



# LANGSTANE NEWS

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ISSUE 40 • Summer 2021

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Welcome to our summer newsletter. Here's an update from our senior management team. 2021 is about focusing on customer service. This autumn we carry out our tenant satisfaction survey. We work hard to make sure tenants are provided with the service that is expected. The survey lets us know how we are doing. Read more about the survey on page 8.

Working from home has proved challenging. We have an ageing phone system that is not as flexible as we need it to be for changing times. As part of our improvement roadmap we want to make sure our team have the best tools for the job, ensuring calls are answered quickly and dealt with at first point of contact. Part of this will mean an upgrade to our current phone system.

Following a recent consultation, tenants have requested a more robust Antisocial Behaviour Policy. Tackling antisocial behaviour is very important to us. Read more about the real life impact of antisocial behavior on page 2.

Thank you to everyone who took part in recent consultations – it really does contribute to decisions made about our services. One recent change is that we have reduced the acknowledgement time to your enquiries from 5 days to 2 days. We want to make sure we respond quickly when you get in touch so you know we have received your calls, messages and emails.

There are important changes underway in our Langstane Housing Support Team (LHSS). See pages 4, 8 and 11 to read more about our service and what support is available.

After a year of lockdown and having severely limited repair and improvement work, we are



hopeful of being able to return to some sort of normality as far as work to properties is concerned.

Our first priority is to get through the backlog of non-emergency repairs that have built up. We appreciate that many of our tenants have been waiting for repairs for a long time. If you have been affected, we thank you for your patience.

For tenants who are struggling at home due to mobility issues or disability, we have launched our minor adaptations scheme. See more about this on page 10.

And finally, this year we are looking in detail at the repairs and planned improvements service to improve and modernise it. Please complete the enclosed consultation insert. Your feedback is vital and very much appreciated. It will allow us to develop a clear strategy for improving the customer experience.

For more information on planned maintenance and repairs service see pages 5 and 7.

We hope you have a nice summer, and all take care.

## Living with antisocial neighbours – a real-life example

Persistent and on-going antisocial behaviour can be the cause of a great amount of distress and upset.

Sadly, neighbour disputes are common. Here are the details of one situation from the perspective of the people having to deal with antisocial neighbours. Taking legal action against people is not the first choice for the Association. However some situations can call for this if all the help and support offered has no effect.

Read on for details of the antisocial behaviour, how it affected the neighbours, and what action is being taken by the Association.



### What is the problem?

The behaviours displayed with little thought for the other people living in neighbouring properties include:

In the property and the communal hallway there is consistent noise disturbance. This includes screaming, shouting, and arguing day and night with persistent banging doors. There has also been verbal abuse towards neighbours, and noise disturbances in the car park. This includes engine noise and banging car doors at unsociable hours.

Two neighbours in particular have been affected by this persistent noise. One tenant describes the impact living with antisocial noise has on them:

- Struggling to sleep without being woken up, affecting the rest of the day
- Having to leave their home and stay with relatives to get a good night's sleep (not been possible during lockdown)
- Mental health is affected, feeling low and depressed
- Doesn't feel like their property is their home anymore
- Scared to be in communal area in case the other tenant is there and becomes abusive. Constantly on edge, waiting for something to happen.
- Doesn't feel safe and doesn't go out if not necessary
- No longer wants to live there so has applied for transfer and to be rehoused

These impacts are very serious, and affect quite a few of the neighbours in the same ways as described here.

### Our tenants say:

"I shouldn't have to leave my property for a good night's sleep and some peace"

"Living here has changed us"

### ACTION BEING TAKEN:

Tenants have reported incidents on many occasions to the Association and Police. The Association is currently dealing with the issues.



### What you can do to help speed up the process of us dealing with antisocial behaviour?

Here are some tips:

- Report any antisocial issues to the Association via phone, email, or come into the office for an appointment
- Submit evidence if appropriate i.e. photos
- Report issues to external agencies i.e. Police Scotland

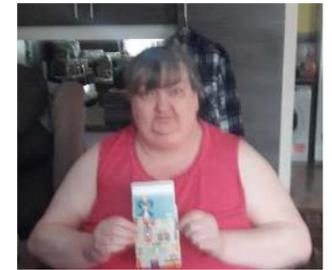
If you need to talk to your Housing Officer about any issues in your neighbourhood please get in touch. We are here to help. Contact [info@langstane-ha.co.uk](mailto:info@langstane-ha.co.uk) or call 01224 423000.

