

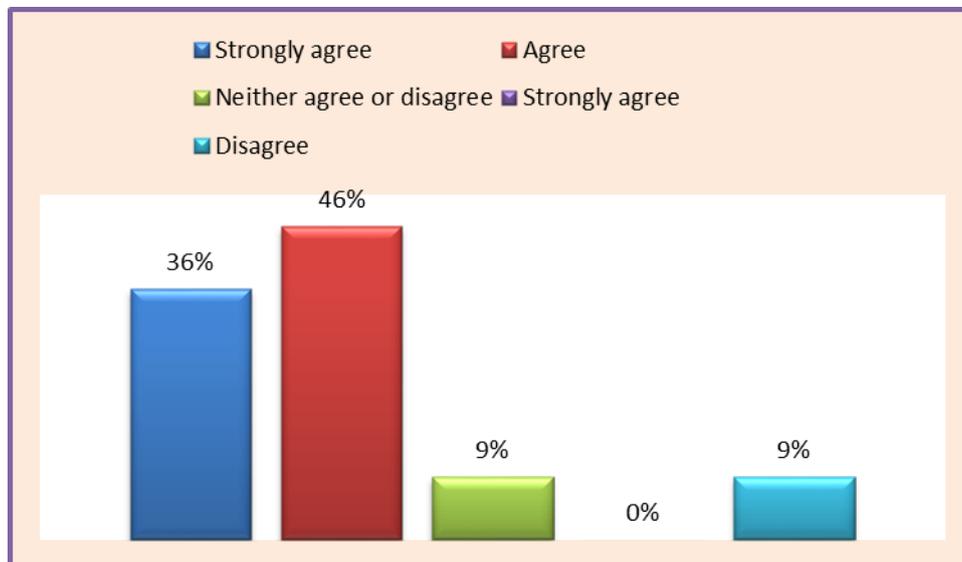
Summary of Customer Care Policy tenant consultation (non-register)

We sent the consultation by email only and received 11 responses in total. We emailed 148 with a link to the survey monkey platform. Emails were sent to a sample of tenants not on our Register of Interested Tenants from schemes in Aberdeen City, shire and Moray.

The response rate for the survey is **7.4%** of those invited to take part.

The consultation took the form of five questions, the results have been summarised below.

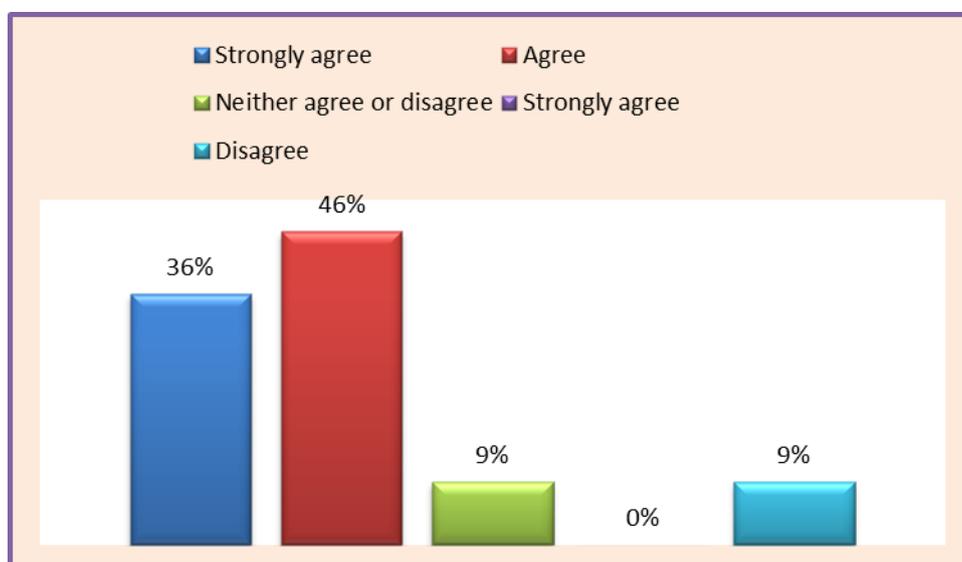
Q1 Do you agree that making the response acknowledgement time two working days will help to reduce the number of complaints made about the lack of response from the Association?



