

Langstane News

Winter 2024 | Issue 47

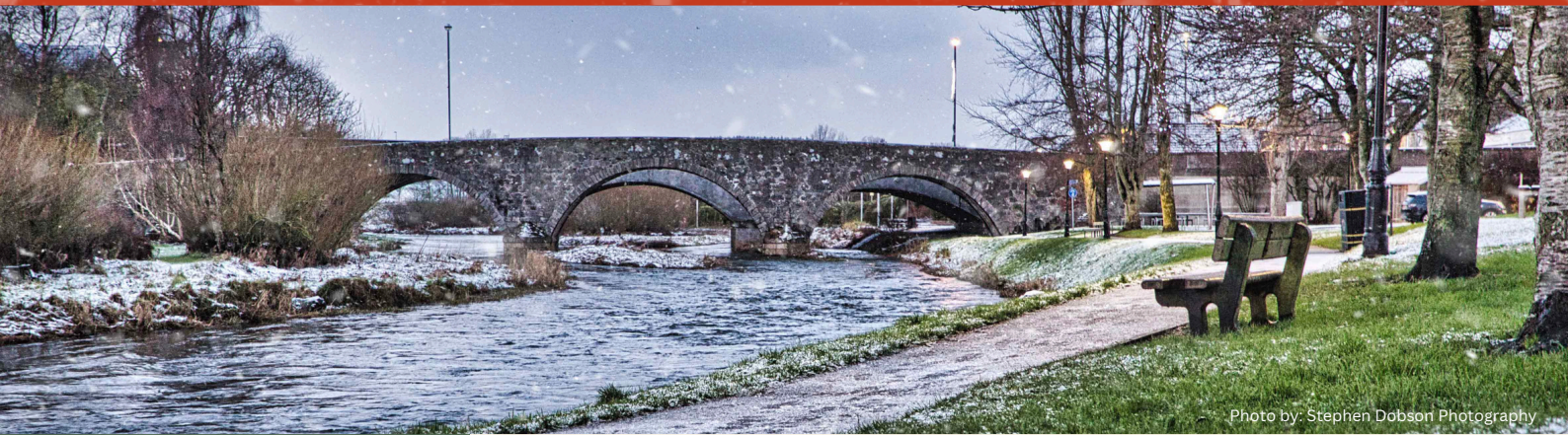


Photo by: Stephen Dobson Photography

In this edition:

Tenant Satisfaction Survey	2
Tenant Engagement How You Can Get Involved	4
Planned Maintenance Update 2024 / 25	6
Long Standing - Tenants and Employee	7
Staff Updates	10
Where to Access Emergency Food	11
Office Closure and Emergency Numbers	13

We have a new furniture project!

At Langstane we are proud to provide homes and services which make a difference to our tenants' lives. Part of this is making sure we can do as much as possible to help new and existing tenants to be comfortable in their homes.

With this in mind we have introduced a new furniture project with the aim of helping our customers turn their properties into homes. To administer the project we have employed a dedicated staff member, Rhona Ramsay.

Rhona has been with the Association since August, and you can read more about Rhona in our 'staff updates' section on page 9.

What is the furniture project?

The project allows qualifying tenants who are in the process of signing for a new tenancy or are an existing tenant to lease furniture, to help with items that may be otherwise unaffordable. However, we are at the stage in the project where we are focussing on those tenants who have experienced homelessness. Under the project you can lease items such as:

- Washing machine
- Beds
- Curtains
- Sofa(s)
- Carpets

How do I apply?

You will need to complete an application form as part of the process, signing a legal agreement in addition to your tenancy agreement. Please note there are some qualifying criteria you will need to meet to be eligible for help through the project.

How do I find out more information?

We have a leaflet available which provides more details on the project (pictured). You can access the leaflet on our website www.langstane-ha.co.uk or you can request a hard copy by contacting info@langstane-ha.co.uk or calling our Customer Service Team on 01224 423000.

