



# LANGSTANE NEWS

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Orange lidded bins

Migration from legacy benefits

ISSUE 46 • Summer 2024

# Langstane's Customer Promise and Commitment

We are delighted to announce our Langstane Promise which will replace our Customer Care Charter. Our Promise aims to provide our customers with some minimum service standards that they can expect when they engage with our teams throughout their tenancies.

Our Promise was born from understanding how important it is for your experiences with us to be positive and proactive and our intention to be able to prepare you for what comes next. We understand that we should try to personalise the service you receive from us and we want to use your feedback to help us progress our services.

We are committed to delivering this and hope you will let us know how we do on delivering on our promises to you.

**Langstane's Promise**

- Positive** Our communications with you will be **positive**. We will be approachable, listen, act quickly and treat you fairly.
- Personalise** We will try to understand your needs and **personalise** the service and experience you receive from us.
- Proactive** We will be **proactive** when you tell us something hasn't gone right. We will be transparent and do what we say we will to put things right.
- Partners** We will work with our **partners** to support you and we will refer you to relevant organisations where we can.
- Prepare** We will **prepare** you for what comes next by providing clear information and achievable timescales so that you know what to expect.
- Progress** We will take on board your feedback and use it to make **progress** and allow our services to grow.

**Customer Commitment**

- Care** We will ask you to **care** for your property, neighbours and community and let us know when something goes wrong.
- Contact** When you **contact** us, we will ask you to; listen, be respectful and understand we are trying to help. You will give us the time we need to investigate and refrain from using abusive or threatening behaviour.
- Contribute** You can **contribute** to our service improvements by telling us what we can change or do better.
- Communicate** **Communicate** openly and honestly with us about your needs to allow us to support you as much as we can.
- Courtesy** When things go wrong, show our teams **courtesy** and understand that we can't get things right all the time. Please give us time to put things right.

In addition to our Promise, we are also launching our Customer Commitment, this focuses on what we expect from you as our customers.

Our Commitment aims to make sure that when you engage with us we can deliver on our Promises by building positive, trusting relationships with our customers and communities.

## Help us plan our newsletters!

We would like our readers to help us plan future editions of our Summer and Winter News. If you would like to be involved contact our Customer Participation Officer, Samantha at [samantha.hough@langstane-ha.co.uk](mailto:samantha.hough@langstane-ha.co.uk)



## Financial News 2024 – now available!

The third edition of our financial newsletter is now available which we hope continues to provide useful and supportive information. You can access it on our website and Facebook pages on the links below.

If you have suggestions about what you would like us to include in future publications please get in touch with our Customer Participation Officer, Samantha at [samantha.hough@langstane-ha.co.uk](mailto:samantha.hough@langstane-ha.co.uk) or call 01224 423120.

The newsletter is currently available in digital format only, however if you would like a hard copy please get in touch with Samantha.

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

[www.facebook.com/Langstane](https://www.facebook.com/Langstane)

## Scrutiny group update...

Since we announced the creation of Langstane's first scrutiny group in our summer news 2023 the group has completed two separate training sessions. The first was in February where we welcomed Eveline Armour from TPAS (Tenant Participation Advisory Service) Scotland for a half day session. This provided the group with an introduction to what scrutiny is and how the group can move forward as a team.



TPAS training session in February

The second was joint training planned with our NETRALT (North East Tenants Residents and Landlords Together) partners. This was an all-day session and was completed in March and hosted at Langstane's Aberdeen office. We welcomed

Lesley Baird, former Chief Executive of TPAS Scotland and now independent expert tenant participation consultant. This provided a more in-depth look at the types of scrutiny projects the tenants can get involved with and allowed all participants to learn from Lesley's wide ranging experience of real life examples from across Scotland.

The group continue to move forward and will meet again in July and then September. They will be working with staff to develop Langstane's scrutiny framework and to develop their own webpage on Langstane's website under the 'Getting Involved' tab so please watch out for this.



MY VOICE COUNTS



Here is feedback from from one of our scrutineers with their take on the training:

*"I thought it was very informative and easy to understand, covering a wide range of topics on the subject of scrutiny."*

**LANGSTANE HOUSING ASSOCIATION**  
**LANGSTANE**  
HOUSING ASSOCIATION LTD  
YOUR HOME MATTERS

**FINANCIAL NEWSLETTER**  
EDITION 3

**Welcome to our Spring 2024 edition**

With the cost-of-living crisis continuing to affect our customers lives we wanted to provide a further edition of our financial news to make sure you have as much helpful information and support as possible. As always thank you to our reader panel for providing their valuable feedback. This tenant involvement really does help us make sure this is a publication which has tenants at the centre.

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](mailto:info@langstane-ha.co.uk). If you're on Facebook you can send us a private message at [www.facebook.com/Langstane/](https://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?**

**Migration Notice to move to Universal Credit**

Six legacy benefits (Housing Benefit, Income Support, Income Based Jobseekers Allowance, Income-Related Employment and Support Allowance, Working Tax Credits and Child Tax Credits) have been streamlined by Universal Credit (UC) into one single monthly payment. As of April 2024 the Department of Work and Pensions (DWP) are writing to those in receipt of any of these legacy benefits, providing details of when they need to move to UC.

