



**LANGSTANE**

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

# ANNUAL REPORT

## Our performance in 2023/24



[www.langstane-ha.co.uk](http://www.langstane-ha.co.uk)



680 King Street, Aberdeen



North Guildry Street, Elgin



## As we finish up another year, we are happy to share the Langstane Housing Association Annual Report for 2023/24

This report shows our commitment to offering safe, affordable and sustainable housing in our communities, highlighting our focus on quality in the housing industry.

Helen Gauld, the Chief Executive of Langstane Housing Association, shares an overview of the organisation's performance over the last year and highlights the main priorities for the coming year.



On Thursday, 19 September 2024, Langstane Housing Association held its Annual General Meeting. This important event brings together members, stakeholders and the community to look back on what we've accomplished and plan for the future. Our chairperson, Mike Martin, led this year's meeting. He welcomed everyone and highlighted how crucial it is for the community to be involved in guiding the Association's future.

During the meeting, Mr Martin shared his yearly report, which explained how Langstane Housing Association performed over the past year.

He talked about the important successes, the challenges we encountered and the initiatives that shaped our work in 2023. He also outlined the main priorities for the Association as we move into 2024/25, stressing our commitment to improving housing quality.



The discussions during this meeting served to reinforce our dedication to providing exceptional housing services and creating a thriving community for all our members.

# Performance at a glance

## Housing statistics

“Measuring our performance helps the Association identify strengths and areas for improvement. Notable positives from 2023/24 include a reduction in the average time to re-let properties, leading to less lost rental income.”

“Additionally, tenant terminations have significantly decreased, promoting community stability and tenant satisfaction. Savings achieved contribute to maintaining affordable rents. However, we continue to face challenges with increasing rent arrears, which is disappointing. It's vital for our customers to pay rent on time, and while we take strong action, we also offer support to those struggling financially.”



*Judith Sutherland*  
Director of Housing

	This year	Last year
% of rent collected against rent due	<b>97.96%</b>	<b>98.46%</b>
Average days to re-let a property	<b>64.16</b>	<b>87.48</b>
% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	<b>82.4%</b>	<b>82.4%</b>
Gross rent arrears as % of rent due	<b>9.19%</b>	<b>8.78%</b>
% of tenancy offers refused*	<b>72.85%</b>	<b>17.21%</b>
% of new tenancies to existing tenants sustained for more than a year	<b>96.3%</b>	<b>95.5%</b>
% of anti social behaviour cases in the last year which were resolved	<b>96.78%</b>	<b>97.80%</b>
% of rent lost due to homes being empty	<b>2.68%</b>	<b>3.19%</b>
Number of re-lets	<b>307</b>	<b>407</b>

*\*new method of recording*



# Performance at a glance

## Property statistics



*Marcie Ballance*  
*Director of Property*

“Property team performance has remained relatively consistent for 2023/24 when compared to the previous year.”

“Our focus for 2024/25 will be on improving our repairs service with the aim of increasing customer satisfaction with repairs, and on improving our Scottish Housing Quality Standard (SHQS) performance. The majority of our SHQS non-compliance comes from difficulties getting access to properties to carry out electrical safety inspections and so it will be a particular focus for our compliance team to improve access rates this year.”

	This year	Last year
Average time taken to complete emergency repairs (hours)	<b>3.52</b>	<b>3.67</b>
Average time taken to complete non-emergency repairs (days)	<b>8.42</b>	<b>7.85</b>
% of customers satisfied with the quality of the repairs service	<b>80.34%</b>	<b>74.30%</b>
% of reactive repairs carried out in the last year completed Right First Time	<b>81.15%</b>	<b>80.29%</b>
Number of missed gas safety checks	<b>0</b>	<b>0</b>
% of tenants satisfied with the quality of their home	<b>78.32%</b>	<b>78.32%</b>
Homes meeting the Scottish Housing Quality Standard	<b>89.89%</b>	<b>91.26%</b>
Average time to complete adaptations (days)	<b>38</b>	<b>63</b>

# Performance at a glance

## Customer service statistics



*Rebecca Davidson*  
*Customer Service Manager*

“In 2023/24, we prioritised customer service, handling 21,753 calls. While I'm pleased to see an improvement in call response rates and reduced waiting times, we continue to work hard to increase the % of calls answered to 90%. This year we have seen a reduction in complaint levels at both Stage 1 and Stage 2 and have consistently met our targets for response timescales.”

“Some figures in this report are the same as last year's, relating to our 2021 Tenant Satisfaction Survey. In autumn 2024, you may be contacted by The Knowledge Partnership for our new Tenant Satisfaction Survey. Providing feedback in this survey is vital for reviewing and improving our services.”

	This year	Last year
Customers who feel that Langstane is good at keeping them informed about their services and decisions	<b>90.17%</b>	<b>90.17%</b>
Customers satisfied with overall service	<b>78.6%</b>	<b>78.6%</b>
Customers satisfied with opportunities to get involved	<b>95.38%</b>	<b>95.38%</b>
Number of complaints received at Stage 1	<b>258</b>	<b>327</b>
Number of complaints received at Stage 2	<b>28</b>	<b>38</b>
Average days to respond to a Stage 1	<b>5</b>	<b>4.7</b>
Average days to respond to a Stage 2	<b>18</b>	<b>21</b>
Calls answered as a % of calls received	<b>85.68%</b>	<b>83.74%</b>

# Financial performance

## Where does the Langstane Group get its money?

From rents and service charges plus grants we receive from the Scottish Government.