## Congratulations to our recent prize winners!

Recently there were three consultations offering prizes for those taking part.

The prizes were:

- **2 x £20** shopping vouchers for our Rate our Annual Report 2020,
- **2 x £50** vouchers for the Rent Increase 2021,
- **10 x £20** vouchers for our Tenant Information Census 2020 which was open during November 2020 to March 2021.



### Congratulations to each of our winners

David from Aberdeen (pictured), Janice from Peterhead (pictured), Roddie from Stonehaven and Dorota from Aberdeen.

Gail from Aberdeen, Margareta from Peterhead, Elaine from Findhorn (Pictured), Alan from Aberdeen (Pictured), Lucas from Aberdeen, Ronnie from Aberdeen (Pictured), Nijole from Peterhead, Stuart from Buckie and Kayleigh from Portsoy.



James pictured with his beloved Tyson.



Mrs Murray's team after recent kilt walk



### Donation

One of our winners requested his prize money be donated to Mrs Murray's Cats and Dogs Home in Aberdeen. James is very fond of animals and felt the money was more worthwhile feeding the animals at the home. The team were delighted to receive the donation and sent a big thank you to James.

Thank you to everyone who responded. Please take part in our surveys and consultations. Responses are reported to our Board of Management to help inform their decisions. Results of consultations are published on our website. Your voice really does count.



## More Support Team Success!



Our team do a fantastic job helping tenants that need a bit of extra help when times are hard. To get the best possible value for tenants they are always looking out for ways to boost the funds.

Our Langstane Housing Support Service (LHSS) was recently awarded £2000 from the Fairer Aberdeen Coronavirus Hardship Fund. This money will directly help tenants with food shopping vouchers, and mobile phone / utility bill top ups.

Next, the team managed to access funding from the Housing Associations Charitable Trust Energy Redress Project. This helps tenants with utility top ups and occasionally even will pay a utility bill in full if tenants meet criteria.

Last but definitely not least the team have just learned they've been successful with a £1000 award from Arnold Clark! This will be used to further support tenants during this trying time.

## Worry-free mobility



Motability is a national charity helping disabled people with their mobility.

The Motability Scheme enables anyone who receives a higher rate mobility allowance (such as the Enhanced Rate of the Mobility Component of Personal Independence Payment (PIP), or the Higher Rate Mobility Component of Disability Living Allowance (DLA)) to use their mobility allowance towards leasing a car, mobility scooter, powered wheelchair, or Wheelchair Accessible Vehicle.

Most people are aware that you can get a car through the Motability Scheme but it's not so widely known you can lease a mobility scooter or powered wheelchair through the scheme.

Every lease is all-inclusive. This means all of the essentials are included in the price you pay such as:

- General servicing and maintenance
- Breakdown recovery
- Tyre replacement
- Insurance cover
- Battery replacement
- Weatherproof cover or other optional extra up to the value of £35.

The standard lease is three years. Payments are deducted from your qualifying mobility allowance every four weeks and paid directly to Motability by the Department of Work and Pensions. Prices start from £12.50 per week for a small basic mobility scooter. There are 100s of products available to suit individual needs. At the end of the agreement you hand back the product and you can choose a brand new one!

To find out more about the Motability Scheme either contact Motability on 0300 456 4566 or their local specially trained dealer in your area (for more details visit [www.motability.co.uk](http://www.motability.co.uk)). A home assessment, test drive, and delivery will be organised. Support is available for servicing and repairs during the lease.

Over 600,000 customers use a lease product through Motability. When you join the scheme, they expect your product will meet your needs for the full lease agreement. However, if you have to terminate the agreement early, for example - due to a change in your condition, Motability can be flexible with this.

Notes:

- Other qualifying allowances:
  - o War Pensioners' Mobility Supplement (WPMS)
  - o Armed Forces Independence Payment (AFIP)

## Pay rent using Allpay? You can set up Recurring Payments!



You can now pay your rent using your debit or credit card through the Recurring Payments option on Allpay. You can pay your rent or set up a payment plan. Payments are made over a period of time of your choosing.

We agree a date with you, and we will use the Allpay Rent Card Company to charge your card on that date for however long you wish. It's the same way we currently take a manual payment from you but the process is automatic.

