

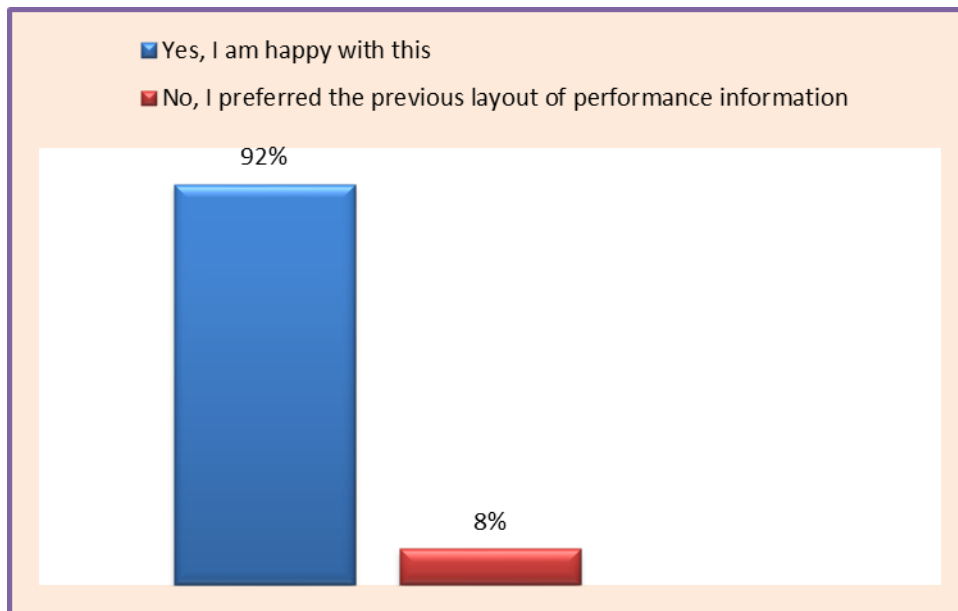
Summary of Annual Report review questionnaire 2021

The review questionnaire was sent via email using the Survey Monkey platform. A total of 155 emails were sent to those on our Reader Panel. The questionnaire was also presented to those who took part in the digital tenant review meeting.

We received 12 responses giving a response rate of **7.7%** overall. The consultation took the form of seven questions, the results of which are summarised below.

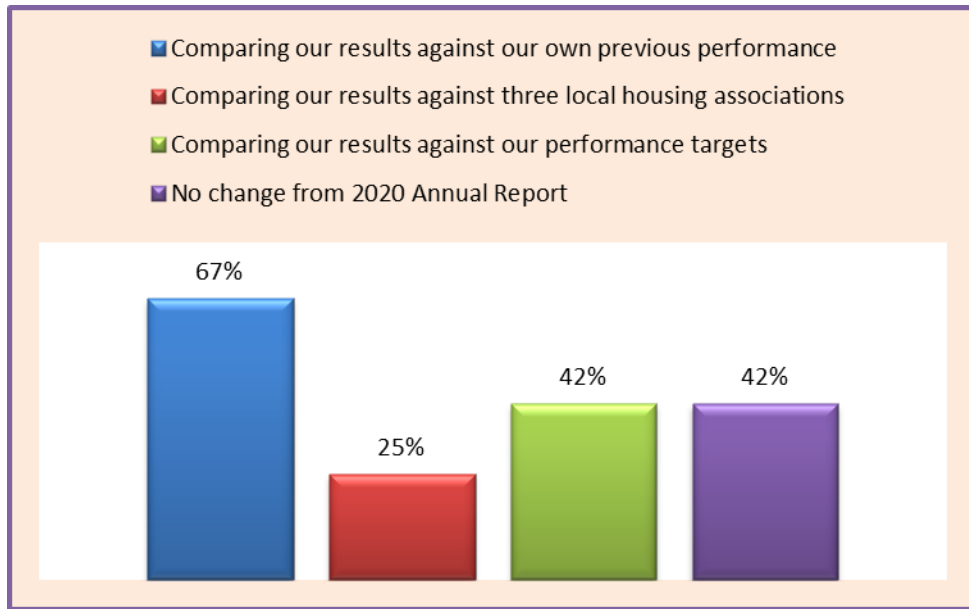
Q1 Last year we included a snapshot of our performance on the inside front cover. [Click here to view our 2020 report](#) and [here to view the previous layout on page 2 of our 2019 report](#).

Do you think we should do this again this year?

