

Activity Report

April - June 2024



LANGSTANE

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS

Walkabouts, Moray partnership working & scrutiny group update

Neighbourhood walkabouts

Walkabout action plans continue to be fully reviewed and updated as actions progress with continuous maintenance of the walkabout section on the 'Getting Involved' website page, making sure tenants remain fully informed.

We will continue to arrange walkabouts throughout the year, dependent on weather and staff availability with all tenants informed in plenty of time. The Fraser Court walkabout detailed in the previous activity report was completed on the 24th May 2024 with seven tenants in attendance. We also completed a walkabout at Charlotte Gardens on the same day which was attended by one regular tenant.

Future walkabouts include:

- **Date to be confirmed** – Beech Court, Kemnay
- **Date to be confirmed** - Langstane Place, Elgin
- **Date to be confirmed** – Polinar Place, Inverurie

Partnership working in Moray

Partnership working continues after Langstane teamed up with Moray Council, Osprey Housing, Castlehill Housing Association and Grampian Housing Association to develop joint events, like the Conversation Cafés held previously, across areas of Moray. The intention being to create awareness and strengthen tenant involvement across the county.

The group has now completed its first two events. The first was held on 24th April at the Elgin Youth Café and secondly on 12th June at The Beach Hut, West Beach, Lossiemouth. The next event will be held on the 26th August in Buckie. Each landlord advertises the event with hard copy mailouts along with use of websites and social media.

So far, all staff invited have attended and there has been two tenants at each event. Our aim is for this number to grow as more people learn about what we are doing.

'Your Voice Counts' tenant group update

Since the training sessions in February and March, the group have met for a fourth time at the Aberdeen Office and continue to feel enthusiastic about the group. One member has unfortunately decided to leave the group, however there is still momentum. In June, the group were invited to join Aberdeen City Council's 'Housing Service Review Group', with six members of the group attended, engaged with the meeting and conversations and gave positive feedback at the end.

The next meeting will take place on the 16th July, where we will welcome a guest speaker. Catherine Coutts, Tenant Participation Officer from Castlehill Housing Association will talk to the group about Castlehill's experience of tenant involvement and scrutiny. Each member will also be presented with their 'tenant volunteer' badges. We will also start the process for designing our website page for the tenant group.

TPAS conference and scrutiny member on TPAS Board

TPAS conference 21-23rd June 2024

The annual TPAS (Tenant Participation Advisory Service) conference was held from the 21st to 23rd June at the Golden Jubilee Conference Hotel in Clydebank. This year Samantha our Customer Participation Officer (CPO) attended with Ronnie Boyle, involved tenant and member of the scrutiny tenant group.

The conference was a success and most importantly Ronnie enjoyed himself saying that he felt well looked after and had gained a lot from the conference. In particular, the sessions on 'housing for the ageing population' and sessions focused on young people as these are issues he feels passionately about. He also fed back that the travel, accommodation, catering and timing of the conference were good however he did leave feedback for the organisers as there were some areas of improvement he wanted to share with them.

Scrutiny member joins TPAS Board of Management

Prior to TPAS Scotland's Annual General Meeting (AGM) our CPO was contacted by Elaine Scoular, Operations Director for TPAS. Elaine had heard from Jacqueline Norwood, Interim CEO for TPAS about the work our CPO has been doing with a young tenant, Rebecca Blackwood. This was through meeting Rebecca and Samantha at online meetings. Elaine wondered if Rebecca could be contacted and asked if she was interested in joining TPAS's board.

Rebecca was very interested and was put in contact with Elaine. She then attended the AGM on the 31st May 2024 and was voted in.

Rebecca was then invited to the annual conference as detailed above and spent time with her fellow board members and tenant colleagues for the weekend. Her feedback was very positive and since then she's attended a NETRALT event and declared herself as a member of TPAS Board of Management.

Telephony

- 5677 calls received in Q1, we answered 4905 giving us an abandonment rate of **14.6%**.
- Busiest time was between 0900-1000 on a Monday.
- **100%** for our internal call QA.
- Average wait time **2minutes 37 seconds**.
- We took 1396 repairs calls
- We took **580** applications calls
- **544** rent calls came into the rents line
- **2315** calls came into the 'other enquiries line.

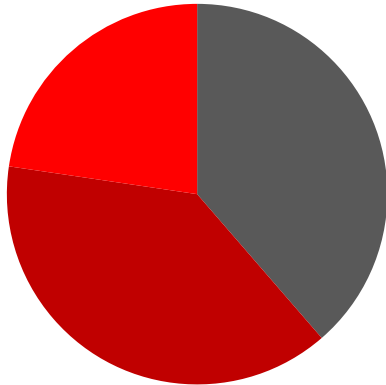
It is worthwhile noting that June's abandonment rate was 9.04% with a call wait time of 1 minute 14 seconds.

Engagement

Website

▶ A total of **72,910** visits were made to the website during this period. See below for a breakdown of our most popular pages.

Views



- Available properties
- Report a Repair
- Careers

Your Voice Counts

▶ **410** members on the Register of Interested Tenants, a decrease of **12** from previous quarter.

▶ This represents **18%** of our current tenants.

Facebook

▶ We received **15 messages** from customers via Facebook.

▶ We published **21 posts** with the post who reached the most people being the announcement **'Available now!'** regarding a mid-market property in Garthdee. This post reached 8,100 people. However, the post that achieved the most interaction was the post for a **'2-bedroom property, available now!'**, which is in Aboyne. It achieved 8 shares, 12 likes and 1 comment.

▶ We have **2,072** followers.

Publications

▶ Our Financial Newsletter was published on 30th May 2024.

▶ Our Summer Newsletter 2024 is in the process of being finalised and will be published at the end of July 2024.

▶ Planning has also started for the Annual Performance Report 2024.

Areas of Focus for Quarter 2:

Consultations

- ▶ We will be issuing our Annual Report Questionnaire 2024 at the end of July to ask our Reader Panel what they want from the Annual Performance Report 2024.

Results will be collated in August ready for our tenant focus group on 21st August 2024.

Inbound Telephony

- ▶ Focus on reducing our abandonment rate.
- ▶ Maintain our internal QA pass rate and increase
Reduce our call waiting time at <90 seconds.

Engagement

- ▶ Continue working with NETRALT partners to develop induction pack for new members of NETRALT.
- ▶ Continue to work with Moray Council, Grampian HA, Castlehill HA and Osprey Housing to deliver Conversation Café sessions to encourage engagement with Moray tenants. Next event will take place on 26th August in Buckie.
- ▶ Continue to work with NETRALT partners and the Northern Tenant Partnership (NTP) to plan our online engagement event on the 13th September 2024.
- ▶ Continuing to develop our scrutiny framework and making staff aware of what activities we are undertaking with our tenants.
- ▶ Continue to work with the scrutiny group to prepare them for their first scrutiny project. This may be a neighbourhood walkabout. Also to work together in developing a scrutiny page on our website.
- ▶ Continue with community walkabouts on various schemes across Aberdeen City, Aberdeenshire and Moray.
- ▶ Continue to work with two tenants through the Digital Champion project.
- ▶ Working with staff and tenants to plan design and content of the Annual Performance Report 2024.