### Why pay us using Recurring Payments?

It will save you time and money! It stops you having to call us every time you want to make a payment by your credit or debit card, and you won't have to set yourself reminders to do it.

### Are there any other benefits?

- It's flexible. You can set up ongoing or fixed payment schedules
- You are in control
- No bank charges for failed payments
- Email or text notifications notify you of payments
- Schedules can be set for a future one off payments
- It's quick. Payments can be arranged for the next day
- It's secure. Cards are saved and stored in a PCI DSS compliant manner.

To set this up please contact your Rent Management Officer or ask our Customer Service Team to do it for you. Please call 01224 423000 or email [rent@langstane-ha.co.uk](mailto:rent@langstane-ha.co.uk).

## Repairs and improvements update



On 4 May, we returned to a full repairs service. We are making contact with tenants who have been waiting for repairs to arrange appointments. We will contact people who have been waiting longest first. Please see page 7 for more details on the repairs backlog.

Alongside this the team also aim to deal with new repairs within our normal timescales.



The last year has been frustrating. We have not been able to carry out improvements to homes like kitchen and bathroom replacements. We were unable to progress any work like this unless it was an emergency. The priority for this year is to complete last year's delayed improvements alongside the planned work for this year, so we will be very busy!

You can see details of the improvements planned for this year at page 9.

We are very pleased to have recruited a Property Compliance Officer last year. Their focus is on tenant safety, such as managing asbestos, legionella, and fire safety. This work will continue, with the priority being to make sure that we fully comply with all safety legislation.

Another big aim for this coming year is to complete the upgrading of smoke detection in all our properties by February 2022. This is to meet the new Scottish Government requirements, and to make sure all properties have an electrical safety certificate by March 2022 (and then to renew these every 5 years).

## Samaritans are always there to listen.



If you need someone to talk to or are in need of support please contact Samaritans Scotland. They can be contacted 24 hrs a day, 365 days a year on the details below:

Call free number 116 123

Website  
[www.samaritans.org/scotland/samaritans-in-scotland/](http://www.samaritans.org/scotland/samaritans-in-scotland/)

Post a letter to:  
Freepost  
SAMARITANS  
LETTERS

Their self-help App can be downloaded from the website

[www.samaritans.org/scotland/how-we-can-help/contact-samaritan/self-help/](http://www.samaritans.org/scotland/how-we-can-help/contact-samaritan/self-help/)

## Sign up to TPAS Scotland's 'Tenants Voice Scotland'



Tony Kelly from TPAS Scotland invites you to influence services and consultation across Scotland!

### Tony says,

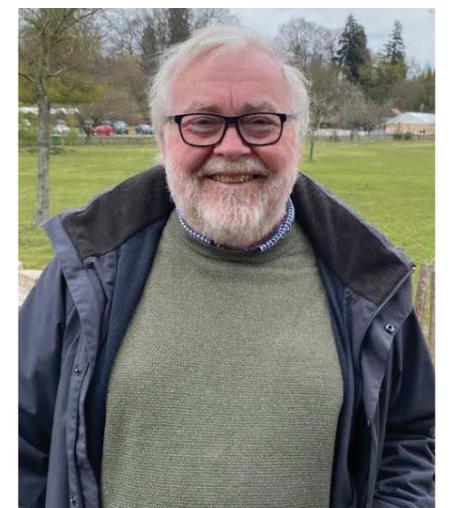
'Tenants Voice Scotland' (TVS) gives tenants an easy way to have their say on the things that matter most. It brings tenants' views together from across Scotland. Registered TVS members answer a few quick questions via an

online survey a few times a year. That's all we ask. We share anonymous results with TVS members on our website, on social media (Facebook and Twitter), tenants' groups, and landlords, Scottish Housing Regulator, Scottish Government and the Tenant Regional Networks.

The more tenants register the louder the voice will be."

Visit TPAS Scotland's website where you can learn more, watch a quick video, and/or sign up: <https://tpasscotland.org.uk/what-we-do/tenant-voice-scotland/>

When you registered you'll get a £10.00 voucher just for registering and be contacted about all TVS activities.



## A day in the life of...

**Judith Sutherland is our Director of Housing, responsible for all housing management and specialist tenant support services.**

### 7:15am

My day starts early with coffee and toast and a quick catch up with the news. Today, like most days I am working from home, only going into the office once a week. I'm lucky enough to have a spare room which I've set up as an office so I have peace and quiet. My 'journey' to work is just upstairs to switch on my computer for an 8am start.