Visit [GOV.UK](http://GOV.UK) or [Shelter Scotland](http://Shelter Scotland) to read more about the changes detailed above along with your eligibility to claim Universal Credit.

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 information' section of this newsletter.

**Scottish Child Payment**

To help support your family if you are in receipt of a low income, you may be entitled to the 'Scottish Child Payment'. To check your eligibility visit the Scottish Government 'Benefits and payments' page. You may be entitled to claim £26.70 for each child under the age of 16. You can also read about the child payment on the 'Child Poverty Action Group' website.

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

[moneyadvicescotland](http://moneyadvicescotland)  
Richard & Penny Clark

**entitledto**  
independent | accurate | reliable

**citizens advice scotland**  
Advice for Scotland

## Our big satisfaction survey is coming this year

The last survey was back in 2021. We have started work on choosing a company to carry out our next customer survey. We ask about every part of our service from neighbourhood management and repairs to what information we give to you, and what opportunities you have for getting involved in what we do. There are some fantastic prizes on offer this year, so it is well worth taking part.

### Why have a survey?

- We want to know what your experience of the service is.
- It is important we know what matters most to tenants so we can focus our time and money on the right things.
- 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.

### Get involved!

We'll be testing the contents of the survey with our Reader Panel later this year before we send it out to everyone. It was a real success last time, so if you want to be part of this process get in touch with our Customer Participation Officer, Samantha on [samantha.hough@langstane-ha.co.uk](mailto:samantha.hough@langstane-ha.co.uk).



## New windows for tenants in Ellon

Arnha in Ellon recently received an external makeover. Here are photos of the new window replacements which should help the tenants fend off the cold and draughts experienced with the old windows.

Team Leader for Major Repairs, Keith Blake, recently lead the project with Pinefield Glass to replace existing timber windows on this traditional granite building, which had a mixture of small and large sash and case style windows including an extension to the rear. They were replaced with uPVC and have successfully retained the original look of the property.



## Moray Conversation Café Roadshow

Langstane have partnered with landlords across Moray to complete a 'Moray Conversation Café Roadshow'.

We hosted our first two successful events at the Elgin Youth Café on the 24th April and at The Beach Hut Café in Lossiemouth on the 12th June 2024, as pictured.

Our next roadshow event will be held in August, so please watch this space for the poster advertising the date and location as these are still to be confirmed.

We hope to see you at one of our Moray events for a cuppa and chat.



Lossie Conversation Café

North East Tenants Residents and Landlords Together

Moray Roadshow

Drop in for a cuppa and a fine piece!

- Find out about Tenant Participation and the variety of ways you can get involved
- Meet with other tenants
- Chat with housing staff from different social landlords across Moray

Wednesday 12 June 2024  
11am to 1pm  
The Beach Hut,  
West Beach, Lossiemouth

FREE

GIVEAWAY

For more information email [info@netralt.org.uk](mailto:info@netralt.org.uk)

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# The Radio Teleswitch Service switch-off: what you need to know



Radio Teleswitching Services in the UK will close down on 30th June 2025. Radio Teleswitching is the method currently used to switch some older electricity meters between peak and off-peak rates.

You may have radio teleswitching if your property has storage heaters and your electricity tariff is Economy 7, Economy 10, or Total Heat Total Control, or you may have a separate box near your electricity meter that has a radio teleswitch label on it.

Energy suppliers should be in touch with all tenants with radio teleswitching to arrange to install a smart meter and to explain which tariffs will be available to you after the smart meter has been installed.

It is important to agree an installation date with your energy supplier before 30th June 2025. If you still have radio teleswitch

controlled meters after this date they will not work properly, meaning that the heating and hot water supplies in your home may be affected. It will also mean that your electricity supplier will not be able to tell how much electricity you have used at peak or off-peak times which could lead to higher electricity costs.

If you are not sure if you have radio teleswitched meters in your home contact your electricity supplier in the first instance or contact Langstane on 01224 423000 and we can arrange for one of our property team to offer assistance.

A more detailed information leaflet on the 'Radio Teleswitch switch-off' can be found on our website at [www.langstane-ha.co.uk](http://www.langstane-ha.co.uk) and Home Energy Scotland also have lots of useful information on their website at [www.homeenergyscotland.org/closure-radio-teleswitching-explained](http://www.homeenergyscotland.org/closure-radio-teleswitching-explained).

## Planned Maintenance Update 2024 /25



### REPLACEMENT KITCHENS

Our contractor will contact each tenant to arrange a survey of the kitchen. The purpose of the survey is to make sure that each kitchen will meet the Scottish Housing Quality Standard. Our contractor will agree a layout for the new kitchen and offer tenants a choice of cabinet door colours, worktop / splashback colours and vinyl floor colours.

