



Langstane Housing Association

ESG Report

Environmental | Social | Governance

— 2024 / 25



Table of Content



Foreword	02
ESG reporting approach	03
About Langstane	04
Environmental	05
Social	06
Governance	09
Key achievements	12



Foreword

Helen Gauld, Chief Executive

Welcome to Langstane Housing Association's Environmental, Social and Governance (ESG) Report for 2024-25.

At Langstane Housing Association, our purpose has always been to provide safe, high-quality homes while supporting thriving communities. Over the past year, we have continued to make significant progress in ensuring our homes are energy efficient, safe, and sustainable, while listening to and empowering the residents we serve.



Our commitment to achieving net zero by 2045 is central to our strategy. In the last year, we have delivered a range of energy efficiency improvements, including solar PV installations with battery storage, air source heat pump upgrades, high-efficiency gas boilers, new high-performance windows, and cavity wall insulation across our housing stock. These investments are just the beginning of our journey to reduce carbon emissions, improve affordability, and make our homes fit for the future.

Our commitment to governance, equality, and sustainability is reflected across our organisation. ESG risks are embedded in our strategic risk register, our board and senior management operate under the SFHA model code of conduct, and we continue to promote equality, diversity, and inclusion for both our employees and board. We are proud to pay the real living wage and provide development, wellbeing, and support opportunities for our team.

We recognise that our responsibilities go beyond housing. Through partnerships with local charities and community organisations, we actively contribute to social value and neighbourhood wellbeing. From supporting pathways to employment, community hubs, and refuges, to embedding social value in our procurement processes, Langstane is committed to leaving a positive impact on the communities we serve.

This ESG report reflects our achievements, ongoing priorities, and the steps we are taking to build a resilient, sustainable, and socially responsible organisation. We remain focused on delivering homes and services that meet the needs of today while preparing for the challenges of tomorrow.



Our ESG reporting approach

This ESG report reflects Langstane's commitment to building a fairer, greener future.

Through this report we will showcase how we manage our environmental impact, strengthen our communities, and uphold transparent, responsible governance across everything we do.

Sustainability reporting standard for social housing

The sustainability reporting standard for social housing (SRS) was launched in November 2020. It is a voluntary reporting framework, covering 46 criteria across ESG considerations such as affordability, carbon emissions, energy efficiency, safety, equality, diversity and inclusion, and resident voice.

It was set up in response to concerns that ESG investment in social housing was being inhibited by the absence of a common reporting standard. The belief is the more widely the standard is adopted, the stronger the sector's voice will be, thereby attracting greater investment.

Today, more than 170 organisations have signed up to be SRS adopters (138 housing providers and 38 investors and lenders as of November 2025). In total, they manage more than 2.6 million homes across the UK, and supply almost all the c.£140 billion of private finance to the sector.



About Langstane

Langstane Housing Association (LHA) is a registered Scottish charity and social landlord, providing affordable, high-quality homes across Aberdeen City, Aberdeenshire, and Moray.

Founded in 1977 to support individuals with limited access to rented housing, we now manage 2,876 homes for single people, couples, and families, continually growing and adapting to meet the evolving housing needs of our communities. We also have commercial units that are leased to organisations who support our communities.



Mission

Our mission is to “provide homes and services that make a positive difference to people’s lives”



Vision

Our vision is to “empower our people, customers and communities to be the best they can be”.

Recognising no one part of our business can deliver our vision in isolation, we will invest in:

- Our customers
- Our homes
- Our people
- Our organisation
- Our communities



Value

Our values drive us forward and underpin everything that we do:

- We value people
- We aim high
- We are proud of our roots
- We rely on teamwork
- We are prudent financial managers
- We are open and accountable
- We move with the times