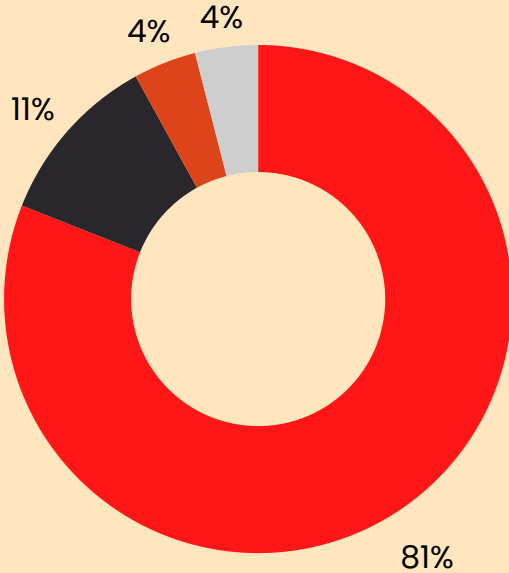
## What does the Langstane Group spend money on?

Making sure our properties are fit for purpose and meet safety requirements, staff and office costs as well as interest payments on our loans.

## How do I benefit as a tenant of the Langstane Group?

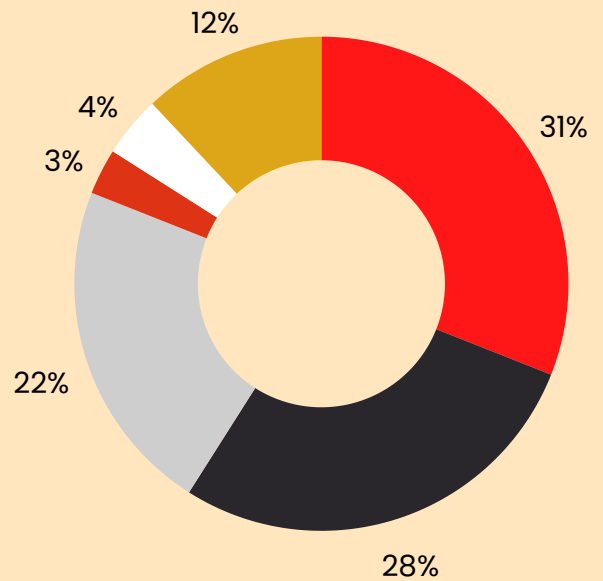
In addition to spending £4.7m maintaining our properties, the Langstane Group has also spent £1.8m refurbishing existing properties. This expenditure is part of the Group's ongoing rolling programme of improving the condition of its properties including improving the energy efficiency of our homes.

### Income 2023/24 - £17.3 million



Rent receivable	81%
Grants released	11%
Service charges	4%
Other income	4%

### Expenditure 2023/24 - £16.1 million



Planned, cyclical and reactive repairs	31%
Management costs	28%
Property depreciation	22%
Finance costs	12%
Service costs	4%
Bad debts	3%

# Housing Perks

We recently launched 'Housing Perks', an app that provides our customers with discounts from major retailers. Alongside this, we have introduced the Langstane Promise, which outlines what you can expect from us as your landlord.



These initiatives reflect our commitment to enhancing the services we provide to you.

We welcome your comments, feedback, or compliments regarding the service you receive from our teams.

Please feel free to reach out to us at [customerservices@langstane-ha.co.uk](mailto:customerservices@langstane-ha.co.uk) to share your thoughts.

# Thank you



*Helen Gauld, Chief Executive*

For the first time, Langstane Housing Association has brought the design and printing of its annual report in-house. This is an important step for us as we work to improve our communication and connection with our tenants. By doing this, we better make sure our report reflects the values and needs of our community.

We could not have achieved this without the helpful support and insights from our annual report tenant focus group. Their feedback has been crucial in guiding this project. Thanks to their suggestions, we have a clearer idea of what tenants want to see in the annual report.

To get involved with Langstane and become part of our focus groups and tenant panel, please visit our website:

<https://www.langstane-ha.co.uk/getting-involved>



# Real Living Wage Employer



Langstane is an accredited Real Living Wage Employer. This dedication ensures that everyone employed by the Association is paid an hourly wage that is independently determined and adjusted each year.

The Living Wage is based on the actual costs of living.

## Find out more

The Scottish Housing Regulator is an independent Non-Ministerial Department, directly accountable to the Scottish Parliament.



**Scottish Housing  
Regulator**

You can visit the Scottish Housing Regulator's website to find out how we are regulated:

[www.scottishhousingregulator.gov.uk](http://www.scottishhousingregulator.gov.uk)

## Contact us

Remember there are lots of ways to get in touch with us:



680 King Street, Aberdeen, AB24 1SL



[info@langstane-ha.co.uk](mailto:info@langstane-ha.co.uk)



North Guildry Street, Elgin, IV30 1JR



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