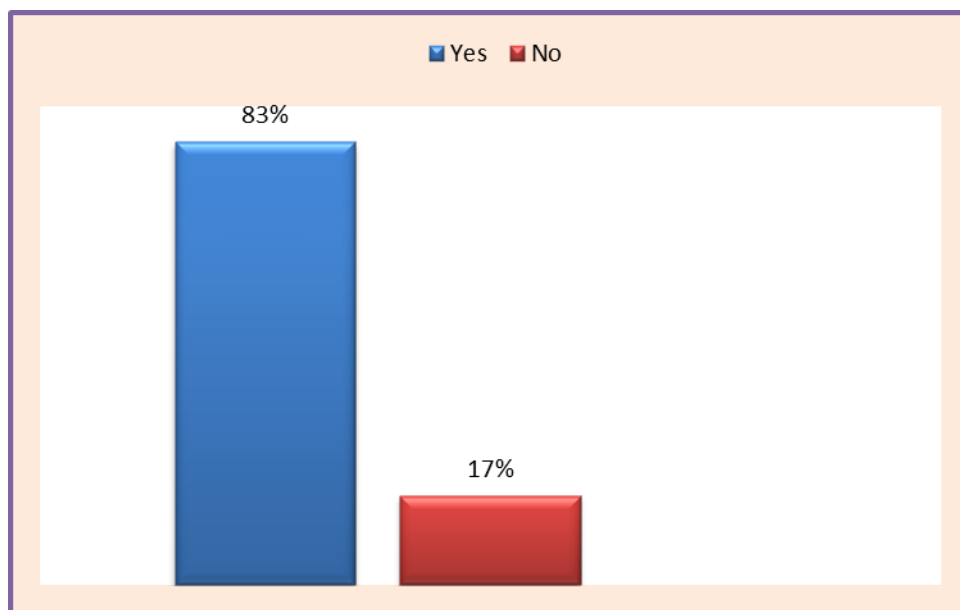


Q2 The way we present our performance data compares us to others. It also highlights areas where we are doing well or where improvements can be made. Tenants have told us (during the previous three Annual Report meetings) that they want to see information about Langstane’s performance more than they want to see how we are doing compared to other organisations. The results from the ‘Rate the Report 2020’ questionnaire showed us the top three options that tenants want to see included this year.

Please tick from the options below which ones you think are the most important to feature in the report this year: (you can choose more than one option if you like).

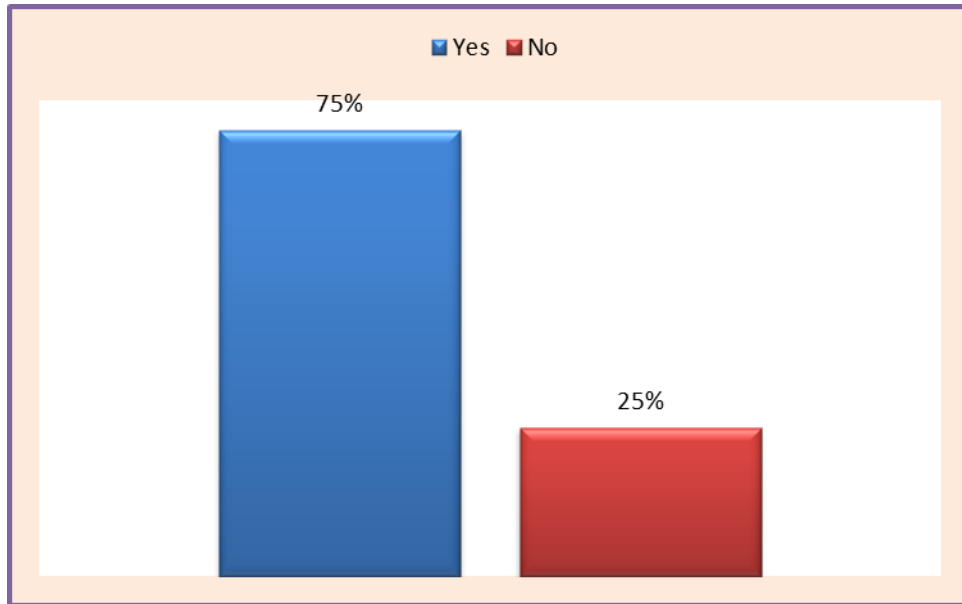


Q3 Last year, we featured staff and tenant profiles. Would you like to see more of these where possible? Click here to view them on pages 15, 20 & 21.