If you would like to chat confidentially with Rhona about accessing the project please contact her on 01224 423125 or email rhona.ramsay@langstane-ha.co.uk.



www.langstane-ha.co.uk



680 King Street, Aberdeen



North Guildry Street, Elgin

Update on Tenant Satisfaction Survey 2024

We have recently completed a tenant satisfaction survey to find out how our customers feel we perform as a landlord.

The survey was conducted by [The Knowledge Partnership](#) on our behalf, they spoke with 351 of our customers across all of our housing areas.

We are in the process of reviewing all of the results, comments and feedback collected to allow us to create an action plan to address any issues which have been highlighted as part of the survey.



Thank you to all of you who took part in the survey and provided honest feedback, it was great to see so many positives highlighted about the services we provide.

We are aware that there was still room for improvement in some areas and services and we will update you on the final results and our action plan to address any areas for improvement in our Summer News.



My Voice Counts scrutiny group roundup for 2024!

Our group is still going strong with eight members completing their first year as an established scrutiny group. Their final meeting for 2024 was held in November (pictured) with lots of discussion about plans for 2025.

An end of year survey was circulated to see how the group feels about their progress which will help us all prioritise members goals for next year. Here is a snapshot of what has been achieved and what is planned for the future:



2024

- Received training from TPAS Scotland
- Were involved in the Anti Social Behaviour policy review
- Learned about our Annual Assurance Statement in preparation to be involved in next years submission to the Scottish Housing Regulator (SHR)
- Received their volunteer badges
- Helped review the Tenant Participation Strategy
- Assisted in presentation to staff about scrutiny, to raise awareness

2025

- Start their first scrutiny project which will be a series of Neighbourhood Walkabouts
- Review feedback and complaints
- Continue skill and relationship building with each other and Langstane staff
- Design and build webpage to promote the work of the group
- Continue to be involved in Langstane policy reviews



Winter tips & hints



With another cold winter underway, make sure you are ready to deal with weather conditions:

- Do not use boiling water to clear ice and snow as it creates more of a slip hazard. Always use salt and grit.
- Please report any overflows or leaking guttering if your pathway is getting wet. Report it before it starts freezing over.
- In an extra cold spell keep your heating on constantly at a low temperature.
- If you have an elderly neighbour please look out for them and help where you can.



Whether it's strong winds, heavy rain or extreme cold and snow, there is something you can do to prepare for winter.

Contact us to flag any issues with the property as soon as you notice something is not right. Even if it's the slightest drip or smallest crack, these issues can get worse if left and could lead to significant damage to your home. During the winter months let us know about any concerns which could include loose fencing, roof tiles and blocked guttering or downpipes.

Avoid flying garden furniture by securing ahead of high wind forecasts. Some everyday items in the garden, such as trampolines and seating can become hazardous.



Fasten windows and doors tightly in rain, snow, and high winds.

Know what to do in a power cut. It's simple to get in touch with your Electricity Distribution Network Operator - just call 105 for updates on any outages.

Try to heat rooms you spend a lot of time in, such as the living room or bedroom, to at least 18°C.



Sometimes no amount of planning and preparation can prevent the weather causing disruption or damage to your home.

Locate the stopcock. In the event of a burst or frozen pipe you will be able to turn off the incoming water supply.

Keep your contact details up to date with Langstane. This allows us to let you know if we need to visit the property or send a professional for maintenance / repair work, especially for emergencies such as a leak.



Contents insurance offers peace of mind, so make sure your policy is up to date and covers your belongings.

Neighbourhood walkabouts explained...

What is a walkabout?

A walkabout is simply where tenants and staff walk around your neighbourhood together, discussing issues that need addressing.

Why get involved?

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 decision making process

What results will we see from a walkabout?

An action plan will be created during the walkabout.

Staff who attended the walkabout will then liaise so that all relevant information is captured within the action plan.

The issues highlighted in the action plan will then be reported to the relevant teams who can work to resolve them.