IF YOU HAVE ANY FURTHER COMMENTS PLEASE ADD THEM BELOW:

- Always felt forgotten about when it was 5 days

Q2 If you looked at our customer care standards on our website, did you see any others that you think need to be changed to make them better?



PLEASE ADD YOUR SUGGESTION

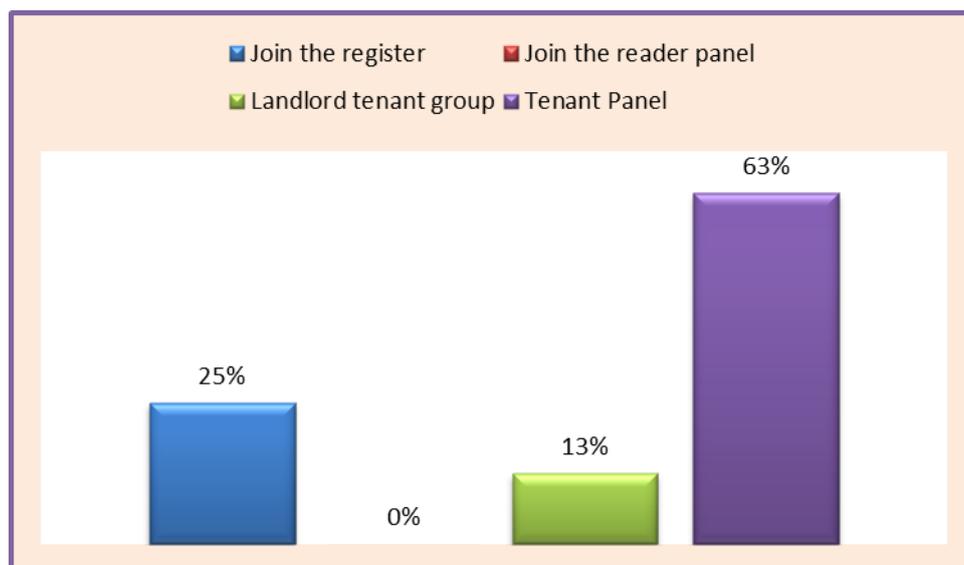
- The problem isn't what is written in the customer care standards it is the upholding of them and your tenants feeling let down by the housing association over the handling of issues that arise.
- Maybe you should start monitoring who uses car parks ect I pay as part of my full rent for the up keep of it and random people park in it trash it then leave having to walk thru rubbish to get to your home is ridiculous esp when I pay for it to be keep clean and tidy it's in sore need of a tidy up

Q3 Do you have any other comments or suggestions to make to improve your experience of our customer service?

RESPONSES

- Not at this time, everything has been very good
- No
- As a landlord Langstane housing association has a duty of care to its tenants and should be upholding this far better than they have for the last few years. That includes the condition of the property, repairs, neighbourhood disputes and maintenance. I feel personally that the last 2-3 years have been the worst in the 9 years I've been a tenant with Langstane H.A. for feeling like you get absolutely no where when making phone calls or sending emails to address issues
- No
- Maybe a representative of Langstane meeting some tenants in different locations they have priority to. An all solution suits all policy is not correct.
- I think Langstane should take stock of the recent pandemic and rethink the rent increase. Grampian Housing has frozen their rent increase in sympathy with their tenants
- Would be good if you were on-site more
- No
- No

Q4 Would you be interested in becoming an involved tenant? Please look at the options below which can suit your time and interests – we will make sure that getting involved is as easy for you as possible.



Q5 Please add your contact information in case we need to follow up on any of your comments.

Contact information has been removed from this summary for confidentiality.

Summary

The majority of those who responded stated they agreed that making the response time two days could reduce the number of complaints. More than 50% of respondents didn't look at the standards with around 30% looking at them on the website and stating they look fine.

There was interest shown in joining our tenant panels with 63% of respondents joining the tenant panel, 25% joining the Register of Interested Tenant and 12% happy to join in with group meetings.

A range of comments were made including a request for more staff presence on schemes and that overall services should be reviewed. There was also a compliment that the current service is good.

Outcome of consultation

The decision to change the response date has been approved and our Customer Care Charter updated.