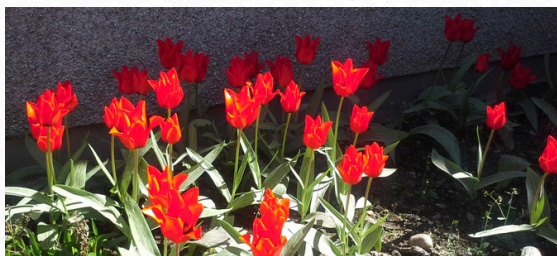


Welcome to our Spring 2025 edition

We continue to work with tenants to provide up to date, relevant and supportive information. Once again we have included links to help you access further specialist information. We hope you enjoy this publication and if you have any ideas for future editions or are interested in joining our Reader Panel please contact Samantha, our [Customer Participation Officer](#) on the contact information on page five under 'useful sources of advice'.



If you are struggling and in need of support please read through this newsletter to see if there are links or contact information which you could make use of. You can also contact the Association on 01224 423000 or email info@langstane-ha.co.uk. If you are on Facebook you can send us a private message at www.facebook.com/Langstane/ or you can visit our website and use our 'Contact Us' page.



Your Income — Are you claiming all that you are entitled to?

Adult Disability Payment is replacing Personal Independence Payment

Disability benefits are changing and we want to let you know as much information about this as possible. The Scottish Government 'Social Security Scotland' department have taken charge of several previously UK wide benefits and are now responsible for the distribution of these benefits to people who live in Scotland.

Many people who claimed the UK wide Personal Independence Payment (PIP) will already have been moved over to the new Adult Disability Payment (ADP) benefit, but new claimants need to be aware that it is the ADP they need to apply for and not the old PIP system.

Links to where you can find out more information on Disability Payments

To read more about how the ADP payments are made up and how much you can claim click this link:

[Adult Disability Payment - mygov.scot](https://mygov.scot)

To see how you can contact Social Security Scotland, please click this link:

[Webchat, phone or post - mygov.scot](https://mygov.scot)

Remember, our [Tenant Welfare Advisor](#) can help you to make sure you are receiving all of your entitled income. See David's contact information in the 'useful sources of advice' section of this newsletter.

You can also visit the following websites for help with your income:

moneyadvicescotland
Scotland's Money Charity

entitledto
independent | accurate | reliable

citizens
advice
scotland
Advice for
Scotland



Pension Age Winter Heating Payments replaces Winter Fuel Payments

With the introduction of the new 'Social Security Scotland', the winter fuel payments are one of the benefits which have changed. The Scottish Government will now test those who may be eligible for Pension Age Winter Heating Payment (PAWHP) however the eligibility criteria has stayed the same. This means if you are of 'state pension age' and claim any of the following benefits you may be entitled to payments to help with your fuel costs. See below the list of qualifying benefits:

- Universal Credit
- Pension Credit
- Income Support or Income based Jobseeker's Allowance
- Income Related Employment Support Allowance
- Support for Mortgage Interest



Social Security Scotland
Tèarainteachd Shòisealta Alba

If you are in receipt of any of these you may have already been contacted by letter regarding a payment. If not then please use the links below to find out more regarding your eligibility and how much the payments would be. Bear in mind you may have missed the 2024 payments but would be worth checking for next winter.

Please note that moving forward from 2025 / 2026, the Scottish Government will be introducing a 'universal Pension Age Winter Heating Payment'. This means those on the qualifying benefits detailed above will receive a payment of £200 or £300 dependent on age. Other pensioner households will receive a lower payment of £100.

Use the links below to find out more information on PAWHP including more on eligibility, payments and how to contact [Social Security Scotland](https://www.socialsecurity.scot.nhs.uk/).