Action plans will be published on our website within our '[Getting involved](#)' page so that tenants are kept up to date on our progress.



How do I request a walkabout in my neighbourhood?

If you would like us to visit you in early 2025 please contact:

Samantha Hough
Customer Participation Officer
samantha.hough@langstane-ha.co.uk

Tenant engagement options - How you can get involved

As well as our Registered Tenant Panels, there are a variety of ways you can get involved, have your say, and make your mark on how Langstane delivers housing services.

There are four options to consider. Please do get in touch on the contact information below if you want to join in or simply learn more:

Help us plan our Newsletters!



We would like our readers to help us plan future editions of our Summer and Winter News.

If you would like to be involved contact our Customer Participation Officer, Samantha on 01224 423120 or email samantha.hough@langstane-ha.co.uk.

Join our tenant scrutiny group

What is scrutiny? Scrutiny is a form of active tenant participation where you can work with other interested tenants and Association staff to help make real changes to how we deliver services.

Recommendations from your scrutiny projects will go directly to our Leadership Team and Board of Management.

How to find out more or get involved?

If you would like to know more about the group you can read about them on our website on the '[Getting Involved](#)' page and / or contact our Customer Participation Officer, Samantha on either 01224 423120 or email samantha.hough@langstane-ha.co.uk.



Volunteer to become a member of our Langstane Housing Support Service 'Service User Participation Group'

This panel will be asked to provide feedback on both the work the service is doing to help and support our tenants along with the ways in which we record our progress with our service users. You don't need any qualifications or experience, just an interest in helping us to make things better for the people we support.

We just want your honest feedback and any suggestions on how we can improve the quality of the service we provide or how to we can involve our service users more.

How to find out more or get involved?

If you are interested please contact the Registered Service Manager, Helen Gordon on either 01224 423000 or email langstanehousingupportservice@langstane-ha.co.uk.



Become a board member of Langstane Housing Association!

Are you passionate about making a difference in your community?

Join the Board of Langstane Housing Association and help provide affordable housing and essential support services.

About Us:

Langstane Housing Association offers affordable rented housing and advice on benefits, fuel assistance, and welfare. We foster community engagement through meetings and activities.

Benefits of joining the Board:

- Boost your confidence and self-esteem through community impact
- Gain insight into housing issues and enhance your CV, opening new career opportunities
- Access courses and events to further develop your skills
- Opportunities to join national or regional housing initiatives
- Experience the fulfillment of giving back to your community
- Have fun while making a difference

At Langstane Housing Association, our Board members are dedicated to the community. If you are ready to effect positive change and gain valuable experiences, apply today!

Interested?

For more information or to discuss Board membership, contact Hayleigh Lawson, Team Leader - Executive Office and Communications, at 01224 423000 or email hayleigh.lawson@langstane-ha.co.uk.

Moray conversation café roadshow

Langstane have been on the road again since we introduced our 'Moray Conversation Café Roadshow' in our Summer News 2024.

In August we joined the Buckie Community Lunch at the Fishermen's Hall, (pictured) which was a great chance to meet local tenants and residents along with making connections with other charitable organisations.

Our next event will now be in early 2025 so please keep an eye on our social media pages and our website for the poster which will detail our next date and location.

We hope to see you at one of our Moray events for a cuppa and chat.



North East Tenants Residents
and Landlords Together



Rent increase 2025

In November we completed a series of tenant focus groups (pictured) to open conversations on the rent increase 2025.

These were quite well attended with ten tenants engaged in either attending the meetings or providing questions via our survey monkey survey.



In addition to the focus groups, we will be sending out our annual tenant consultation, allowing everyone to provide their feedback on the next annual rent increase.

Look out for this arriving by either hard copy or email at the beginning of January 2025. Rents change every year on 1 April.

Festive hampers for tenants



Tracey, Balmedie

This is the third year we have gifted ten Christmas hampers to a random selection of tenants, instead of Christmas cards.

This gesture of good will, we hope, will spread happiness and cheerfulness at Christmastime.