- Foyer Office - 3 Kirk Street, Peterhead
- Mortgage to rent properties
- 9 A-F Back Hilton Road, Aberdeen

### REPLACEMENT BATHROOMS - The works will be completed by April 2025.

Our contractor will visit each tenant to survey the property and discuss flooring and wallboard (waterproof wall panel) choices. Tenants will have a choice of wallboard and floor coverings and ground floor tenants can choose to have a shower tray fitted instead of a bath.

- Wernham House, Aberdeen
- 45 - 90 Stevenson Court, Aberdeen
- 68 A-F Menzies Road, Aberdeen
- 22-37 Uphill Lane, Peterhead

### HEATING UPGRADES - Radiator Replacements:

- 1-39 Peacocks Court, Aberdeen
- 78D Queen Street, Peterhead
- 61-89 Charlotte Gardens, Aberdeen
- 77C & E Wood Street, Aberdeen
- Wernham House, 7 Virginia Street, Aberdeen
- 79C Huntly Street, Aberdeen
- 71 Westburn Road, Aberdeen
- 53E & F Menzies Road, Aberdeen
- 7-13 Langstane Lane, Keith
- 64T Ashgrove Road, Aberdeen
- 576C, 584A & D George Street, Aberdeen
- 19, 41, 46, 49 & 52 Langstane Place, Elgin
- 12 St Mary Street, Peterhead
- 4, 5, 15, 17, 19, 26, 27, 28 & 30 Muigmoss Court, Aberdeen

### HEATING UPGRADES

- 34 Ashwood Crescent, Aberdeen
- 1-11 Delnabo Road, Tomintoul
- 48 Ashwood Crescent, Aberdeen
- 16 Morven Place, Aberdeen
- 103-105 Main Street, Tomintoul

### REPLACEMENT WINDOWS

Replacement windows are a big focus for Langstane HA this year, to make sure properties remain wind and watertight where the current windows are failing, some properties will receive Upvc windows and others will receive like for like due to being in conservation areas.

- 9 Back Hilton Road, Aberdeen
- 2 Seaforth Road, Aberdeen
- 9 A-F Back Hilton Road, Aberdeen
- 2-40 East North Street, Peterhead
- 14-16 Jute Street, Aberdeen
- 5-21 Culbert Street, Portsoy
- 3 Back Path, Banff
- 2-12 Pettens Close, Balmedie
- 1-6 Langstane Lane, Keith
- 1- 8 Skene Street, Peterhead
- 53-55 Menzies Road, Aberdeen



### CYCLICAL MAINTENANCE DECORATION - ABERDEEN CITY

Internal	• 74 - 82 Auchmill Road, Bucksburn	Aberdeen
External	• Copper Beech	Aberdeen
Internal	• 84, 86, 90 Auchmill Road, Bucksburn (phase 2)	Aberdeen
Internal & External	• 1-33 Crombie Court	Aberdeen
Internal & External	• 12A, 14 and 16 Fraser Place	Aberdeen
Internal & External	• 574, 576, 584, 586 & 588 George Street	Aberdeen
Internal & External	• 411 Holburn Street	Aberdeen
Internal & External	• 79 Huntly Street	Aberdeen
Internal & External	• Walker Road	Aberdeen
Internal & External	• 587 George Street	Aberdeen
Internal & External	• Wood Street	Aberdeen
External	• 2, 3 & 4 Jesmond Square Avenue	Aberdeen

### DECORATION - ABERDEENSHIRE

Internal & External	• 77, 79, 81A-L, 83&85 King Street	Inverbernie
External	• Ewen Place	Macduff
Internal & External	• Beech Court	Kemnay
Internal & External	• 23A-F Main Street	Aberchirder

### DECORATION - MORAY

External	• Alba Rd • Anderson Drive • Mavers Lane • Smirack Road • Watt Avenue	Buckie
Internal & External	• 2-18 Barlink Road (excluding 16)	Elgin
Internal & External	• 21-55 Barlink Road (odd only)	Elgin
Internal & External	• 5 & 6 Ben Aigen View	Rothies
Internal & External	• 25-52 Ernest Hamilton Court	Elgin
Internal & External	• 9-11 Caroline Street	Forres
Internal & External	• 1-24 Hepworth Lane	Forres
Internal & External	• 1-28 Pinefield Apartments, Pinefield Crescent	Elgin
Internal & External	• 47-56 Marleon Field	Elgin
Internal & External	• 1-8 Royal Court & Tytler Street	Forres
Internal & External	• 1-22 Forbes Court	Elgin
Internal & External	• 14-19 Walker Court	Forres
External	• 1-4 Waulkmill Road	Elgin




You can now pay less with **up to 20% discount** for what you already buy online and in store with your Housing Perks. The free app will help you to save money on the essentials:



- ✓ **GROCERIES**
- ✓ **CAR**
- ✓ **FUEL**
- ✓ **CLOTHING**
- ✓ **SCHOOL UNIFORMS AND EQUIPMENT**
- ✓ **HOME FURNISHINGS & DIY**
- ✓ **FAMILY DAYS OUT**

