





Welcome to our Spring 2026 edition

In this edition we have included information on benefits, council tax, housing perks and how our staff can support you. As always, we welcome your input to our publications so if you have any ideas for future editions or are interested in joining our group of tenants who review our publications contact Samantha, our Tenant Participation Officer on the details on page four.



If you are struggling and in need of support, please read through this newsletter to see if there are links or contact information which could help you. You can also contact us on the details below:

-  01224 423000
-  info@langstane-ha.co.uk
-  www.facebook.com/Langstane/
-  www.langstane-ha.co.uk/



£ Your Income — Are you claiming all that you are entitled to?

With increasing everyday costs, it may be a good time to let Langstane's Tenant Welfare Advisor, David Campbell, help you check whether you are receiving all you are entitled to. To do this, David will ask questions to find out about your household circumstances and current income.



Here is a message from David about this service:

"The benefit system is complex, and it can be difficult to know where to start. Many people miss out on possible benefit claims because they did not know that benefits relevant to their circumstances existed.

If you get in touch with me for a benefits check I can help you figure out what you are entitled to and help you make sure you have all the information you need to make your claim and maximise your income. I can also help with filling out benefit forms and I will keep in contact with you throughout the application process, all the way to your first claim so you can be confident that your application will go through as smoothly as possible."

In addition to the service provided by our [Tenant Welfare Advisor](#), there are other organisations who can provide help and support with your income. Please use the links below to visit their websites to read more.



If you are new to this publication and are looking for help with your income please look at our website [Financial Reports and Annual Reviews](#) for copies of our back issues. If you have no online access, contact our Customer Service Team and they will post you a paper copy.





Energy Advice

We work closely with Scarf to try and help our tenants keep their homes warm. One service that Scarf can provide is a 'In-Home Advice' visit.

Scarf's main aim with these visits are to get to know tenants in their homes so they can provide tailored help and support, helping you manage and reduce your heating costs.



How to book a FREE home visit:

- You can either phone or email to book a time that suits your schedule. Call for free on **0808 129 0888** or email heat@scarf.org.uk.
- The Scarf advisor will call you before the visit to make sure you will be home and will show an ID badge when arriving at your door.
- An assessment will be completed so they can identify what you need help with and how they can help you best.

If you are struggling with fuel costs and would like some help and support from Langstane, please contact us on 01224 423000 or email info@langstane-ha.co.uk.



Your Outgoings

Voicescape

We are really excited to announce our new partnership with Voicescape.

If you receive an automated call or a text from Voicescape, dont panic, it is just an easy new way for you to pay your rent or talk with our team to discuss your account - give it a try, its really simple!



Paying your rent

You can still pay your rent through our website. Just click the 'Pay Rent' button then click 'Ways to pay' and then finally click on this image:



Please contact your Rent Management Officer to chat about any concerns you may have regarding your rent. Remember we are here to help you and we want to hear from you so we can [support you](#) through any difficult periods you are having with your finances.

Call **01224 423000** and speak to a member of our Customer Service Team.





Your Outgoings

Council tax - are you paying more council tax than you should be?


Many people who claim benefits can miss out on reducing their council tax by not claiming the 'council tax reduction' benefit from their local authority.

This is because people often confuse this with the single persons discount leading them to assume they are already getting all the deductions they are entitled to. However, if you are on a low income or claim benefits, such as, Universal Credit (UC), you may be able to claim the council tax reduction benefit. This can help provide further savings than just claiming the single persons discount alone.

Council tax reduction is a means tested benefit just like UC meaning it is based on the amount of income you receive. If you would like to know more about the council tax reduction benefit or you would like a check if you are entitled to make a claim, please get in touch with David, our tenant welfare advisor. His contact details are on page four.



Housing Perks

 **HOUSING PERKS** is still going strong since we introduced it in 2024. Here is a quick update on the success of the project.

Dont forget to sign up for Housing Perks, its totally free for you and your household to get discounts on lots of big high street brands.

Join the other 522 tenants already signed up and save on things like your weekly shop, eating out or household essentials.

In total, our tenants have made a combined saving of £8436.

All you need is your tenancy reference number, you will be able to find this on our tenant portal, a recent letter from us regarding your rent or by calling our Customer Service Team,

To use this service, you have to have a digital device. If you struggle with using your device or having enough data, please get in touch with the Customer Service Team on 01224 423000 and we will try and help you.

Tenants Can Get Discounts

With Over 100 Brands
With A New Free Discount App

Search Housing Perks on your app store and enter your tenancy reference



The image shows a hand holding a smartphone displaying the Housing Perks app. The app interface includes a grid of retailer logos: currys, Sainsbury's, PRIMARK, ASDA, Morrisons, TKMAXX, Argos, and M&S. To the right of the phone is a QR code with the text 'Scan Me' below it. In the top right corner, the LANGSTANE HOUSING ASSOCIATION LTD logo is visible with the tagline 'YOUR HOME MATTERS'. The Housing Perks logo is also present in the top right area.



Looking after our Communities

Tenant involvement events

Our Tenant Participation Officer, Samantha, has been out and about with our North East Tenants Residents and Landlord (NETRALT) colleagues. On 05 March they attended an event at Pittodrie (pictured) run by Aberdeen FC Community Trust. The 'Community Hub' runs every Thursday from 12.30pm providing the community with an opportunity to meet friends, speak to local organisations, enjoy a hot meal, and access free wi-fi.

NETRALT's main aim is to promote tenant involvement and let people know how they can become involved with how their landlords deliver services. On the day the main topics of conversation were how people can apply for housing and letting people know about NETRALT and what we do.

The event was a great success with over 30 people attending and if you are interested then just feel free to drop in: [Aberdeen Football Club Community Trust - March and April Community Programmes](#)



NETRALT staff are continuing with our Moray Conversation Café Roadshow and will be in the Forres House Community Centre on 16 April from 11am so please feel free to pop in to say hello and chat with staff about anything relating to your tenancy.

Keep an eye on both [Langstane's](#) and [NETRALTs](#) website for information about events.



If you would like our teams to visit your community please contact Samantha Hough, our [Tenant Participation Officer](#), on the details in our 'useful sources of advice' section below.



Useful Sources of Advice

Below are some useful sources of information and advice:

Contact David Campbell, our [Tenant Welfare Advisor](#) on 01224 423000 or email welfareadvice@langstane-ha.co.uk



If you have any issues accessing the information we have provided in this publication or would like a hard copy sent to you, please contact Samantha, our Tenant Participation Officer on 01224 423120 or email tenant.participation@langstane-ha.co.uk

All information in this publication is accurate at time of publishing.