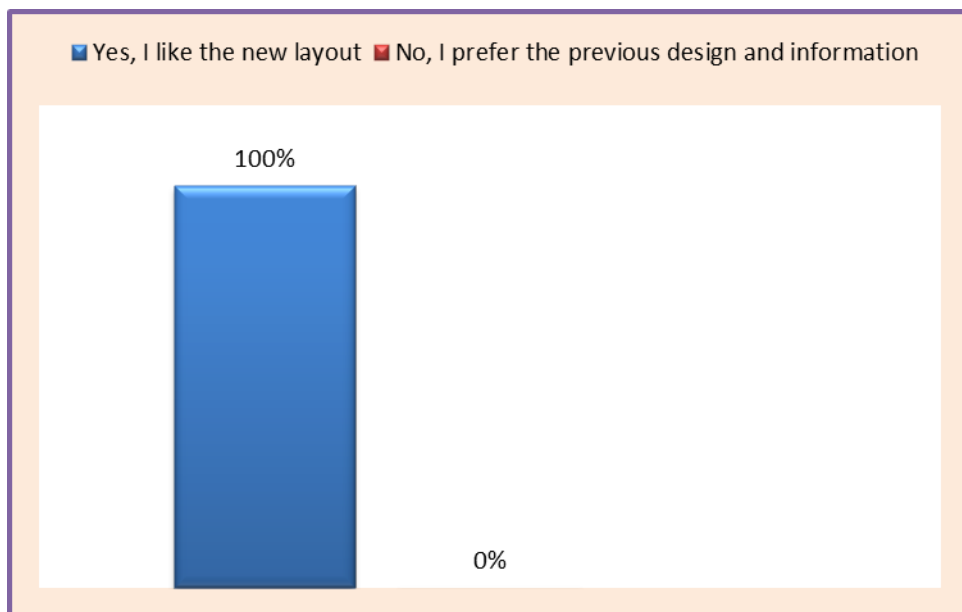
Q4 We featured images of little houses from a previous tenant colouring competition throughout the report last year, along side tenant quotes. Click here to view these in the report on pages 1, 8 & 16.

Would you like to see this feature again this year?



Q5 We changed the layout of the financial information on page 18 & 19 of the report. Reason for this was to make it more interesting and easier to understand. Click here to view these pages in our 2020 report and here to view our 2019 layout.

Do you think the new layout is better?



If you would like to see more information about our spending please let us know exactly what you're interested in:

- Grounds maintenance. Why is it so expensive? Is it good value for money?

Q6 Every year we try to make the annual report informative and enjoyable to read. Your feedback tells us that we are doing this, but we always want to improve. Please feel free to give us your opinions and suggestions, using the box below.

Responses:

- Is it possible to make comments online when reading the annual report on the website? Might get more feedback if it is possible to respond immediately.
- Nothing to add at this time, you're doing okay as far as I'm concerned. Always informative.
- This is my opinion although nit necessarily relevant to the annual report but indirectly. The report details of future planned programmes and figures relating to emergency and no emergency repairs and home improvements. In my own case I had a couple of gentleman visit my flat to inspect the kitchen. They said it was gather information with a possible improvement plan to be implemented. Nobody has ever visited the flat before or since for this tenancy and nobody ever visited my previous flat. I do not know who my Housing Officer is yet the report makes reference to contacting your Housing Officer. People move on in this world and Housing Officers can change. Are tenants informed of a change? I also do not know how Housing Officers there are within Langstane and how many properties he/she has responsibility for. It is possible, although perhaps more relevant to the periodic Newsletter to include a list of a Housing Officers, contact telephone number and areas that each is responsible for. I have spent considerable time going over the last Annual Report and it is my opinion that the performance figures show that considerable improvement is required. Almost all areas reported are below the Scottish average and in some areas the figures are worse than the previous reporting year. However the COVID pandemic has had serious effect on delivering services and this must be taken into account. But this situation equally applies to all businesses and industry and people having to isolate in some cases be subjected to furlough and working from home. Having looked at all the data produced within the last report I would not volunteer to sing Langstane's praise from the highest building in Aberdeen. I am sure that the staff are very hard working and deserve a pat on the back for their efforts during a very difficult time because of the pandemic. My final note relates to the very beginning of the report from remarks from the most Senior a Officials of Langstane. Personally I did read these but if I had known the content I would not gave bothered. I would have preferred to use the time spent reading these remarks on perusing the rest of the report. So for me this can be omitted but I may be the minority. Thank you.
- The main thing is that the annual report has to be clear and understandable . Otherwise tenants will not be interested.
- i have hed an ongoing request for a while that seems no one is coming to a decision about i have been a langstane tenant over 25 years and what i am asking for wouldnt break the bank needless to say i am not impressed with non corospondense
- N/A

Q7 Please provide your name and contact details so we can follow up on any comments if needed.

Contact information has been removed from this summary for confidentiality.

Summary

Overall the responses indicate that the readers are happy with the report and would like to see us maintain many of the features from last year.

The snapshot of our performance information was popular with just over 90% of respondents happy for us to feature this again. In terms of performance information, respondents would like to see a comparison against our own performance and our performance targets, with a number requesting we repeat the information featured in last years report. We also got a popular vote for more staff and tenant profiles to be featured and the coloured houses were voted back in to sit alongside tenant comments. We redesigned the finance pages last year and got a positive response of 100% requesting this is also repeated.

There were a few comments left, including suggestions on how people would like to leave feedback on the report and learn more about the staff being recruited to the Association when others leave. There were also compliments on how readers enjoy the report.

Outcome of consultation

Queries raised were dealt with by Association staff and feedback has been taken on board to be incorporated into the planning process for current and future reports.