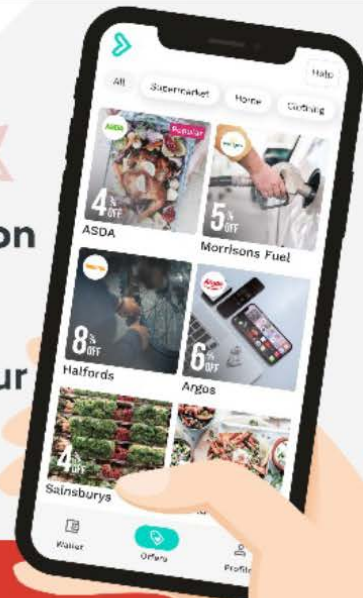
## HOW IT WORKS

- 1** Download the app for free to your device available from  
- 2** Buy a voucher with up to 20% discount
- 3** Voucher appears in app within seconds ready for you to use



## HOW TO SIGN UP

- ➔** When you download the app, select **Langstane Housing Association**
- ➔** Your account will be registered to your Langstane address, so keep your tenancy reference handy.



 You can find your tenancy reference on communications from Langstane.

## Migration from 'legacy benefits' to Universal Credit

Universal Credit is a single monthly payment to help with your living costs and provides support if you are working and on a low income, looking for work or unable to work.

The following benefits and tax credits are ending and being replaced by Universal Credit, under a single monthly payment:

- Child Tax Credit
- Working Tax Credit
- Housing Benefit
- Income Support
- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)

The Department for Work and Pensions (DWP) is writing to most people who receive these benefits to let them know that they need to claim Universal Credit instead. This letter - called a Migration

Notice – explains what you need to do and when. It also provides information on the help available to continue receiving support from the government.

Find out when you're likely to be asked to move to Universal Credit. It is important that you do not do anything until you receive your letter. You will not be moved automatically. Once you've received your Universal Credit Migration Notice letter, you'll need to make a claim for Universal Credit to continue to get financial support. There will be a deadline in your letter. This is three months from the date the letter was sent out. Your current benefits will end as soon as you submit your claim for Universal Credit, and you will not be able to go back to your existing benefit once you have claimed.

If you want some help with your Universal Credit application or you're concerned about managing your income until

you receive your first Universal Credit payment, [there are different types of support available](#).

If you are concerned about your benefits or rent account please contact your Rent Management Officer by phoning 01224 423000 or email [info@langstane-ha.co.uk](mailto:info@langstane-ha.co.uk).



## Update on Langstane Promise and Customer Commitment consultation 2024

**Our Langstane Promise and Customer Commitment consultation gave our involved tenants the opportunity to provide feedback on our new promise and commitment which will replace the Customer Care Charter.**

Here is an overview of the questions and responses along with the outcome in respect of your feedback.

**118** emails were sent with **two** hard copies. Received **12** responses, giving a **10%** response rate.

**Does our Langstane Promise communicate clearly what we are hoping to achieve?**

**Yes: 72.7%**

**No: 27.3%**

**Does our Customer Commitment explain clearly what the Association expects of our customers?**

**Yes: 72.7%**

**No: 27.3%**

**In terms of design, is our promise and commitment clear and easy to read?**

**Yes: 81.8%**

**No: 18.2%**

**Does our Customer Care Policy tell you clearly the Association's position in terms of our customer service culture developments, communicating with and receiving communication with tenants and handling your feedback as laid out in the policies aims and objectives.**

This question had a comment box only answer option.

### Actions:

- As no negative feedback was received regarding the design this will be finalised with no major changes made.
- All tenant responses and comments will be considered and passed to the Leadership Team and Board of Management for review. This will make sure all feedback is considered and the promise and commitment incorporate tenants opinions.

You can find a full summary of the results of the consultation on our website [Consultations and Feedback \(langstane-ha.co.uk\)](#) Thank you for giving us your opinion. It really does make a difference and means we can deliver our services in the best possible way for you. Your voice really does count.

## Your Right to Repair

Annual reminder time!



We have a legal duty to carry out certain small, urgent repairs called 'Qualifying Repairs' within set timescales in accordance with the Scottish Secure Tenants (Right to Repair) Regulations 2002.

If we fail to respond within that set timescale, you have the right to arrange for certain repairs to be carried out by an approved alternative contractor and you may be entitled to compensation if the timescales are not met.

It is important that you talk to us before you exercise your Right to Repair. We will provide advice on the steps you must follow. This will make sure you avoid spending money you cannot claim back. If you don't want to talk to us about it, please take advice from somewhere like your local Citizen's Advice Bureau. Further information on the Right to Repair Scheme is available on our website.

**Here is a list of the qualifying repairs, and the timescales set out in the Regulations** (Timescales are in working days and start the day after the repair is reported or inspection is carried out):

Blocked flue to open fire or boiler	1 day
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1 day
Blocked sink, bath or drain	1 day
Electric power – loss of electric power/partial loss of electric power	3 day
Insecure external window, door, or lock	1 day
Significant leaks or flooding from water or heating pipes, tanks, cisterns	1 day
Loss or partial loss of gas supply	1 day
Loss or partial loss of space or water heating where there is no alternative heating	1 day
Toilet not flushing where there is no other toilet in the house	1 day
Unsafe power or lighting socket or electrical fitting	1 day
Water supply – loss of water supply	1 day
Water supply – partial loss of water supply	3 days
Unsafe timber flooring or treads	3 days
Mechanical extractor fan internal kitchen or bathroom not working	7 day

We have a list of approved contractors that can be found on our website at [Right to repair scheme \(langstane-ha.co.uk\)](http://Right to repair scheme (langstane-ha.co.uk)) or on request by calling our Customer Service Team on 01224 423000.

