



**Langstane Housing Association**

**Key Information**

## Background

Langstane Housing Association has operated for over 45 years and is a medium sized housing association with a social purpose. Governed by a voluntary Board of Management elected from our Membership at the Annual General Meeting, we are ambitious and strive to improve our performance in all areas of activity allowing us to achieve our vision to become the best we can be.

The Langstane Group is the collective term used to describe Langstane Housing Association Ltd and its associated subsidiaries (Langstane Property Limited, Langstane Developments Limited, and Langstane Maintenance Limited). Langstane Housing Association is referred to as the Group's 'parent' company.

Surpluses from Langstane Property are passed to Langstane Housing Association and help to resource this plan. Next Step Homes, a registered social landlord, was dissolved in 2017.

Langstane Housing Association is registered under the Co-operative and Community Benefit Societies Act 2014 and a registered Scottish Charity, a registered property factor and a registered letting agent. We are a non profit distributing organisation that invests any surpluses into our homes, services and communities.

## Governance

Board of Management is the operational title for the Committee of Management of Langstane Housing Association Limited.

Langstane Housing Association is the parent company of its wholly owned subsidiary companies:

- Langstane Property Limited
- Langstane Maintenance Limited (currently dormant), and
- Langstane Development Limited (currently dormant).

There will be no fewer than seven Board of Management members at any given time and no more than 15 (including co-opted members). The name of Board of Management members will be widely published including on the Association's website and in the annual reports and similar documentation.

The Board of Management is supported by three sub committees:

- Joint Audit and Governance Committee
- People Committee
- Performance Committee

Emergency Committee meetings are held on an ad-hoc basis.

Governing body member's skills and experience is reviewed on an annual basis and demonstrates that the Board of Management has key skills and experience in:

Human resources, governance, housing and finance with a commitment to the local community and social housing.

The Chairperson of Langstane Housing Association is explicitly excluded from holding the position of convenor of the joint Audit and Governance Committee or any other Committee. However, the Chairperson can attend all ordinary Committee meetings.

All Board meetings, except meetings of the Emergency Committee, will be organised with at least seven days notice. All meetings will be accurately recorded with minutes made publicly available.

Appropriate training and development will be provided to ensure members of the governing body have the skills and knowledge required to carry out their role(s).

## Performance

See below for Langstane Housing Association's Annual Return on the Charter key performance indicators:

Charter indicator No.	Langstane HA 31 March 2024
Q1 Percentage of tenants satisfied with overall service provided by Langstane Housing Association	78.61%
Q5 Percentage of tenants who feel landlord is good at keeping them informed about services and decisions	90.17%
Q7 Percentage of tenants satisfied with the quality of their home	78.32%
Q10 Percentage of tenants satisfied with opportunities provided to them to participate in Langstane's decision making	95.38%
Q13 Percentage of tenants satisfied with the management of the neighbourhood	82.37%
Q25 Percentage of tenants who feel the rent for their property represents good value for money	71%
Percentage of tenants satisfied with the repairs service	80.34%
Percentage of properties meeting the SHQS	89.89%

## Our employees

We employ 73.4 (full time equivalent) / 78 people (31 March 2024) who work in our Aberdeen and Elgin offices.

Our direct labour organisation provides direct repair and maintenance services to our tenants, adding to customer satisfaction levels. Currently we employ a DLO Supervisor, 2 Joiners, 1 Plumber, 1 Electrician, 2 General Assistants Aberdeen, 1 General Assistant Elgin and 1 Cleaner Aberdeen.

## **Our operating areas**

We have a portfolio of 2,879 general needs homes across Aberdeen, Aberdeenshire and Moray, 4 hostels, 7 commercial units, 55 shared ownership homes, and we manage 14 lead tenancies. 41 of our self contained homes are leased to our subsidiary company for mid market rented purposes.

Operating in the North East of Scotland for over 45 years, we are embedded in the Seaton community and heavily involved with support agencies across all three local authority areas (Aberdeen, Aberdeenshire and Moray).

## **Our tenants and our customers**

In December 2021 Langstane Housing Association commissioned Research Resource to carry out a customer satisfaction survey on their behalf which would allow us to develop an understanding of our tenant's views and experience relating to the Association and its services.

A total of 346 responses were achieved with Langstane HA's tenants using a telephone methodology.

Analysis of the participant profile shows that the survey sample is broadly representative by age, geographical area and property type. This provides robust data upon which the Association can be confident about making decisions.

Feedback from our surveys is not only used to gauge satisfaction with our services but is also used to inform service improvements and our strategic objectives to take account of tenants and owners views. We also measure satisfaction at the point of maintenance service delivery and collect information on complaints so that we can respond quickly to dissatisfaction with our services and consider whether our policies and processes need to change.

Our next customer satisfaction survey is scheduled to commence toward the end of 2024.