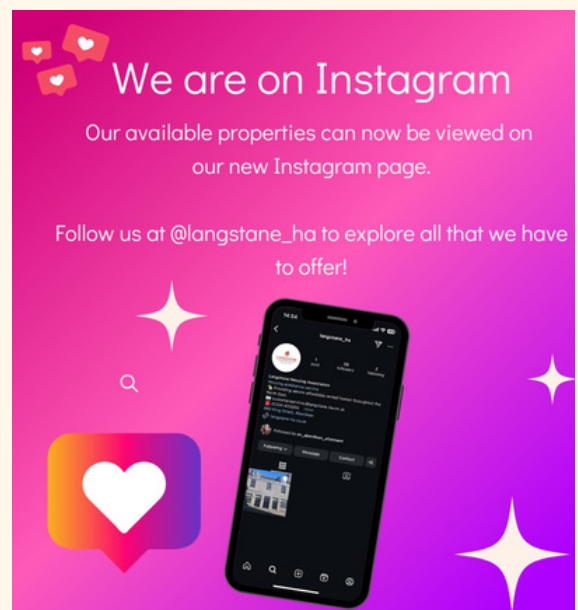
We hope these lucky winners enjoy their hampers and a Merry Christmas to all.



We are now on Instagram

Our Instagram page is now live!

On here we will be advertising available properties so please take a look using either the link below or by visiting https://www.instagram.com/langstane_ha/ to check for properties or to follow us.



You said We did

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

You said you were unhappy with the level of cleaning in the communal areas.

After a competitive tendering process, we are delighted to announce our new cleaning contractor, Perfect Clean Ltd who start in January 2025.

Perfect Clean Ltd will cover cleaning for all communal areas across all properties in Aberdeen City, Aberdeenshire, and Moray.

Look out for a 'meet the cleaners' feature in our Summer News 2025.



Successful participation event finalist for tenant involvement awards

In our winter news 2023 we featured how we had completed a successful online event with partnering landlords, tenants, and residents across the North East of Scotland.



Both North East Tenants Residents and Landlords Together (NETRALT) and the Northern Tenants Partnership (NTP) took the opportunity to join forces to share and showcase their tenant involvement activities and work.

The 2024 event took place on 13 September and was officially opened by former TPAS Scotland chief executive, Lesley Baird who is now a tenant participation expert consultant.

Over 25 participants joined for the morning to hear about:

- Tenant Involvement Journeys
- Young Tenant Involvement
- The Scottish Social Housing Charter
- Youth Engagement
- Partnership Working
- Tenants Together



Success!



The 2023 event was recognised by both the Tenant Information Service (TIS) and the Chartered Institute of Housing (CIH) who both selected the event as a finalist, in the following categories:

- TIS National Excellence Awards 2024 - Excellence in Digital Engagement
- CIH Scotland Housing Awards 2024 - Working in Partnership

Planned maintenance update 2024 / 25

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 will meet 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.

- Foyer Office - 3 Kirk Street, Peterhead
- 9 A-F Back Hilton Road, Aberdeen
- Mortgage to rent properties

Replacement Bathrooms

The works will be completed by April 2025.

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

- Wernham House, Aberdeen
- 68 A-F Menzies Road, Aberdeen
- 22-37 Uphill Lane, Peterhead

Replacement Windows

Replacement windows are a big focus for Langstane HA this year, to make sure properties remain wind and watertight. Where the current windows are failing, some properties will receive Upvc windows and others will receive like for like due to being in conservation areas.

