

Activity Report

January - March 2024



LANGSTANE

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

Walkabouts, partnership working in Moray & tenant get togethers

Neighbourhood walkabouts

Walkabout action plans continue to be fully reviewed and updated as actions progress with continuous maintenance of the walkabout section on the 'Getting Involved' website page, making sure tenants remain fully informed.

The rolling schedule to monitor progress will continue into the spring at Charlotte Gardens with repeat visits promised for Polinar Place and Langstane Place. Fraser Court tenants requested a new walkabout and action plan after the 'afternoon tea' tenant session held at the common room in February (see details below). There has also been a request to complete a walkabout at Beech Court, Kemnay. 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 & Fraser Court, Aberdeen – hope to arrange both on same day
- **Date to be confirmed** – Beech Court, Kemnay
- **Date to be confirmed** - Langstane Place, Elgin
- **Date to be confirmed** – Polinar Place, Inverurie

Partnership working in Moray

Partnership working continues after Langstane teamed up with Moray Council, Osprey Housing, Castlehill Housing Association and Grampian Housing Association to develop joint events, like the Conversation Cafés held previously, across areas of Moray. The intention being to create awareness and strengthen tenant involvement across the county.

The group has been meeting regularly, have created a poster to advertise the event, created a general email address to handle tenant enquiries and decided the venue and date for the first event. It will be held at the Elgin Youth Café on the 24th April 2024. Elgin was chosen as the first location due to each landlord having most of their Moray stock in this area.

Each landlord is currently advertising the event and Langstane's Elgin team have been asked to spread the word and will be in attendance on the day. The final meeting for the group prior to the event will be held virtually on the 15th April, to make sure all arrangements are in place.

Joint tenant involvement activities with Langstane Housing Support Service (LHSS)

LHSS and the Customer Service Team have joined forces to deliver tenant involvement activities throughout the North East. This is aimed at helping tenants with issues such as loneliness and isolation along with encouraging community building and activities, such as neighbourhood walkabouts and tenant meetings. The team have invited other key members of staff to these events such as Housing and Property Officers with the Leadership Team interested in visiting future events to meet and greet tenants.

The first planning meeting took place on 6th February where we decided on the first location, which was Fraser Court common room on the 20th February 2024. It was extremely successful with more than 15 tenants attending and five staff. From this the tenants have asked for regular tenant meetings, a walkabout and a Saturday morning or weekday event bingo session. Therefore, plans are in motion to move forward with these events. The next event is being planned for Stevenson Court and then possibly Fraserburgh. Dates and locations to be confirmed.

NETRALT & scrutiny training

'Your Voice Counts' tenant group – scrutiny training

As part of the training and development process for the group we arranged for Eveline Armour, Development and Delivery Manager from TPAS Scotland, to attend the office on 26th February and complete scrutiny training. Attendance was good with eight tenants there in person. This was a half day event and was delivered as an introduction to scrutiny for the group with opportunity for questions and discussion.

This was also an opportunity for the tenants and Eveline to meet as we would like to work closely with TPAS in the future as we progress with the group's work.

NETRALT joint training activities

NETRALT members have agreed to and been planning joint training and development activities over the past few months. This included bringing in a tenant participation consultant/expert to deliver training along with the development of low-level training for new members of the group and a joint induction pack for new NETRALT members.

Staff and tenants decided that they wanted Lesley Baird consultancy to deliver the joint scrutiny training therefore arrangements were made for Lesley to come to Aberdeen and provide a full day's training session. This was hosted by Langstane Housing Association and held on the 21st March 2024. It was a hybrid event with three tenants/staff joining online and 20 tenants and staff attending in person, including four members of Langstane tenant scrutiny group. Feedback has been very positive from all who attended with materials available (in their preferred format) for those who wanted it or were unable to attend.

NETRALT members met again on the 10th April to start developing the induction pack and process for new members. This process aims to equip new tenants and residents with the aims and objectives as outlined in the constitution along with managing expectations as to the function of NETRALT.

Telephony

- 6294 calls in in Q4, we answered 5400 giving us an abandonment rate of **14%**.
- This is an average of **90** calls per day.
- Busiest time was between 0900-1000 and busiest day was a Monday.
- **100%** for our internal call QA.
- Average wait time **2minutes 27 seconds**.
- We took **1950** repairs calls
- We took **784** applications calls
- **619** rent calls came into the rents line
- **2941** calls came into the 'other enquiries line.

Q4's figures have been affected by 170 calls coming into the team on the first day back after Christmas break.

We also received a total of 205 calls into the team on the first Monday in March, this increase is unusual for a Monday.

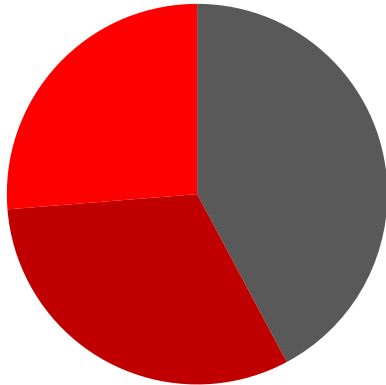
It is worthwhile noting that February's abandonment rate was 7% with a call wait time of 60 seconds.

Engagement

Website

▶ A total of **64,871** visits were made to the website during this period. See below for a breakdown of our most popular pages.

Views



- Available properties
- Report a Repair
- Contact us

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 **25 messages** from customers via Facebook.

▶ We published **26 posts** with the post who reached the most people being the announcement **'Moray Partnership Conversation Cafe'** with post reaching 4,600 people. However, the post that achieved the most interaction was the announcement **'We're Hiring'** for our Cleaner vacancy. It achieved 10 shares, 5 likes and 7 comment.

▶ We have **2,036** followers.

Publications

▶ Winter News 2023 was published in February 2024.

▶ Planning content for Financial News 2024 and Summer News 2024. Financial News will be published in May 2024 with Summer News published in June/July 2024.

Areas of Focus for Quarter 1:

Consultations

- ▶ We will be consulting with our Reader Panel and 'Your Voice Counts' tenant scrutiny group on our new Langstane Promise and Customer Commitment. This will run within April with results presented to Board of Management/Leadership Team on 8th May 2024.

Inbound Telephony

- ▶ Focus on reducing our abandonment rate.
- ▶ Maintain our internal QA pass rate and increase Reduce our call waiting time at <90 seconds.

Engagement

- ▶ Working with NETRALT partners to develop induction pack for new members of NETRALT.
- ▶ Continuing to develop our scrutiny framework and making staff aware of what activities we are undertaking with our tenants.
- ▶ Continue with community walkabouts on various schemes across Aberdeen City, Aberdeenshire and Moray.
- ▶ Continue to support remaining tenant who is completing their TPAS TP certificate. The other tenant has completed the course.
- ▶ Continue to work with Moray Council, Grampian HA, Castlehill HA and Osprey Housing to deliver Conversation Café sessions to encourage engagement with Moray tenants. First event will take place on 24th April 2024.
- ▶ 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.
- ▶ Attend first meeting with NETRALT and Northern Tenant Partnership (NTP) to plan another online engagement event considering the success of our 2023 event.
- ▶ Building tenant engagement data into HomeMaster so we are aware of who is on Your Voice Counts panels, can communicate effectively with them and know their preferences regarding the format they receive our publications.