Environmental



Reducing our environmental footprint and improving energy performance

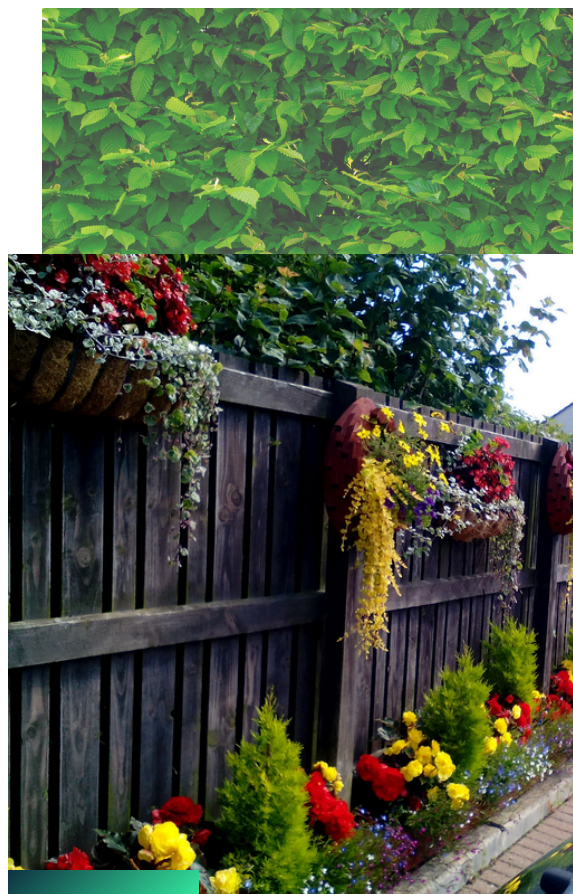
Langstane recognises the importance of green, biodiverse spaces in supporting tenant wellbeing.

While we do not yet have a formal biodiversity strategy, a biodiversity action plan will be reviewed as part of the landscaping contract renewal process in 2026-27.

This plan will explore opportunities to enhance biodiversity across housing schemes, including repurposing underused community spaces such as play parks or drying rooms.



"Creating greener spaces helps communities thrive, improving health, biodiversity and neighbourhood pride."



Managing waste, water and pollutants responsibly

Langstane actively manages environmental risks through compliance and responsible practices. We maintain a comprehensive asbestos register, operate a structured legionella compliance programme, and follow all relevant environmental regulations.

Our waste approach focuses on reducing, reusing and recycling, including construction materials and extending the life of components such as kitchens, windows, and boilers. Office and operational waste is addressed through recycling initiatives and sustainable procurement.

During 2026-27, we will further develop our water and pollutants strategy and incorporate this into our sustainability strategy.

Sustainability and environmental performance are embedded into procurement and contractor partnerships, ensuring compliance and accountability across all works.





Supporting tenants, strengthening communities, and improving lives

At the heart of Langstane Housing Association's mission is a simple commitment: to provide good quality, affordable homes and to support people to live well.

In 2024-25, we continued to focus on tenant wellbeing, community resilience, and improving the quality and affordability of our homes.

"Our purpose goes beyond bricks and mortar. We're here to help people feel safe, supported and connected."



Affordable and quality homes

Langstane provides homes exclusively for social rent, offering a vital safety net at a time when many households face rising living costs. Our rents are set below private sector levels, ensuring our homes remain accessible to those who need them most.

Our investment in housing quality continues, with planned maintenance programmes targeting window and insulation upgrades, heating system improvements, and fabric repairs, all contributing to improved comfort, health, and long-term affordability for tenants.

Across our stock, 93.31% of our homes meet the Scottish Housing Quality Standard (SHQS), with a continuous improvement plan in place for our remaining ones. Safety compliance remains a priority: 100% of our homes received the required gas and fire safety checks, and 99.7% of homes received electrical safety checks on schedule.



93.31%

Meeting the Scottish Housing Quality Standard (SHQS)



100%

Compliance with gas and fire safety checks



99.72%

Electrical safety checks completed on schedule





Tackling fuel poverty



Langstane is addressing high energy costs through a combination of energy efficiency upgrades, insulation improvements, heating system upgrades, and solar PV installations with battery storage.

A new damp and mould process, supported by smart monitoring devices and tenant engagement, enables proactive interventions to maintain healthy homes.