### 8:00am

Staff can 'clock in' on their laptops. Some staff use their own equipment or have work lap tops but everyone can access the Langstane network remotely. My first task of the day after 'clocking in' is checking for any 'authorisations' e-mailed to me. This could be paying invoices on our online system, or agreeing annual leave for staff. Today I see a request from a senior member of staff to approve an eviction. I read this through. Eviction is always a last resort, but this tenant has been making their neighbours' lives a misery. The team has worked hard to offer advice, mediation, and they have worked closely with the police. I can see that everything which could have been done has been, so approve the eviction. I move on and check my diary. It's Monday - so my first meeting is at 9.30am with my Senior Management Team colleagues. I still have some time to catch up with other e-mails that came in over the weekend before the meeting starts. I read through these and respond to those needing answers.

### 9:30am

All our meetings are by Zoom at the moment. It's nice to see my colleagues and we have a quick catch-up about the weekend before we get to work. We go through our diaries for the coming week and provide an update on any issues that came up during the previous week. If there are any joint decisions needed we agree these at our Monday morning meeting.

### 10:15am

My next task is to finalise policies approved by the Senior Management Team. The Antisocial Behaviour Policy has been updated to take into account feedback from tenants. The consultation showed that tenants really want more robust action taken. This was fed into the policy. It then has to be rolled out to staff, and I write a short article for our weekly Team Brief. The Team Brief helps communication inside the Association. It is a vital tool to be able to exchange information between teams. This done I can now prepare for my next meeting at 11a.m with the Housing Manager.

### 11:00am

I catch up with Martin's news and any issues he has been having and we go over his work plan and agree actions needed.



### 12:15pm

It's lunch time and a lovely day. It's easy to sit at my desk with some lunch and work on but today I'm going out on my bike. I live in rural Aberdeenshire and so cycle to the lake at Haddo House - just over half an hour but after some fresh air and exercise and I'm ready to start work again.

### 1:15pm

Back to work and I check my emails and respond to various questions and issues.

### 2:00pm

My next meeting of the afternoon is with the Scottish Federation of Housing Associations. This is the body which provides support to housing associations.

The Association received some funding to help support tenants. We have to make sure that we report back to the funders (the Scottish Government) on the outcomes of our project. We need to record how the project improves the well-being of the tenants we support and we agree how the required outcomes will be achieved and measured.

### 5:30pm

Tonight there is a talk from a member of staff at Grampian Women's Aid about Economic Abuse. I sit on the Board of Grampian Women's Aid. It's good to keep up to date and I'm interested to hear what help is available. This meeting is also by Zoom and so I log in and catch up with my Women's Aid colleagues before the seminar starts. It lasts about an hour and a half and so finally I switch off my computer at 7pm. Not every day is this long but I'm very glad to close my office door and head downstairs for tea.

## Consultation results

	DATES	RESPONSES	OUTCOME & ACTION
Tenant profile questions	01 November 2020 to 31 March 2021	<b>1,399</b> emails were sent with <b>956</b> hard copies. Received <b>497</b> responses, giving a <b>21.10%</b> response rate. (A good response rate for full postal or email survey is <b>15-20%</b> so to achieve higher is a good result.)	Updated tenants' personal and contact information. Identify any support needs and vulnerabilities, methods of contact preference and tenant satisfaction information.
	06 January to 27 January 2021	<b>1,594</b> emails and <b>1,200</b> hard copies were sent with <b>373</b> responses giving a response rate of <b>13.4%</b> .	Feedback collated and presented to senior management and Board of Management. Decision made to apply a <b>1.2%</b> increase for <b>2021-2022</b> .
Customer care policy	19 March to 29 March 2021	Two surveys were sent: Register members: <b>201</b> emails sent with <b>29</b> responses and a response rate of <b>14.4%</b> Non register members: <b>148</b> emails sent with <b>11</b> responses and a response rate of <b>7.4%</b>	Feedback collated and forwarded to senior management and Board of Management. As per tenants' wishes, the response time for general enquiries will be reduced from 5 days to 2 days.
Summer newsletter consultation	14 April to 28 April 2021	Two surveys were sent: Tenant panel members: <b>217</b> emails sent with <b>18</b> responses and a response rate of <b>8.6%</b> Non-members: <b>166</b> emails sent with <b>2</b> responses and a response rate of <b>1.2%</b>	Feedback received will be applied to future editions of Langstane News to make sure we provide content that is of interest to our tenants.

