- ▶ Working to rejuvenate our Digital Champion project.