[Winter Heating Payment - mygov.scot](https://www.mygov.scot/winter-heating-payment)

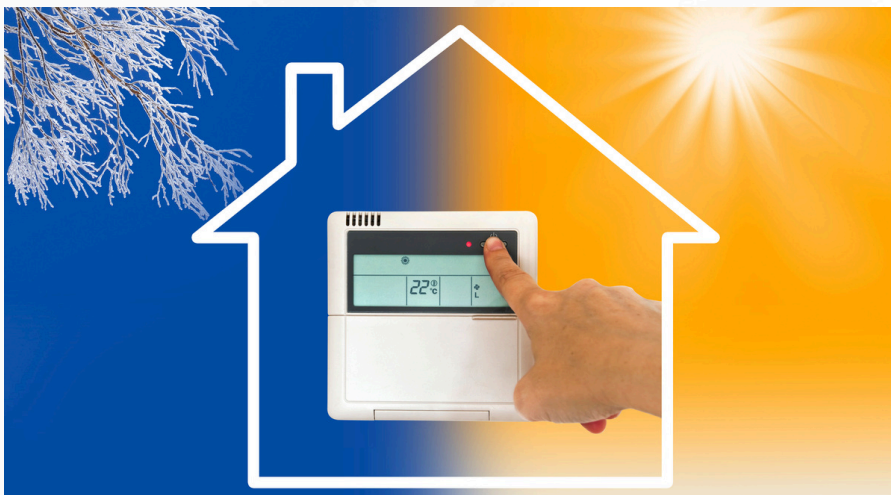


[Pension Age Winter Heating Payment - mygov.scot](https://www.mygov.scot/pension-age-winter-heating-payment)



[How to request Winter Heating Payment - mygov.scot](https://www.mygov.scot/how-to-request-winter-heating-payment)

If you are struggling with your fuel costs, please contact us on 01224 423000 or email info@langstane-ha.co.uk.



Energy Efficiency Advice

If you would like some energy efficiency advice or a referral to [SCARF](https://www.scarf.org.uk/) please contact us on 01224 423000 or email info@langstane-ha.co.uk





Your Outgoings

A member of Langstane's Rent Management Team, Neil MacBean has recorded a quick question and answer (Q&A) video addressing some important questions regarding rent arrears. Click on the video below to watch now.



Please contact your Rent Management Officer to chat about any concerns you may have regarding your rent. Remember we are here to serve our tenants and we want to hear from you so we can help and [support you](#) through any difficult periods you are having with your finances. Call 01224 423000 and speak to a member of our Customer Service Team.



Housing Perks

Housing Perks

After introducing Housing Perks in our Financial Newsletter 2024 we are able to provide readers with an update on the success of the project.

So far...

- We have had 484 customers sign up for Housing Perks
- £3,858 has been saved on the app

The app is totally FREE for our customers to download and can be used by every member of your household.

All you need is your tenancy reference number. If you don't know yours you can call our Customer Service Team on 01224 423000 and ask or you can find it on any recent letter sent by our Rent Management Team.





Looking after our Communities

Welfare advice out and about

Our Tenant Welfare Advisor, David Campbell (pictured) has started to complete drop-in sessions at Instant Neighbour food bank on the second Tuesday of each month. The purpose of these sessions is to offer general benefit advice to anyone who needs it.

If you would like to arrange an appointment with David to seek more detailed support you can either visit him in person at Instant Neighbour or contact him on the details below under 'useful sources of advice'.

His next two dates are planned for:

- 8 April 2025
- 13 May 2025



We try to look after our tenants in a number of ways and in addition to our ongoing partnership with [SCARF](#), [Abernecessities](#), [CFINE](#), [Somebody Cares](#) and the [Salvation Army](#) we have our own [Housing Support Service](#) who provide low level Housing Support to our customers.

If you would like to be referred to any of these please contact our Customer Service Advisors on 01224 423000.

If you would like our teams to visit your community please contact our [Customer Participation Officer](#), Samantha on the details in our 'useful sources of advice' section below.



Useful Sources of Advice

Below are some useful sources of information and advice:

Contact David Campbell, our [Tenant Welfare Advisor](#) on 01224 423000 or email welfareadvice@langstane-ha.co.uk



The Aberdeen branch even have money advice outreaches across the city, click [here](#) for more info.



This website has an online benefits calculator



If you have any issues accessing the information we have provided in this publication or would like a hard copy sent to you, please contact Samantha Hough, our Customer Participation Officer on 01224 423120 or email customer.participation@langstane-ha.co.uk

All information in this publication is accurate at time of publishing.