Thank you to everyone that responds to our consultations and surveys - your feedback is extremely valuable. If you would like to be one of our involved tenants see options on page 11 in our Thank you article regarding recent tenant involvement in our restructure exercise.

## Repair service update

### What is the backlog?

As of the 3rd May we had 500 repairs in our backlog. These are:

- Routine repairs logged since 5 January, but not given an appointment due to our restricted repairs service
- Repairs scheduled to take place during March, April and May but had to be suspended because of the restricted repairs service

Our priority is to get the backlog cleared as much as possible while we incorporate new routine repairs. These repairs may take longer than the usual response time to complete and we appreciate your patience.

As of the 28th June the backlog has reduced to **220** repairs. Consisting of the repairs for the following trades;

Handyman/Scheme Clearance - <b>37</b>	Electrician - <b>18</b>	Plumber - <b>41</b>	Joiner - <b>124</b>

### How will we let me know about my appointment?

We will phone to make repairs appointments and send texts and emails to confirm and remind tenants about their appointments.

### You can help us clear the backlog!

If you cannot make the appointment given, you can rebook the appointment by contact us via phone. If we try and fail to contact you on three occasions your repairs request will be cancelled.

### How are we managing the risk to operatives and tenants?

Our DLO operatives and contractors have all been issued with PPE, including gloves and masks, to protect both them and you, and reduce the potential risk of infection. This will be worn at every appointment.

We will continue to ask you when you report a repair and when we arrive at a property, whether anyone in the household has Covid-19, have symptoms of Covid-19 or are self-isolating. We will not carry out the repair under these circumstances and will rebook the repair for three weeks' time or when the period of self-isolation is over.

## Staff updates

### Langstane Housing Support Service – Elise O'Donnell



In January our Support Service welcomed Elise as our new Support Worker. Before joining Langstane Elise worked as a children and family support worker with Aberdeen City Council for four years. Initially she worked in a children's residential unit with children between the ages of 11-18. One part of the job was supporting and preparing young people for transition from residential

care to back home, or finding their own accommodation. Then, Elise worked as a family resource worker supporting families with complex situations.

"I am very excited to have started with Langstane, even though working for a housing association is out of my comfort zone. It has been a difficult time to start a new post, however everyone I have met so far either face-to-face or virtually, staff and tenants, have been very kind and welcoming. I am really looking forward to times ahead when I can meet more staff and tenants".

### Property Services – Jordan Kennedy

The team welcomed Jordan in April as our new Property Services Officer. Jordan previously worked at Kirkwood Homes as a customer care joiner/supervisor.



Here's what Jordan says about his new role: "I am enjoying working at Langstane, it's been a strange time to start a new job but everyone has been welcoming and supportive. I'm ready to get stuck in and am looking forward to meeting tenants".

## The tenant satisfaction survey is coming...

We have started the process of choosing a company to carry out our independent tenant satisfaction survey. The last one happened back in 2019. This autumn we are doing something different. Rather than sending every tenant the questions we will be asking a sample. This makes the process quicker and more efficient.

The questions we ask are about every part of our service from repairs, and neighbourhood management to what information we give to you, and the opportunities you have to get involved in what we do.

### Why have a survey?

- We want to know about your experience of our services
- Your answers help us make decisions about where we spend our time and money to make improvements
- It is a legal requirement for us to report the survey results to the Scottish Housing Regulator. They look after the rights of social housing tenants across the country

### How does a sample survey work?

There are rules about how responses are collected to make sure that the results are not just by chance, but represent the opinions of all Langstane tenants. This is done by working to get a sample from all our areas, and from people of all ages, genders and ethnicities who live in our homes. The company that does the survey are qualified to do this specialist work.

### How long will the survey take?

There are six questions that we must ask, and then report the results to the Scottish Housing Regulator. We will ask one or two extra questions to help us to understand your views on specific things we are working on. The survey will take up to 15 minutes by telephone.

If you are contacted, please take part. You will be entered into a prize draw as a thank you for your time.