- 14-16 Jute Street, Aberdeen
- 1-6 Langstane Lane, Keith
- 53-55 Menzies Road, Aberdeen
- 2 Seaforth Road, Aberdeen
- 2-12 Pettens Close, Balmedie
- 1-8 Skene Street, Peterhead

Heating Upgrades / Radiator Replacements:

- Wernham House, 7 Virginia Street, Aberdeen
- 71 Westburn Road, Aberdeen
- 576C & 584A George Street, Aberdeen
- 12 St Mary Street, Peterhead
- 78D Queen Street, Peterhead

- 77C & E Wood Street, Aberdeen
- 53F Menzies Road, Aberdeen
- 64T Ashgrove Road, Aberdeen
- 19, 49 & 52 Langstane Place, New Elgin
- 4, 26, 27 & 28 Mugiemoor Court, Aberdeen

- 34 Ashwood Crescent, Aberdeen*
- 48 Ashwood Crescent, Aberdeen*
- 103-105 Main Street, Tomintoul*
- 1-11 Delnabo Road, Tomintoul*
- 16 Morven Place, Aberdeen*

*Heating Upgrades

Long-standing tenants and employee

At Langstane Housing Association we believe in the power of community, connection and open conversation. We are thrilled to feature two of our long-standing tenants and one of our long-standing staff members.

Kevin, from Stonehaven

When did you move into your home and why did you choose Stonehaven?

In December 1993 just a few weeks before Christmas. Mainly to get a secure tenancy now a Scottish Secure Tenancy and a lower rent. Since moving away from the family home in 1976 I have lived in university accommodation in the private rented sector. So, a new opportunity to stay fixed was crucial. Of course, I saw it as a move to a very beautiful town closer to my job at the time.

What changes have you noticed or experienced in the past 30 years in both your neighbourhood and Stonehaven?

A growing town, a folk festival that brought Billy Connolly to the town, a local radio station, a new church, the development of a community hospital, increase in tourism and the Aberdeen western peripheral route.

What are your favourite things about living in your neighbourhood or Stonehaven as a whole?

Stonehaven is such a friendly place. I can go for a walk and particularly now after 30 years I find strangers talking to me and I enjoy talking to the local people and many visitors. What really strengthens me is the large number of people from all over the world who come to Stonehaven.

What advice do you have for other tenants who are interested in getting involved in tenant participation?

Consider it carefully and think what you might get out of it. Look at the time commitment carefully and how you fit it into your own schedule. Give it a try! If you are genuinely interested, just give it a try, and help to make a difference.



Michael, from Aberdeen

When did you move into your home and why did you want to live in Aberdeen?

I moved into my home in 1986. For the purposes of employment and convenience. In my earlier life I had no car, worked shifts and was dependent on public transport.

What changes have you noticed or experienced in the past 38 years in both your neighbourhood and in the city?

In my neighbourhood people have come and gone and it has been good to know those people, many of which have been valued friends. In the City the main change I've noticed over the years has been the shopping malls which have replaced individual shops on Union Street and the City Centre, changing the character of the shopping experience.

What are your favourite things about living in your neighbourhood?

- The quietness
- The view from my living room window is private and secluded with a view of grass and trees
- I enjoy sitting in the garden on a warm sunny day

Tell us about your experience as one of Langstanes digital champions.

My digital champion experience has been pleasant and enjoyable. [Samantha](#) is patient, kind and willing to work at my pace which is something I have found very important as developing my digital skills and confidence has at times been scary and stressful.

If you are interested in learning new digital skills then please do [get in touch](#) with Langstane, speak to someone about your issue and remember to take it one step at a time.



Jennifer Watson – Housing Officer

Jenny has been a valued member of staff for 25 years, celebrating this milestone in summer 2024.

What brought you to Langstane 25 years ago and what role did you do?

I started with the Association as a receptionist and was employed through a temping agency.

What route has led you to your current role?

I've held several roles starting at reception before moving to the maintenance and development departments as an admin assistant. I then joined the Housing team as an assistant and advanced to housing officer.

What advice do you have for starting a career in housing?

Working in housing is rewarding and can lead to a lifelong career. I'm grateful to be in an environment where I truly help people and collaborate with great colleagues. Every day is different, so my advice is 'go for it!'





Making you aware!