Listening to and empowering tenants

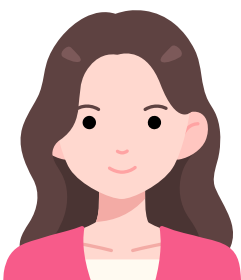


Tenant voice is a defining feature of Langstane's governance and service approach. In 2024-25, we strengthened opportunities for tenants to influence decisions through our tenant scrutiny panel, which reviews performance twice yearly, and our reader panel, which provides feedback on communications including newsletters and annual reports.



Langstane HA Tenant Participation Group

Our 2024 tenant satisfaction survey reported 81.5% overall satisfaction, with high satisfaction in areas such as being kept informed (87.2%), participation in decision-making (85.8%), and quality of home (85.2%), reflecting strong relationships and trust between tenants and the organisation.



"Langstane's social impact is defined by its people. The tenants, employees and partners who make our communities thrive."

By combining affordable rents, quality homes, tenant empowerment, and targeted support, we are helping people to live better, fairer and more sustainable lives."





Investing in people and communities

Langstane's social value extends beyond housing. Through targeted partnerships and support programmes, we help tenants sustain tenancies, improve wellbeing, and access opportunities.

Aberdeen Foyer REACH Project

providing a community hub focused on wellbeing, employability, and skills development.

The STAR Flat, Seaton

offering local support services in partnership with community organisations.

Grampian Women's Aid

continued provision of safe accommodation for women and children.

AberNecessities

providing essential household items to families in crisis.

Our welfare and housing support teams deliver tailored support, including benefits advice, advocacy, fuel support, and practical assistance, helping to prevent tenancy breakdowns and improve financial resilience.



Health, wellbeing and inclusion

Langstane is committed to promoting wellbeing and inclusion for tenants and employees alike.

We embed equality, diversity and inclusion (EDI) principles across policies, recruitment, training, and communications.

Community wellbeing activities, including tenancy sustainment support, energy advice sessions, and mental health initiatives, help build resilience and connection among tenants. These programmes are developed in partnership with local agencies and shaped by tenant feedback.



Employee Wellbeing Day - 2024



Governance



Strong, transparent, and accountable leadership

Effective governance underpins everything Langstane Housing Association does.

As a registered charity and regulated social landlord, we are committed to maintaining the highest standards of transparency, accountability and ethical leadership across our operations.

Our board and leadership team continue to embed environmental, social and governance (ESG) principles into strategic decision-making, ensuring that sustainability, social impact and financial resilience are considered in every policy and plan.



Langstane's governance is built on independence, accountability and diversity of thought. Our board is 100% non-executive, bringing together experienced professionals from finance, assurance, housing, and community sectors. Collectively, they ensure the Association delivers strong performance while staying true to its social purpose.

27%

of the
Langstane
board are
women

9%

of the
Langstane
board have a
disability

65

the average
age of the
Langstane
board member

6

the average
tenure in years
of a Langstane
board member

0%

leadership
team turnover
in the past 2
years





Ethical and fair workplace

Langstane's governance culture extends beyond its board; it is reflected in how we value and support our employees and partners. We are proud to be an accredited real living wage employer and a disability confident organisation, demonstrating our commitment to fair pay, inclusive recruitment, and ethical employment practices across the Association.

The association's gender pay gap stands at 12.4% (favouring women), and the CEO-to-median pay ratio is 2.7:1, reflecting a fair and proportionate approach to remuneration.

Employee development and wellbeing remain strategic priorities. Employees have access to professional learning opportunities, mental health first aiders, and wellbeing resources. Continuous improvement is embedded through regular performance reviews, open communication, and a culture of learning and accountability.



Governance



Strong, transparent, and accountable leadership

Ethical procurement and social value

Langstane integrates sustainability and social value into all procurement and contract management processes. We expect contractors to demonstrate strong quality and environmental management, such as compliance with ISO 9001 and ISO 14001 standards, alongside delivering community benefits including local apprenticeships, training, or employability opportunities.

All tenders are assessed for their sustainability credentials and community impact, with outcomes reviewed annually to ensure social value commitments are achieved and reported transparently.



