

# Activity Report

July - September 2024



**LANGSTANE**

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

# Walkabouts, Moray partnership working & scrutiny group update

## Neighbourhood walkabouts

Walkabout action plans continue to be 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.

We will continue to arrange walkabouts throughout the year, dependent on weather and staff availability with all tenants informed in plenty of time. Since the previous activity report we have completed a return walkabout visit to Langstane Place, New Elgin on 02 September 2024. There were three staff and six tenants in attendance.

Walkabouts to be arranged over the next few months include:

- **Date to be confirmed** – Polinar Place, Inverurie
- **Date to be confirmed** – Fraser Court and Charlotte Gardens, Aberdeen
- **Date to be confirmed** – Auchmill Road, Aberdeen

## 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 across Moray, reminiscent of the Conversation Cafés held previously. The intention being to create awareness and strengthen tenant involvement across the county.

The group has now completed three events with the most recent on 26 August, where the group hosted a stall at an existing event at the Fisherman's Hall in Buckie. Each landlord continues to advertise the events with hard copy mailouts along with use of websites and social media. No date is available for the next event, although the group plan to meet to discuss next steps once the October holidays have taken place.

So far, all staff invited have attended and there has been tenants at each event along with networking with other organisations.

## 'Your Voice Counts' tenant scrutiny group update

The group have met twice since the previous quarter, meeting on the 16 July and 24 September. Both were well attended, and the members continue to move forward with enthusiasm. In the July meeting we welcomed Catherine Coutts, Tenant Participation Officer from Castlehill Housing Association. Her presentation about Castlehill's experience of tenant involvement and scrutiny was enjoyed by the members with a good discussion session taking place afterwards and positive feedback on the session.

The September meeting also welcomed guests with Judith Sutherland, Director of Housing and Martin Toward, Housing Manager speaking to the group about the Annual Assurance Statement and the Anti Social Behaviour (ASB) policy. This was a good meeting with continuous interactive discussion throughout highlighting real engagement from tenants and staff. Judith's presentation regarding the Annual Assurance Statement was to prepare the group for more involvement in the process next year. All tenants provided feedback into the ASB policy which was very well received by Martin. A set of questions relating to the review was sent to members prior to the meeting so they could consider areas of the policy for review and provide feedback if not able to attend meeting. Feedback from those absent was also provided through the Customer Participation Officer. The next meeting will take place in November, with a date to be confirmed.

# NETRALT / NTP event 2024

## NETRALT / NTP virtual event 2024

After the success of the virtual NETRALT (North East Tenants Residents and Landlords Together) and NTP (Northern Tenant Partnership) event in September 2023, it was decided the groups would join forces again and organise a 2024 event.

Therefore, on the 13 September Lesley Baird, Tenant Participation expert consultant and former Chief Executive of TPAS Scotland (Tenant Participation Advisory Service) opened the 2024 event on a virtual platform and launched the event.

It was very successful with six staff presentations and over 30 staff and tenants from across Scotland in attendance. One of the presentation was about the evolution of tenant involvement at Langstane Housing Association. The event was closed with a quiz where one lucky winner won £100 which was donated by NETRALT. The winner was a staff member from Orkney Housing Association who donated his prize to Trussell Trust Food bank in Orkney.

The success of these events has been acknowledged with the 2023 event shortlisted for the TIS (Tenant Information Service) 'Excellence in Digital Engagement (Housing Organisation) - Sponsored by CIH Scotland' award.

The TIS National Excellence Awards 2024 will take place in Glasgow on 07 November.

## 2024 Annual Report

For the first time, the publication of our 2024 Annual Report has been taken in house and has been created by Samantha (Customer Participation Officer) and Hayleigh (Team Leader Communications & Executive Office) with the help of two of our involved tenants and our Reader Panel. The new report aims to be informative and deliver our performance information concisely while being focused on our areas for improvement. The report will be published ahead of our 31<sup>st</sup> October deadline.

# Telephony

- 5644 calls in in Q2, we answered 4597 giving us an abandonment rate of **18.43%**
- Busiest time was between 0900-1000 and busiest day was a Monday.
- **100%** for our internal call QA.
- Average wait time **3 minutes**.
- **We took 1290 repairs calls**
- We took **472** applications calls
- **556 rent calls came into the rents line**
- **2279** calls came into the 'other enquiries line.

It is worthwhile noting that July's abandonment rate was 11.72% however staffing issues which started in August meant that August and September's abandonment rates were significantly higher. There haven't been many days throughout August and September that there have been more than two call handlers answering the phones at any one time.

What has been extremely pleasing is that the quality of the calls the team are having still exceed our minimum standards and that the team have pulled together throughout this challenging time.

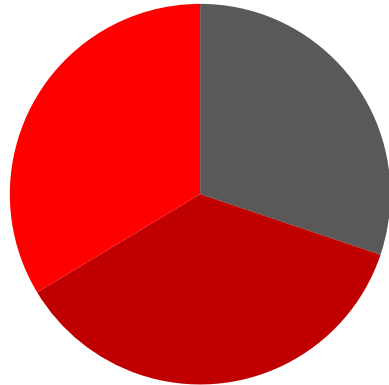
# Engagement

## Website



A total of **76,604** 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



**367** members on the Register of Interested Tenants, Tenant Panel and Reader Panel.



New involvement option for 'Net zero targets – climate change interest'. This is something the association will action in 2025 to involve our tenants in our net zero plans who are interested in climate change. So far, we have two interested tenants.

## Facebook



We received **29 messages** from customers via Facebook.



We published **22 posts** with the post who reached the most people being the announcement '**2-bedroom property available now!**' regarding a mid-market property at Copper Beech Court. This post reached 3,269 people. However, the post that achieved the most interaction was the post apologising for an invoice sent in error. It achieved 6 shares, 10 likes and 1 dislike.



We have **2,092** followers.

## Publications



Summer News 2024 was published in July.



We are in the final stages of producing our Annual Performance Report 2024 which has been designed in-house for the first time.



Planning has started for the winter newsletter which will be published in December.

# Areas of Focus for Quarter 3:

## Consultations

- ▶ Our annual Rent Increase consultation will begin in quarter three. The process will include a consultation with options on proposed increase values along with hybrid focus groups.

Results will be collated in January ready to present to the Board of Management.

## Inbound Telephony

- ▶ Focus on training new members of the team to assist with phone cover.
- ▶ Reduce call abandonment rate.
- ▶ Maintain call quality levels.

## Engagement

- ▶ Continue working with NETRALT partners to develop induction pack for new members of NETRALT.
- ▶ Continue to work with partners on Moray Conversation Café roadshow.
- ▶ Continuing to develop our scrutiny framework including drafting and finalising partnership agreement.
- ▶ Continue to work with the scrutiny group, developing their own scrutiny website page and preparation for their first scrutiny project, which will be a neighbourhood walkabout in early 2025.
- ▶ Continue with community walkabouts on various schemes across Aberdeen City, Aberdeenshire and Moray.
- ▶ Continue to work with Digital Champion tenants and developing our process for recruiting staff along with the referral process, privacy document and waiting list.
- ▶ Completing annual review of Tenant Participation Strategy with tenant involvement.
- ▶ Working with new communication working group.
- ▶ Preparing Your Voice Counts templates for HomeMaster.
- ▶ Working with Langstane Housing Support Service to plan next event to help tackle loneliness and isolation.