

Activity Report

October - December 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 into 2025, dependent on weather and staff availability with all tenants informed in plenty of time. Although no walkabouts were completed between October and December, in the new year, staff will be discussing action plan updates and arranging dates for future walkabouts.

Walkabouts to be arranged during the next period include:

- **Date to be confirmed** – Revisits for Polinar Place, Inverurie, Charlotte Gardens and Fraser Court, Aberdeen and Langstane Place, New Elgin
- **Date to be confirmed** – Auchmill Road, Aberdeen
- **Date to be confirmed** – Peterhead schemes with scrutiny group

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 will reconvene in the New Year to plan the next event.

'Your Voice Counts' tenant scrutiny group update

The group met in November for their final meeting of 2024. This meeting was well attended with members continuing to look forward, with an appetite to complete future projects. There was lots of discussion about plans for 2025 and members were provided with an end of year survey so that staff can gauge how they feel on an individual level and address any concerns that members do not wish to discuss in a group setting.

To thank members for their involvement throughout the year and to wish them a Merry Christmas we hosted a get-together on 17 December. This event gave the Tenant Participation team chance to present them each with a small gift and for members to enjoy a social gathering to chat and wish each other the best for the festive season. The feedback we received about this get-together was very positive and something we look to repeat throughout 2025 as this is great for group morale.

Plans for 2025 include: review of Rent Increase consultation responses (anonymised) and our process for actioning feedback, review of Tenant Participation Strategy, finalising the Partnership Agreement, develop the group's digital skills, create a scrutiny group website page to advertise the groups work and recruit new members. Also, the group will be embarking on their first project which is a day trip to Peterhead to complete neighbourhood walkabouts.

The next meeting will take place in February, with a date to be confirmed.

TPAS professionals conference & NETRALT

TPAS Professionals Conference 2024

The annual TPAS (Tenant Participation Advisory Service) Housing Professionals Conference was held on the 28 & 29 October at the Apex Hotel, Dundee. This year Samantha our Customer Participation Officer (CPO) attended looking forward to a great line up of sessions, which included:

- Tackling digital exclusion
- Neurodiversity
- Modern apprentices
- Rural challenges
- Fuel Poverty
- Equality, Diversity and Inclusion

The conference was a success with the two days filled with interesting discussions, learning and networking. As this was the first professionals conference with Jacqueline Norwood as Executive Director there were some changes to the structure. This year all sessions were presented in one room so that delegates were able to benefit from them all. This is in comparison to previous years where sessions were split into time slots across the morning and afternoon, which restricted delegates to only benefitting from a smaller number of sessions, missing out on some interesting content. The new set up was very beneficial allowing delegates, and organisations they are attending on behalf of, better value for money.

NETRALT - North East Tenants and Residents and Landlords Together

Langstane staff and tenants continue to be involved in NETRALT activities in terms of attending meetings and events. Two tenants have been regularly joining meetings and events and attended the Christmas event in December. There we enjoyed a buffet style festive lunch at the Greyhope Community Hub in Torry.

The meeting was extremely well attended with our Moray Council colleague also attending in person. The meeting itself focused how we can rejuvenate the group and what our priorities are for 2025.

Some priorities for next year include:

- New agenda and minute templates
- Training opportunities such as equality and diversity
- Possible scrutiny project looking at Mystery Shopping
- Planning attendance at events in Aberdeen City, Aberdeenshire and Moray

The next meeting will be held on 23 January 2025 at Woodhill House, Aberdeen.

Telephony

- 5087 calls in in Q3, we answered 4489 giving us an abandonment rate of **12%**.
- This is an average of 75 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 26 seconds**.
- We took 1591 repairs calls
- We took **402** applications calls
- **478** rent calls came into the rents line
- **2018** calls came into the 'other enquiries line.

Q3 was challenging for the team due to staffing issues so I am pleased that our abandonment rate is within tolerance for Q3.

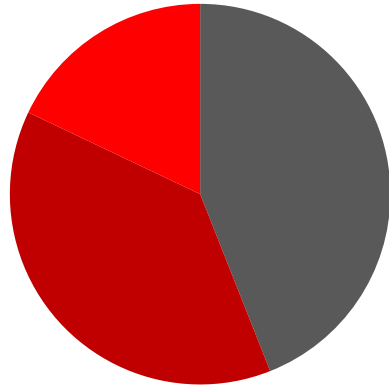
Throughout 2024 the team answered almost 20000 calls and managed to meet their target for call abandonment on 4 occasions, they were within target tolerance on a further 3 occasions.

Engagement

Website

▶ A total of **71,755** 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

- ▶ **356** 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 **13 messages** from customers via Facebook.
- ▶ We published **29 posts** with the post who reached the most people being the announcement '**3-bedroom property available**' regarding a semi-detached property at Nelson Brae. This post reached 6,196 people and achieved 21, eight comments and was shared 30 times.
- ▶ We have **2,175** followers.

Publications

- ▶ Annual Performance Report was published in October 2024.
- ▶ Winter News 2024 was published in December 2024.
- ▶ Our next publication will be our Financial Newsletter 2025 with publication planned for April / May 2025.

Areas of Focus for Quarter 4:

Consultations

- ▶ Our formal Rent Increase consultation will run from 06 January to 22 January 2025. The consultation will provide two proposed increase values along with an option to provide feedback.

Results will be collated and presented to the Board of Management in early February.

Inbound Telephony

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

Engagement

- ▶ Complete review of Tenant Participation Strategy with scrutiny members.
- ▶ Set 2025 dates with partners on Moray Conversation Café roadshow.
- ▶ Finalise partnership agreement as part of scrutiny framework.
- ▶ Scrutiny group planning meeting to organise activities for 2025 including first official project, which will be neighbourhood walkabouts. We will also develop a dedicated page on our website for scrutiny.
- ▶ Plan schedule of community walkabouts on various schemes across Aberdeen City, Aberdeenshire and Moray throughout 2025.
- ▶ Continue to work with Digital Champion tenants and developing our process for recruiting staff along with the referral process, privacy document and waiting list.
- ▶ Working with new Accessible Communication Working Group.
- ▶ Reviewing and preparing Your Voice Counts templates for HomeMaster.
- ▶ Working with Langstane Housing Support Service to plan next event to help tackle loneliness and isolation.