## NETRALT news



NETRALT's stand



From L to R: Samantha and Rebecca from Langstane Housing Association, Carol from Aberdeen City Council, Catherine from Castlehill Housing Association and Vicki from Aberdeen City Council.



NETRALT (North East Tenants Residents and Landlords Together) members were out and about at the Greyhope Community Hub Fayre on the 18th May and at the annual Inchgarth Community Centre Family Fun Fayre on the 26th May.

Both events were very successful with outdoor and indoor activities and stalls. There was a fantastic turnout of people from the local community and various local and Aberdeen based organisations.



### Rent Management Officer / Neil MacBean



Neil is a familiar face to many as he has worked with the Association previously, covering maternity leave from January 2022 to February 2023.

In September 2023 Neil was successful in his application for a full time permanent role when Karen Robertson left the Association. Here is how Neil feels about being our newest member of the Rent Management team:

“There are a few new faces in the Association, but I know most of my colleagues from working here before. I have settled back in well in the Rent Team and hopefully all my colleagues were pleased to see me return. There have been a few challenges to overcome, such as managing a different rent ‘patch’ from my earlier time here and getting to know the tenants in these schemes. I was also told when I returned that we had a new Housing Management system called HomeMaster. I’ve enjoyed learning the new system and feel I have managed to adapt quickly to this.

In my role, I aim to use my knowledge and experience to manage my caseload effectively. I try and be proactive and endeavour to offer solutions to those tenants who may be struggling financially. This includes discussing affordable repayment agreements and referring customers to other agencies. We work closely with our Tenant Welfare Advisor and at the end of the day, we want to see our tenants being supported to manage any financial difficulties they may have and be able to sustain their tenancies with us.”



### Estates Assistant / Scott Thow

In March 2024, Scott was successful in his application for the role of Estates Assistant, replacing Courtney Rennie, who left the Association at the end of March. Scott was previously part of the Customer Service Team having joined the Association in March 2023. Here

is how Scott feels about his progression within the Association so far...

“I’m really enjoying my new role as an Estates Assistant within the Housing team. I particularly enjoy being out at all the schemes, engaging with the tenants and making sure everything is well-maintained. I spend my time doing scheme inspections to make sure the properties are in good shape and checking on the cleaning and gardening in the communal areas.”



### Customer Service Advisor / Nicole

Nicole joined the Association in July 2023 as a temporary member of the Customer Service Team. Her position was made permanent in February 2023 when Scott moved to his new role of Estates Assistant.

Prior to working with Langstane, Nicole worked for four years within the mental health and supported living services and for two years as a Youth Development Coach, supporting young people into their own tenancies.

Here is how Nicole feels about her time with ‘Team Langstane’ so far:

“My experience at Langstane has been very positive, everyone has been very helpful, friendly, and welcoming. I really enjoying working in the Customer Service Team and look forward to my career at Langstane.”



### Customer Service Advisor / Emily

Emily is the newest member of the frontline Customer Service Team, and like Nicole is now a permanent member of the team. Emily started in November 2023 on a temporary contract and when our long standing colleague Ronnie Falconer left

the Association at the beginning of 2024, Emily was the successful candidate to replace Ronnie.

Emily previously worked in property for four years, starting in property maintenance and then moving to property leasing, but realised working alongside tenants was what she wanted to do.

Read on for Emily’s experience of working in our front line team and what she enjoys about her role:

“I wanted to work with tenants and that’s why I like working for Langstane in Customer Services. You get to meet and interact with the tenants and hear about their lives, helping them along the way. Be it through anything you can think of the Customer Service Team is here to support our tenants. No one day is really the same, so each day can vary. My experience in the property industry really helps with the role too, as my understanding of maintenance and repairs can come in handy, alongside the leasing components. The team at Langstane are amazing, they’ve made me feel so welcome by being friendly and knowledgeable, and I look forward to my future career with the team.”



### Admin Assistant – Executive Office and Communications / Kirsty Irvine

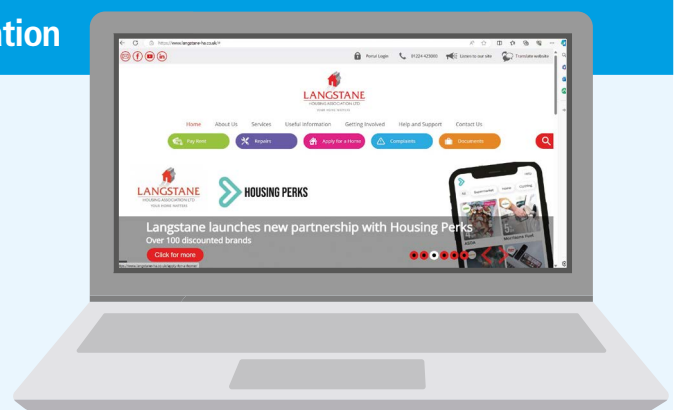
Kirsty joined the Association in February 2024 where she started in a new role for the Association under the Team Leader for the Executive Office and Communications. Prior to starting with Langstane she graduated from Robert Gordon University with a degree in International Tourism Management. During her studies and after graduation Kirsty worked in a variety of roles in hospitality, customer service and sales.