## Planned Maintenance Programme 2021-22



This year we will deliver 53 replacement kitchens and 130 replacement bathrooms. The works will be completed by April 2022.

### Replacement Kitchens

Our contractor will contact each tenant to arrange a survey of the kitchen. This is to make sure that each kitchen will meet the Scottish Housing Quality Standard. Our contractor will agree a layout for the new kitchen. Tenants can choose the colours for their new cabinet doors, worktop / splashbacks, and vinyl floors.

Replacement Kitchens	
Aberdeen City	53-55 Menzies Road Cloverfield Close
Aberdeenshire	Culbert Street, Portsoy Back Path, Banff

### Heating Upgrades

Our contractor will survey the property and decide if a full heating upgrade is required or if only the boiler or radiators require replacing.



Heating Upgrades		
Aberdeen City	100-141 Fraser Place	574 - 588 George Street
	9-19 Bloomfield Road	53 - 55 Menzies Road
	411 Holburn Street	77 Wood Street
	22-24 Richmond Street	
Aberdeenshire	George Street, Huntly	
	Queen Street, Peterhead	
	Cross Street, Fraserburgh	
Moray	Langstane Place, Elgin	Walker Court, Forres
	7-13 Langstane Lane, Keith	Royal Court, Forres
	Faroes Court, Lossiemouth	

### Replacement Bathrooms

Again, our contractor will visit to survey the property. Tenants will have a choice of wallboard (waterproof wall panel) and floor coverings. Ground floor tenants can choose to have a shower tray fitted instead of a bath.

Replacement Bathrooms	
Aberdeen City	22-24 Richmond Street 559-565 King Street 114-141 Fraser Court
	Aberdeenshire
	Temple View, Banff Kirk Street, Peterhead
Moray	Faroes Court, Lossiemouth

### Other Works

#### EICR and Smoke Detection

Our contractors continue to carry out planned electrical inspections at all properties and complete work where required. The contract to replace and upgrade the smoke detectors in all our tenants' homes is on-going. Your assistance with access arrangements for our contractor is greatly appreciated.

#### Internal and External Communal Decoration

As you can see from the list, we have a substantial programme of communal decoration planned for this year. This will help us catch up with work postponed due to the Covid situation. We will be in touch with tenants at affected schemes over the coming months to inform them when the work will happen.

#### Property Condition Surveys

Our in-house surveyor aims to visit 20% of our properties every year to carry out condition surveys. Every ten years we employ an external company to carry out condition surveys. This helps us with our long term financial planning. These external surveys are due to take place between July 2021 and March 2022. Affected households will be contacted by letter to arrange an appointment.

## Better Futures – progress report

In our last newsletter there was an article about a successful funding bid. This is always exciting news – it means we can get great value for money while improving services for our tenants.

We announced getting money to buy new software called Better Futures (BF). This will help us provide structured and effective support to our tenants needing some extra help. The team have set this up and we are delighted that our Langstane Housing Support Service (LHSS) are now using it every day.

BF is an outcome and goals based recording system. It helps tenants and their LHSS worker identify personal goals. It provides a visual of the progress made.

Also, the system helps us measure the positive impact of our service. This is very important when we want to apply for external funding.

The BF programme is set up to look at five different areas where tenants need some extra help:

- Accommodation
- Health
- Safety and Security
- Social and Economic Wellbeing
- Employment and Meaningful Activity

A support plan is developed with tenants by considering what is important and what their goals are. As the support plan develops the BF software builds a picture

of progress towards achieving those goals. If you want to know more about getting some support from the team please contact us for a chat on 01224 423000 or email [langstanehousingupportservice@langstane-ha.co.uk](mailto:langstanehousingupportservice@langstane-ha.co.uk).



