

Activity Report

April – June 2023



LANGSTANE

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

Tenant scrutiny groups, walkabouts & partnership working

Tenant scrutiny group

Our scrutiny group met for the first time on the 16th May when they individually pledged their commitment to becoming members of the ‘**My Voice Counts tenant scrutiny group**’. Eight tenants overall are interested, however only six were able to attend the meeting. One has agreed to participate as an armchair participant. The others received a home visit and agreed to commit to the group. A second meeting will take place in August. Further meetings this year will focus on training and relationship building.

All tenants have completed an initial questionnaire stating their preferences on meeting frequency, times of meetings, dietary requirements and what goals they hope to achieve by being part of the group.

An information pack will be made available so our tenant volunteers can learn about scrutiny in more detail. Also, as part of the introduction process staff sessions will be arranged.

Neighbourhood walkabouts

After the follow up walkabout on the 19th April a further two walkabouts at Charlotte Gardens, Aberdeen have been completed. The first, on the 17th May was regarding interest in a community garden, which was an outcome from April’s walkabout. There was good attendance from staff and tenants however tenants feel it’s currently too much to take on. Therefore, they were all advised it will be kept on the action list and can be revisited in the future. The next one was completed on the 5th July. Four tenants attended. This was due to a request from tenants to have a rolling programme of walkabouts on scheme to continue the conversation about the ongoing issues. The next walkabout at Charlotte Gardens will be on the 11th October 2023.

Next two walkabouts will take place on the following dates:

- **9th August** - Great Northern Road, Aberdeen
- **30th August** - Polinar Place, Inverurie
- **5th September** – Uphill Lane, Peterhead

Lettable standards review – tenant scrutiny group

Once we received the initial interest from our scrutiny tenant group at the meeting on the 27th February, the next step was for them to visit void properties. A date was therefore arranged with visits taking place on the 6th July alongside the Property Manager. We visited four properties in total, including: Skene Street, Peterhead; School Road, Seaton; Fraser Court, Aberdeen and Great Northern Road, Aberdeen.

The tenants provided excellent feedback to the Property Manager on the day, regarding the internal and external property elements. More properties may be available with all tenants interested in being involved in a second trip. A photo of the group in sunny Peterhead has been included in our Summer News 2023.

Partnership working – ALEN event & summer roadshow

Through our NETRALT contacts we were able to connect with the Aberdeenshire Lived Experience Network (ALEN). Our Customer Participation Officer attending their initial staff workshop and tenant event in Huntly on the 26th April. From this we will gain insight in the work being done by organisations throughout the shire, building relationships and get involved in future events which can ultimately help our tenants.

Other partnership activities included joining Aberdeenshire Council Tenant Participation Team on their summer roadshow in June. We attended four events at; Balmedie, Inverbervie, Ellon and Oldmeldrum. Unfortunately, tenant attendance was not high. However, it was great to get into our communities and work alongside NETRALT colleagues along with meeting Aberdeenshire Council’s new scrutiny group who attended two events. It was also great to speak to community members at Inverbervie library. As Inverbervie was the best in terms of turnout and overall interaction, libraries will be considered as a preferred locations for next year’s roadshow, which we have been invited to attend again. We used Facebook to try and boost attendance and photos will feature in our Summer News 2023.

Telephony

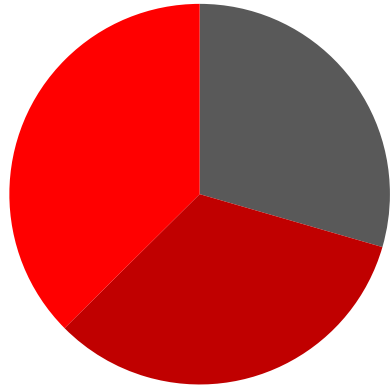
- 5238 calls in in Q1, we answered 4731 giving us an abandonment rate of **9.66%**.
- This is an average of **85** calls per day.
- Busiest time was between 0900-1000 and busiest day was a Monday.
- **100%** for our internal call QA.
- Average wait time **1minute 28seconds**.
- We took **1358** repairs 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 **62,611** visits were made to the website during this period. See below for a breakdown of our most popular pages.

Views



- Report a repair
- Available properties
- Apply for a home

Your Voice Counts

▶ **422** members on the Register of Interested Tenants, a decrease of **10** from previous quarter.

▶ This represents **19%** of our current tenants.

Facebook

▶ We received **2,646 interactions** on Facebook during this quarter.

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

▶ We published **36 posts** with the post who reached the most people being the announcement **'We're Hiring'**. Post reached 3,751 people. It achieved 15 shares, 9 likes and 99 link clicks.

▶ We have **1,947** followers.

Publications

▶ The newest edition of our Financial Newsletter was published in digital format in June.

▶ Summer News 2023 is being finalised and will be published in late July, early August.

Areas of Focus for Quarter 2:

Consultations

- ▶ No consultations have been completed during this quarter. However, we hope to consult with tenants on Langstane's Business Plan during the Autumn.

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 second Scrutiny Group meeting with tenants and continue to develop group.
- ▶ Continue to work with those tenants who are interested in attending NETRALT meetings.
- ▶ Work with tenants to review our plans for Annual Performance Report 2022-23.
- ▶ Attend Elgin office to continue conversations with staff about involvement activities. Also, being on site to speak to tenants about their opportunities to be involved.
- ▶ Continue with community walkabouts on various schemes across Aberdeen City, Aberdeenshire and Moray.
- ▶ Continue to work in partnership with NETRALT and NTP (Northern Tenant Partnership) to develop the Autumn 2023 event.
- ▶ Support tenant who attended TPAS Scotland at Clydebank to achieve a deeper understanding of housing related issues and more awareness of various groups and organisations i.e., Scottish Housing Regulator and NETRALT.