“Since starting at Langstane, I have felt very welcomed by the team. It is a very supportive working environment, and everyone is so friendly. I am excited for what the future holds at Langstane as I took this exciting opportunity to advance my career and gain valuable experience.”

## Check out our website for lots of useful information

Our website is full of useful information so please visit [www.langstane-ha.co.uk](http://www.langstane-ha.co.uk) to:

- See regular updates on our ‘noticeboard’
- Apply for a home
- Report repairs and read about [how to keep your home safe](#)
- Pay Rent
- Contact us through the ‘contact us’ or ‘complaints’ tabs





## A day in the life – HR Manager

Donna Campbell started in our People and Culture team in January 2024. Prior to joining Langstane Donna worked in various HR, organisational design and learning and development roles across public, private and third sector organisations. These organisations include The James Hutton Institute, Aberdeen City Council, Middlefield Community Project, and a Building and Electrical company based in Aberdeen. In her spare time, Donna enjoys horse riding, running, and going to the gym.

Read on for more details on a typical day for Donna:



### 6 am

Wake up and have a proper coffee and feed the cat before getting ready for the day.

### 7 am

Start my commute to work which takes me 45 minutes. I'm usually in the office before 8am (ready for coffee no 2 of the day!) I'll get

logged in, check for any urgent emails, a quick sense check of priorities for the day and scan of my calendar for the upcoming week so I'm making sure I keep on top of any time bound work. Then I catch up with some of the Management/Leadership team on any ongoing things I'm working on before tackling the less urgent emails. Starting relatively early gives me a chance to get some uninterrupted time for planning and responding to things.

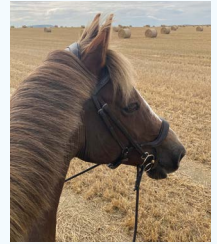
### 10 am

My monthly catch up with the Account Manager for our online learning portal. We talk about any issues with the system, new courses coming up and how we can make it work better for us.



### 10.30 am

Someone drops in with an ad-hoc question – a lot of my day-to-day work involves quick snippets of advice to various employees. I like to get to meet them in person and so have a door open approach. It's usually so much easier to resolve things with a quick chat at an early stage rather than letting things sit and brew, so I try to encourage people to come and talk to me if they have any questions or concerns. I'll usually have quite a few of these ad-hoc catch ups each day.

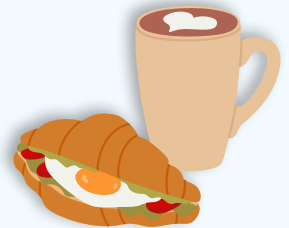


### 11 am

Check in call with one of the trainers we have worked with recently to go through the feedback we got after the training and see if there's anything else they can help us with.

### 12 -12.30 pm

I try to grab some lunch. I'm trying hard to get fitter, so I really should go out for a lunchtime walk, but I usually fail and end up answering an email or two while I eat (tut tut – I should take my own advice – breaks are important!)



After lunch I get some time to do some more focused work, this usually involves activities like project work, trying to improve the HR System, running/writing reports or reviewing policies. There's a lot of items on the to-do list and I try to break it down into realistic chunks to avoid ending up feeling overwhelmed (I'm quite impatient when it comes to wanting to see progress, so I have to manage my own expectations here, I'm my own worst enemy!)

### 2 pm

I have a meeting with Safety Scotland, our Health and Safety consultants. They are working with me to look at what the priorities should be for our Employee Health and Safety Working Group.

### 3 pm

Its back to the project work for a bit, and more dealing with emails/ad-hoc questions.

### 4 pm-ish

I usually try to finish at about 4pm and head straight from work to the stables where I'll spend a couple of hours riding and doing chores.



### 7 pm

I'll usually get home sometime after 7pm and go out for a run as I'm training for a few races this summer (& it also helps clear my head after a busy day!) or if it's a non-running day I'll do some Pilates or go to the Gym.

## St Stephen's Parish Church – All are welcome in this place

St Stephen's Parish Church, Powis Place, is a local church for local people, serving the areas around Froghall, Powis, George Street and Berryden. We also welcome people from all over the city. Along with our Minister, Rev Maggie Whyte, we are always keen to get involved with those who live in our community. St Stephen's is a friendly and welcoming church so, whether you come along on a Sunday to worship or join us for our weekly activities you can be sure of a warm welcome.