### Decoration Programme



Aberdeen City		Aberdeenshire		Moray							
Ashgrove Road	18	15 Howburn Place	1	2 - 28 Anderson Gardens	Fraserburgh 14	5 Ben Aigen View	Rothies	1	58 Mannachie Grove	Forres	1
48 Ashwood Crescent	1	14 - 16 Jute Street	8	Back Path	Banff 7	6 Ben Aigen View	Rothies	1	15 C - J The Meadows	Buckie	8
34 Ashwood Crescent	1	16 Morven Place	1	Broadford	Inverurie 4	Covesea Road	Elgin	6	Nelson Brae	Keith	22
52E Bedford Road	1	11 Roslin Street	1	Culbert Street	Portsoy 9	Cromarty Court	Findhorn	20	North Guildry Street Office	Elgin	1
12 Cairnfield Circle	1	8 - 14 Seaton Place East	30	East North Street	Peterhead 20	Faroes Court	Lossiemouth	22	Strathisla Court	Keith	3
6 Charles Street	1	Stevenson Court	46	Polinar Place	Inverurie 50	57 Heberton Road	Elgin	1			
2 - 4 Charlotte Street	20	Tillydrone Road	36	89 Redcloak Crescent	Stonehaven 1	31 Kyd Drive	Elgin	1			
56 Commerce Street	1	41 - 43 Union Street	32	St Andrew Street	Peterhead 9	1 - 6 Langstane Lane	Keith	6			
10 Esselmont Avenue	1	Communal areas (B,G,1,2,3,4,5,6,7)		Temple View	Banff 36	7 - 13 Langstane Lane	Keith	7			
52 Greenburn Drive	1	33 Wagley Parade	1	Woodview Court	Stonehaven 29	9 Mannachie Gardens	Forres	1			



## Scotland's Census 2022



The next census in Scotland will take place on Sunday 20 March 2022. So, what is the census and why is it so important that everyone in Scotland must take part?

For more than 200 years Scotland has relied on the information the census provides. It is the only headcount of every household in Scotland and remains the best way to gather vital information which government, councils, the NHS and a range of users in the public, private and third sectors need to provide services and create infrastructure.

It will only take a short while to answer census questions but the benefits to you and your community will last a long time. There will be help available to everyone who needs it when completing the census questionnaire, from a helpline to support in local communities. The census also becomes part of our history. In the future our descendants will be able to find out about us and how we lived.

The results help local authorities, businesses and the government plan a wide range of



vital public services. These improve the lives of those living and working in Scotland. For example, the Scottish Government uses census information relating to population levels and the age of Scotland's population to inform decisions about how schools should be replaced or improved.

Recently, a community in Brechin benefited from a new £25.6m shared campus thanks, in part, to census information around population figures.

The new facilities have brought together Brechin High School, Angus Alive Sport and Leisure and other community facilities.

The census is a vital exercise for the people of Scotland to participate in and we all need to play our part in recording an accurate picture of the make-up and needs of our country.

For more information, please visit [www.scotlandscensus.gov.uk](http://www.scotlandscensus.gov.uk)

## Brand new service! Minor property adaptations



We are pleased to announce the launch of our minor adaptations scheme. This allows tenants to request certain minor adaptations with no need for an Occupational Therapy report. Tenants simply need to complete a short form, and we aim to fit your adaptation within 28 days of receiving the request.

Adaptations included in the scheme are:

- Internal grab rails
- External grab rails or hand rails at front / back doors
- Lever handle taps
- Second stair banister

The great news is there is no charge for these minor adaptations. Contact the Asset Management team on 01224 423000. We can help you complete a request form over the phone.

### What about the big adaptations tenants need?

There is also major adaptations scheme. This one is grant funded by the Scottish government. It provides adaptations such as level access showers, and over bath showers. These bigger changes do need to have a formal Occupational Therapist (OT) assessment. If you are struggling to cope in your home and would benefit from a major adaptation you can request



an assessment by your local OT team. The contact details are here:

Aberdeen City – contact 01224 570400 or email [OTDuty@bonaccordcare.org](mailto:OTDuty@bonaccordcare.org) or request a referral online at [www.bonaccordcare.org](http://www.bonaccordcare.org)

Aberdeenshire - contact 03456 081206

Moray Council – contact 01343 563999 or email [accesscareteam@moray.gov.uk](mailto:accesscareteam@moray.gov.uk)

## Why are some articles repeated in our publications?

Our newsletters are sent to all tenants, however our Annual Performance Report is sent only to those tenants who have asked for it (as well as all the newly signed tenants in that year).

We have received tenant feedback asking us not to repeat articles in the annual report that have already appeared in a previous newsletter.

So, we decided to only re-use our favourite articles from the annual performance report and put them into the winter newsletter. This is because a much smaller number of people read the performance report, and we'd like everyone to see our best news items.