Data protection and transparency

As a data-driven organisation, Langstane takes privacy, information security and transparency seriously. We comply fully with the UK GDPR and the Freedom of Information (Scotland) Act 2002, underpinned by robust internal controls and employee training.

Our data protection officer (DPO) oversees compliance, risk management and continuous improvement in data handling. Our freedom of information and environmental information policy reflects our commitment to accountability, accessibility and openness in how we share information with stakeholders.

Langstane's governance approach is defined by integrity, accountability and continuous improvement. From regulatory compliance to ethical leadership, we are building a culture where transparency, fairness and social responsibility guide every decision, ensuring that our homes, services, and partnerships remain strong, sustainable and trustworthy.



0 adverse regulatory findings



100% non-executive board



Gender pay gap: 12.4%
(favouring women)



Real Living Wage employer



Board effectiveness review due
November 2025



CEO:worker ratio: 2.7:1



Key achievements

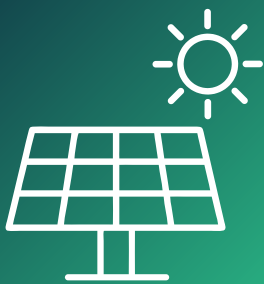


Environmental

Building a greener future

Langstane continues to improve the energy performance of homes and reduce carbon emissions across operations.

"We're investing today to make our homes warmer, greener and more affordable for tomorrow."



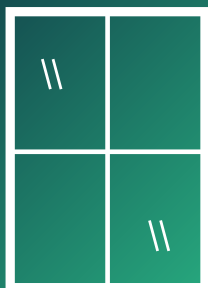
14 solar PV installations with battery storage completed in 2024-25



14 homes upgraded to air source heat pumps, improving energy efficiency



195 properties received high-efficiency gas boilers



29 properties fitted with high-performance windows



200 homes insulated with cavity wall insulation



Deep retrofit on 1 property with external wall insulation



Key achievements



Social

Supporting tenants, strengthening communities

Langstane's social impact work continues to help people live better lives through affordable rents, practical support and wellbeing initiatives.

"Every action we take begins with one question, how will this help our tenants live better lives?"



Scottish Secure Tenancy offered to all residents for security of tenure



100% of homes completed gas and fire safety checks, 99.7% electrical checks



93.3% of homes meet the Scottish Housing Quality Standard (SHQS)



81.5% tenant satisfaction with overall landlord performance



Active tenant scrutiny panel and reader panel ensuring resident involvement



Tenant participation officer (1 FTE) overseeing tenant voice strategy



Key achievements

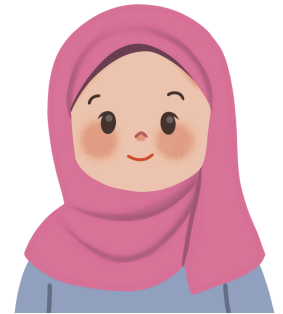


Governance

Integrity, accountability and strong leadership

Langstane's governance framework ensures ethical leadership and transparent decision-making across all levels.

"We're investing today to make our homes warmer, greener and more affordable for tomorrow."



External audit partner in place for 5 years ensuring financial oversight



100% of board are non-executive directors, with strong financial expertise



Real living wage paid to all employees



Board succession plan provided in last 12 months.

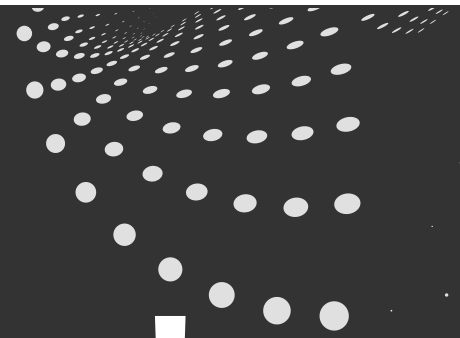


EDI policies updated and communicated to all employees, with training on neurodiversity



ESG risks embedded in strategic risk register and monitored





Thank You!

Our Contact Information



www.langstane-ha.co.uk



01224 423000



680 King Street, Aberdeen



North Guildry Street, Elgin

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