Our Wednesday Chatterbox Café in the Church Hall is a great way of meeting new friends or having a cuppa with old friends. Chatterbox is open every Wednesday 10am till 12.30pm serving coffee, tea, juice and a variety of scones, pancakes etc. There is no



set charge – just make a wee donation if you are able and don't worry if you can't. We are very aware that many people feel isolated in our community, and we are happy to offer this chance for folks to get together – so don't stay home alone! There's always someone to chat with at Chatterbox.

Recently, Maggie has been meeting with Langstane Housing Support Staff to see how we might be able to work together. We hope to open a "Pop-Up Café" in the Common Room at Fraser Court. We are still in the early stages of planning for this, but watch the Langstane website for further news and updates about time and day. We hope this will give us an opportunity to get to know our neighbours in Fraser Court, and other Langstane properties, and see where we can work together to support one another in our community.

On Sunday mornings we meet in the church for Sunday Worship at 11.00am. Our motto at St Stephen's is ALL ARE WELCOME IN THIS PLACE, and we try very hard to live by this, welcoming people of all ages, ethnicities, gender, and sexuality. So, whether you have

All are welcome  
**Chatterbox Café**

Every Wednesday  
10am - 12pm



been a church goer in the past, you are a church goer now, or you have never attended church at any time, if you would like to come along there is a place for you here. Don't worry if you don't know what to do in church – just come along and join us. There's usually a cuppa in the hall afterwards too.

If you want to know more about St Stephen's Church and our activities here, or if you have suggestions of what we might do in the future, please get in touch. If you have questions about Sunday Worship, or you are interested in finding out more about the Christian Faith, give us a call or drop in and speak to us. We are looking forward to welcoming you!

You can call us on 01224 635694 or email Rev Maggie on [Maggie.Whyte@churchofscotland.org.uk](mailto:Maggie.Whyte@churchofscotland.org.uk).



## Joining forces and getting into our communities...



Both the Langstane Housing Support Service (LHSS) and members of our Customer Service Team have joined forces to deliver a series of events within your communities.

They will be hosting events with the aim of tackling loneliness and isolation along with encouraging community building and activities, such as neighbourhood walkabouts and tenant meetings. Staff from various teams will be available to speak to tenants about any issues so that they can help and provide support.

Our first event was at Fraser Court, Aberdeen in February 2024 (pictured) with our next event to be arranged in Rosemount. From there future events will move into Aberdeenshire.



## Aberdeenshire's Orange lidded bins – Message from our Estates Team

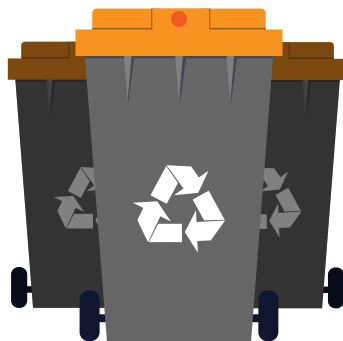
You should now have received delivery of orange lidded bins to your neighbourhood. We just wanted to let you know we are aware that these bins are in excess on some of our schemes and there has been problems with oversupply of bins.

If you are having problems with your bins and feel that you would like your bin removed as you do not use it, please contact [Aberdeenshire Council](#).

For more information on what to put in your orange lidded bin and to see when collections are scheduled please visit [Aberdeenshire Council](#) website.

We are monitoring the situation and would welcome your feedback of which you can leave in a number of ways for the attention of our Estate Management team.

**Facebook**   **Website**   **Phone**



## Our Housing Support Service in action

*(The privacy of the tenant in this story has been protected)*

### What was the reason for referral?

A tenant in his 30s asked for help from our Langstane Housing Support Service (LHSS) during a really difficult time in his life. He was living with serious mental ill-health issues which were made worse by past negative experiences while using public transport. The tenant had to use public transport daily to travel to another town and at times put himself at risk by using other methods of transport which were unsuitable on the busy roads.

### How did we help?

The support team introduced the idea of a housing transfer to eliminate the need for daily travel and the tenant was open to this idea. He was supported to complete the relevant application forms and the support team worked alongside the housing team to identify a suitable property.

### A great result!

The tenant was supported with viewing and signing for the new property and is now living in a more suitable area. The tenant has said that the entire process has been very positive, and he feels a lot happier and safer now. He has reduced his need for contact with the support team and is feeling more positive about the future.



## Samaritans are always there to listen

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

**Call free number 116 123**   **Email: [jo@samaritans.org](mailto:jo@samaritans.org)**

**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/)

**SAMARITANS**

## Help and support information

### Breathing space

Confidential phone service for anyone in Scotland experiencing low mood depression and anxiety.

FREE Phone: 0800 838 587

Website: [www.breathingspace.scot](http://www.breathingspace.scot)

Opening hours:

Weekdays Monday – Thursday 6pm – 2am

Weekends – Friday 6pm – Monday 6am

### Living Life

Living Life is a free phone service for anyone aged 16 and over experiencing low mood, mild to moderate depression and/or anxiety.

FREE Phone: 0800 328 9655

Website: [www.nhs24.scot/our-services/living-life/](http://www.nhs24.scot/our-services/living-life/)

Opening Hours:

Monday to Friday 1pm-9pm

### Penumbra

Short-term support for people who are feeling overwhelmed, in distress or at crisis point.