Do you have any ideas on content for our newsletter? Are you interested in helping us design our Annual Report? Please contact our Customer Participation Officer, Samantha. Call 01224 423120 or email [samantha.hough@langstane-ha.co.uk](mailto:samantha.hough@langstane-ha.co.uk).

## Our tenants at virtual meetings...thank you for helping out!

A big thank you to our involved tenants for giving up their time to attend a virtual meeting recently. This was to meet some consultants currently reviewing our organisational structure, and discuss what works as well as areas for improvement.

This insight is extremely important and helped provide a bigger picture of our service delivery and customer involvement.

**Would you like to become an involved tenant, helping us shape services and make decisions? Here's how you can do it.**

### Your Voice Counts



Join the **448** tenants who help us improve our services. Take part in a way that suits you best. You can help review our policies, complete online surveys, or check our publications are easy to read and understand. This can happen from the comfort of your own home!



### Please see below for options:

- **Join the Register** – you will have access to the full range of options on offer. We'll make sure you are asked about everything in your areas of interest and have every chance going to get involved. You choose what you want to do with no obligation to take part.
- **Join the Reader Panel** – check our reports and other information is clear and easy to read. We will make improvements before we publish with the tenants' stamp of approval.
- **Like meeting new people?** You can represent Langstane in the local landlord and tenant group. They do joint projects and activities that improve services for all residents in the local area.
- **Pressed for time?** Join our tenant panel. We will only ask you short surveys, even as little as one question!

## Joining the Care Inspectorate

Our Langstane Housing Support Team (LHSS) is waiting for approval from the Care Inspectorate to become a registered service. A lot of work has gone into making sure we meet all the required standards.

Being registered means we provide quality housing support to tenants who are vulnerable and need our help. As lockdown eases the team will continue to provide food parcels, assist with utility top ups, and welfare benefit applications along with our welfare advisor.

We want to improve tenancy sustainment – this means helping tenants remain in their property for as long as they want to. This benefits everyone as it means we have settled communities where neighbours know and look out for each other.



## New iPad for delighted tenant!



Our Housing Support Service continues to support tenants to be resourceful and independent. Recently the team received devices from SHMU radio. We were able to give tenants like Jennifer (pictured) a brand new iPad and 12 months internet.

If you would like to speak confidentially to the Support Service team about any support issues please call 01224 423000 or email [langstanehousingssupportservice@langstane-ha.co.uk](mailto:langstanehousingssupportservice@langstane-ha.co.uk).

## TENANT CORNER - Sandra's savers

Here are some top tips from one of our tenants on some super money saving ideas!



### If you are a carer and have identification:

- For £5 you can buy a disabled toilet key from Aberdeen City Council for use across Scotland
- If on holiday - ask hotel reception for discounts on day trips
- If you go to a zoo in Scotland one carer goes free
- A National Entitlement Card gives free travel round Scotland to those over 60 or disabled. Carer or companion travel for free also.
- Citylink Gold provide free drinks and snacks for first class passengers

### Also for over 60s:

- Have a look at Gransnet at [www.gransnet.com/](http://www.gransnet.com/) which gives all sorts of information including tips of travel

If you have anything you would like to share in the next newsletter please contact our Customer Participation Officer, Samantha, on 01224 423120 or email [samantha.hough@langstane-ha.co.uk](mailto:samantha.hough@langstane-ha.co.uk)

## Corned Beef Hash (serves 4)



### Ingredients:

- 2 teaspoon oil
- 1 onion (peeled and chopped)
- 1 tin potatoes\* (boiled and mashed)
- 1 tin corned beef (cubed)
- Seasoning

### Method:

- Heat oil in a large saucepan and fry onion.
- Add the corned beef and potatoes.
- Cook for 5 minutes and season.
- Serve and enjoy.

\*When using tinned potatoes place them into boiling water, reduce heat and simmer for 10 minutes to make them better for mashing

Thanks to Garioch Community Kitchen for this recipe

## EMERGENCY NUMBERS



### Emergency Repair Cover

when our offices are closed:

Please contact **Heatcare Oil & Gas**  
**01343 842 042**

(Aberdeen, Aberdeenshire & Moray)

Gas (Heatcare) **01343 842 042**

Gas emergency **0800 111 999**

Electricity - Power Cut **0800 300 999**

Loss of Water Supply **08000 778 778**

The office is currently closed because of the Coronavirus pandemic. A re-opening date is yet to be confirmed.

## Summer colouring-in