Langstane Housing Association are required to provide an Annual Assurance Statement each year to report our performance to the Scottish Housing Regulator (SHR). From this the SHR create engagement plans, which detail:

- The work the SHR are completing with a landlord and why
- What information the landlord needs to send the SHR
- What action the SHR will take if needed
- The 'regulatory status' of the landlord if they are a registered social landlord



Scottish Housing Regulator

You can read Langstane's 'engagement plan' by visiting [Scottish Housing Regulator website](https://www.scottishhousingregulator.gov.uk/), where you can also read engagement plans for landlords across Scotland.

We are now designing all our publications in-house!

For the past ten years we have worked in partnership with Foyer Design to produce our three annual publications:



Summer newsletter



Annual performance report



Winter newsletter

This year, however, we decided to complete the design of our publications in-house. By 'in-house' we mean that our Executive Office and Communications team will develop the graphics instead of sending them externally to Foyer Design.

Creating our Annual Performance Report 2024 in-house this year was a success. Meaning we continued to involve our tenants and we saved money. We consulted with our tenant Reader Panel and received positive feedback across the board.

Here are a couple of those comments, which helped us see we were delivering a publication that is right for the tenants. To read the full summary you can either view it on our 'Consultations and Feedback' page under the '[Getting Involved](#)' tab or by requesting a hard copy from Samantha, on her contact details below.



In light of this positive tenant feedback, we have designed our Winter News in-house and would welcome your feedback as to what you think.

If you are happy to share your thoughts please contact our Customer Participation Officer, Samantha at samantha.hough@langstane-ha.co.uk.

Your feedback is greatly appreciated and extremely valuable in helping us continue to deliver publications that are accessible, informative and enjoyable for all our readers.



Staff updates

Andrew Meechan joined the Association in June this year as part time **Estates Assistant**. He has previously worked for the Scottish Prison Service, Grampian Housing Association and both Aberdeenshire and Aberdeen City Council.

Here is how Andrew feels about his time at the Association so far.

"I am really enjoying my new role as an Estates Assistant with Langstane Housing. My experience at Langstane has been very good, everyone has helped me settle in and I have everything I need to help me do my job. I always say hello to tenants when on site and explain what I am there to do and why we sometimes have to knock on doors to ask for something to be moved."

I hope to build good relationships with tenants and provide reassurance that we are onsite regularly, are approachable and are willing to help."

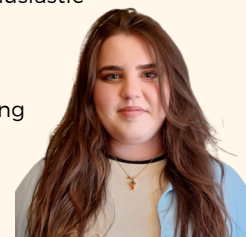


Marta Zemture started with the Property Team in June as a **Property Assistant**.

For several years, Marta worked in the private letting agency world, and is very enthusiastic to be able to bring all her relevant experience to her new role.

Here is a little from Marta about joining the Association.

"I most look forward to contributing to Langstane's mission of providing affordable housing and helping support tenants for their repairs needs as we head into the winter months."



Niketa Cruickshank has been a valued member of our Elgin team since starting as a Housing Officer with the Association in May 2019. In September our long standing colleague Neil Hargreaves, retired and Niketa was successful for the **Team Leader** job, starting at the beginning of November.

Here is how Niketa feels about her progression through the ranks.

"I'm feeling excited for my promotion and looking forward to the challenge being a Team Leader will bring and I'm thankful to Langstane for giving me this opportunity to continue to progress my career within the organisation and Housing."



Rhona Ramsay joined us in August as part of our Housing Team as our dedicated **Administrative Assistant** on our furniture project.

Before joining Langstane she was a self-employed artist, Police Scotland researcher and spent 17 years in the insurance industry.

Here's Rhona's thoughts on her new role:

"Working at Langstane has given me renewed purpose in my life - I love being able to help people, and being able to chat with tenants directly is fantastic."

I'm driven to do what I can to help make our tenants feel that their flat or house is a welcoming home."



