

## 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](https://www.gov.uk) or [Shelter Scotland](https://www.shelter.scotland.org/) 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:



Advice for Scotland



## Energy Advice

### Support information to help keep your home warm

It is important to us at Langstane that our customers are warm and secure in their homes, therefore we have included information for you to view so that you have access to support when needed.

This includes details about:

- Support available if you are in financial hardship
- Information on British Gas's support fund
- Help and support to keep your home warm

Please use these links to visit the [Home Energy Scotland](#) and [British Gas](#) websites. If you are struggling with your fuel costs please contact us on 01224 423000 or email [info@langstane-ha.co.uk](mailto:info@langstane-ha.co.uk).

### Energy Efficiency Advice

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



## Your Outgoings

### Launch of Housing Perks

Langstane are delighted to announce a new partnership with Housing Perks. Housing Perks is a mobile app that offers discounted vouchers, cashback, and free items to housing association tenants. The app supports tenants with the cost-of-living crisis providing discounts across 120+ major UK retailers. As a Langstane tenant, you will be able to download the app to your smart phone and purchase then download your vouchers which include your discount. All you will need is your tenancy reference number.

To sign up for Housing Perks, you should:

- Download the Housing Perks app from the app store.
- Enter your Landlord Name, Mobile Phone Number and Tenancy Reference Number.
- Take a look at all available discounts and decide which ones you would like to use.
- Vouchers can be purchased in advance or in the moment and vouchers can be used online or instore and last for up to two years.
- Your tenancy reference number will be found on your recent Rent Increase Letter.
- Please see our website or Facebook pages for more information.

Please turn to the next page for full details of Housing Perks.





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

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.



## Looking after our Communities

### Heading out and about...

Both the Housing Support Service and Customer Service Team have recently 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 will be available to speak to tenants about any issues so that they can help provide support.

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



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

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

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



## Useful Sources of Advice

Below are some useful sources of information and advice:

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



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



This website has an online benefits calculator



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

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