Website: [www.penumbra.org.uk](http://www.penumbra.org.uk)

Email:

[aberdeen1stresponse@penumbra.org.uk](mailto:aberdeen1stresponse@penumbra.org.uk)

Text: 07768 647723

Opening Hours:

Monday to Friday 9am-5pm

Aberdeenshire 1st Response:

0800 135 7950 (free)

Aberdeen 1st Response:

0800 234 3695 (free)

Walk-in Service: 20 Back Wynd, Aberdeen

AB10 1JP Appointment service by request

### Papyrus – Prevention of Young Suicide

A national charity dedicated to the prevention of young suicide in the UK and to promote mental health and emotional wellbeing in young people.

Phone: 01925 572444

Text: 07786 209697

FREE Hope line: 0800 0684141

Email: [admin@papyrus-uk.org](mailto:admin@papyrus-uk.org)

Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

(for confidential suicide prevention advice)

Website: [www.papyrus-uk.org](http://www.papyrus-uk.org)

### Combat Stress

The Veterans mental health charity provides timely, effective clinical welfare support to veterans who suffer from psychological wounds.

FREE Phone 0800 138 1619

Website: [www.combatstress.org.uk](http://www.combatstress.org.uk)

### Man chat

A social media page for struggling men to reach out and a weekly meeting to meet up and hopefully clear their heads without any judgement or worry of who was there.

Email: [manchat@buz@gmail.com](mailto:manchat@buz@gmail.com)

## Congratulations to our recent prize winners!

Since the Winter News we have completed our Rent Increase 2024 consultation and had two lucky prize winners:

**The prizes were:**

**2 x £50** shopping vouchers for a shop of their choice.

**Our winners are:**  
Declan from Aberdeen (pictured) and David from Stonehaven.



We would like to thank all those who took part, and we hope our winners enjoy their vouchers.

Please take part in our surveys and consultations. Responses are reported to our Leadership Team and Board of Management to help inform their decisions. Results of our consultations are published on the **'Getting Involved'** page on our website.

Your voice really does count.



## One pot chicken noodles

A light and fresh meal for summertime – chicken noodles are a quick and light meal for one that will save on washing up!  
Preparation and cooking time: 10-20 minutes

### Ingredients

- 55g instant noodles
- 1 chicken stock cube, crumbled and added to 250ml boiling water in a jug and stirred
- 1 skinless cooked chicken breast, shredded
- 1 small carrot, sliced
- 25g frozen peas
- ½ red pepper, sliced
- 1 spring onion, shredded
- 1 tsp cornflour
- 2 tsp soy sauce
- ¼ tsp Chinese five spice



### Recipe

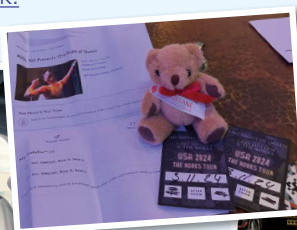
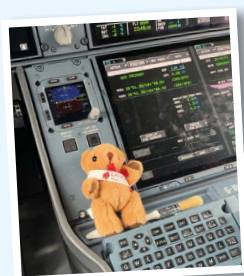
- Defrost chicken breast in fridge for 24 hours before cooking
- Microwave noodles and pour over the hot stock and leave for 3 minutes
- Add chicken, carrot, red peppers, spring onion and peas. Mix the soy sauce, cornflour, five spice and 1 tbsp of cold water.
- Pour the cornflour mixture over noodles and mix evenly.
- Cover bowl with cling film and microwave on high for 2 minutes, stirring halfway through cooking time, until chicken is piping hot.
- Leave to stand for 1 minute before serving.

Full recipe from Love Food Hate Waste website [One pot chicken noodles](https://www.lovefoodhatewaste.com/recipes/one-pot-chicken-noodles) | Love Food Hate Waste

## Langstane Bear on his travels again...

We last featured our Langstane Bear in the Winter News 2022 showing him out and about. This time we can share his adventures at the Good Food Show in Glasgow with the Hairy Bikers in 2018 (this is being shared in memory of Dave Myers) and abroad in March 2024.

If you would like to share an image you've taken with our bear please send them to us via a private message on our Facebook page Langstane Housing Association | Aberdeen | Facebook or email [samantha.hough@langstane-ha.co.uk](mailto:samantha.hough@langstane-ha.co.uk).



## OFFICE OPENING TIMES & EMERGENCY NUMBERS

Our Aberdeen office is open Monday, Tuesday, Thursday and Friday 9am-5pm. Wednesday 9.30am-5pm. Please note that our reception is closed everyday from 12noon till 1pm.

Our Elgin office will be open Monday and Friday 1-3pm and

Wednesday 10am-12noon.

**Emergency Repair Cover when our offices are closed:** Please contact **Orbis Protect** on **0151 343 2906**.

The call will then be passed to an appropriate contractor for your area. Response time for

attendance will be 6 hours.

Gas (Heatcare Oil & Gas) 01343 842 042

**Gas emergency 0800 111 999**

Electricity – Power cut 0800 300 999

Loss of Water Supply 0800 778 778