Gillian McCormack joined the finance team as **Finance Manager** in October from Peterson UK, where she oversaw management accounts for the Quayside divisions and their fuel entity. Excited to contribute to our winter newsletter, Gillian shares her thoughts on her time at the Association:

"Most of my finance career has been in the private sector, so joining a not-for-profit is an exciting new challenge."

I aim to use my existing experience to add to the already strong Finance team here at Langstane."

Everyone has been incredibly welcoming, and I look forward to collaborating with them all."



Happy Retirement, Judith!

After 10 years as our **Director of Housing, Judith Sutherland**, is retiring in April 2025. Judith started on 14 November 2014 and has been a highly regarded member of our Leadership Team, working tirelessly to make a difference in the housing sector.

Here are Judith's thoughts on retirement:

"I've loved working for Langstane. No day has ever been the same and I will miss my lovely colleagues, the tenants and the job satisfaction that providing people with homes has brought over the years. I am though looking forward to spending more time with friends and family and trying to bring my golf handicap down."

We wish Judith all the best and a long and happy retirement!





Where to access emergency food

There are a range of agencies who provide free food, which you can either take away or eat on the premises. Please see below for a number of places you can get food and hot meals this winter across Aberdeen City, Aberdeenshire, and Moray.

Please note: each agency may have specific criteria for providing food which is not automatically limited to homeless households.

Aberdeen City

Hot Food Social Bite

516 Union Street
01224 981863

Monday to Friday
8am till 9.30am (Takeaway)

Monday, Tuesday, Wednesday & Friday
2.15pm till 3pm (Hot meal takeaways)

Thursday
3pm till 5pm (Hot meal and takeaway)

Aberdeen City

Salvation Army

28 Castle Street
01224 579370

Tuesday and Friday
11.30am till 1pm

Hot meal provided in The Citadel
Community Hub

Aberdeen City

The Care Hub

393 George Street
07712 598 835

Tuesday, Thursday & Saturday
11am till 2pm

Updates on this Service is available online at
www.facebook.com/TheCareHubAberdeen/
or
email thecarehubaberdeen@yahoo.com

Aberdeenshire

Aberdeenshire North Foodbank

There are various locations where you can access the North Aberdeenshire Foodbank centres.

If you need to access this service for emergency food, you will need a valid foodbank voucher.

Inverurie

4 St James's Place
07967 364 600
Tuesday and Friday
1pm till 3pm

Ellon

Ythan Centre, Station Road
07562 914 986
Monday and Friday
10am till 12noon

Huntly

47 Gordon Street
07479 954 746
Tuesday and Friday
11am till 1pm

Peterhead

21A Skelton Street
07561 750 574
Monday, Wednesday and Friday
11am till 1pm

Fraserburgh

121 Shore Street
07423 639 468
Monday, Wednesday, and Friday
11am till 1pm

Moray

Community Food Moray – food bank

Phone: 01343 820261

Email:

Foodbank@communityfoodmoray.co.uk

Operates on a referral process so please contact on details above to discuss.

Moray Food Plus+

203 High Street, Elgin, IV30 1DJ

If you or your family are experiencing a food emergency contact Moray Food Plus who will discuss this with you in the strictest confidence.

This is a referral service so please do get in touch with them to discuss on
request@morayfoodplus.org.uk

Phone: 01343 208293

Email: admin@morayfoodplus.org.uk

Our website

Remember to visit our website and click through to the "Help and Support Resources" section!

Here, you'll find essential information on energy advice, food resources, legal assistance and financial guidance. Our resources are designed to connect you with the support you need for a better, more secure future.

Explore each category to discover valuable tools and assistance tailored to your needs.

<https://www.langstane-ha.co.uk/help-and-support-resources/>



Help and support information

Breathing space

Confidential phone service for anyone in Scotland experiencing low mood depression and anxiety.

FREE Phone: 0800 83 85 87
Website: www.breathingspace.scot

Opening hours:

- Monday – Thursday 6pm to 2am
- Friday 6pm – Monday 6am

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.

HOPELINE247: 0800 068 4141
Text: 88247
Email: pat@papyrus-uk.org
(for confidential suicide prevention advice)
Website: www.papyrus-uk.org

Opening hours:

- 24 Hours, 7 days a week
- (Weekends and Bank Holidays included)

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 - Friday 9am to 9pm

Man chat

A social media page for struggling men to reach out and a weekly meeting to meet up and hopefully clear our heads without any judgement or worry of who was there.

Email: manchatabz@gmail.com

Penumbra

Short-term support for people who are feeling overwhelmed, in distress or at crisis point.

Website: www.penumbra.org.uk/
Email: penumbra365@penumbra.org.uk
Phone: 01224 074550
Facebook: [@Penumbra365](https://www.facebook.com/Penumbra365)

Opening hours:

- Monday - Friday 9am to 5pm
- 20 Back Wynd, Aberdeen, AB10 1JP

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
Text: 07537 173 683
Email: helpline@combatstress.org.uk
Website: www.combatstress.org.uk

Samaritans are always there to listen

If you need someone to talk to or are in need of support please contact Samaritans Scotland.

They are available 24 hrs a day, 365 days a year.

Please use the details below:

- Call their FREE number: 116 123
- Website: www.samaritans.org/samaritans-in-scotland/
- Email: jo@samaritans.org
- Post a letter to: Freepost SAMARITANS LETTERS



Low cost lentil soup

At just 20 pence a serving this classic lentil soup is a treat for vegetarians, meat eaters and vegans and can be further enhanced with lots of different vegetables. Preparation and cooking time: 45 - 60 minutes

Ingredients

- 200g red lentils
- 1 carrot - No need to peel, just give it a good wash!
- 1 onion - Use up what you have. Spring onions, leeks or shallots work well too.
- 1½ litres vegetable stock (to make this suitable for vegans make sure there are no animal products in the stock)
- Juice of half a lemon
- For taste add salt, pepper, cumin powder and chilli powder
- For extra flavour, garnish with finely chopped spring onions or chives



Source: [Love Food Hate Waste](#)

Recipe

- Peel and finely chop the onion and carrot. Put into a large saucepan with the stock and lentils. Simmer, covered, for 25 minutes until the lentils are disintegrated. Allow to cool, then liquidise.
- Reheat to serve and adjust seasoning with lemon juice, salt, pepper, ground cumin and ground chilli.
- Freezer tip: It's worth making double quantities and freezing this soup in portions. Don't miss out the lemon, it makes all the difference.
- Variations: other vegetables could be chopped up and cooked with the lentils, but don't include potatoes as they will tend to make the consistency gluey.
- Remember to freeze any portions you don't eat this time to save them from going in the bin. A great time saver for a simple meal another day when you may be busy.

Legal information

- Registered under The Co-operative and Community Benefit Societies Act 2014 No. 1916R(S)
- Registered with The Scottish Housing Regulator No. HEP 145AL
- Registered Scottish Charity SCO11754
- A member of the Scottish Federation of Housing Associations
- Property Factor Number PF 000666
- Registered Letting Agent No. LARN2001005
- Landlord Registration number 900480/100/24071

Office Closures

We wish you a great festive season!

Please remember both our offices will be closed between the following dates:

Offices are closed from Tuesday 24 December 2024 from 1pm until Friday 03 January 2025.

Our offices re-open at 9am on Friday 03 January 2025.

Please accept our apologies for any inconvenience this may cause.

Emergency Numbers

Emergency Repair Cover when our offices are closed:

- Please contact Orbis Protect 0151 343 2906

The call will then be passed to an appropriate contractor for your area. Response time for attendance will be 4-6 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

Get in touch with us



680 King Street, Aberdeen, AB24 1SL



7 North Guildry Street, Elgin, IV30 1JR



<https://www.langstane-ha.co.uk/>



01224 423 000



info@langstane-ha.co.uk



[/Langstane](#)



[/Langstanehousingassociation](#)



[/company/langstane-housing-association/](#)



[/langstane_ha/](#)