



# LANGSTANE

HOUSING ASSOCIATION LTD

YOUR HOME MATTERS



ANNUAL REPORT  
Our Performance in 2020 -21



# Our performance 2020 – 21

Key



Better than last year



Last measured in 2018



We hit target



Not as good as last year



Getting good value for rents and service charges



Value for money



% of rent lost through properties being empty during the year

1.2 2020    1.8 2021



Average number of days taken to re-let properties

29.7 2020    57.4 2021



% of tenants who feel that the rent for their property represents good value for money

65.4 2020    65.4 2021



% of tenants satisfied with the overall service

79.2 2020    79.2 2021



Neighbourhood and community



% of anti-social behaviour complaints resolved

89.7% 2020    93.6% 2021



% of tenants satisfied with the management of their neighbourhood

73.1 2020    73.1 2021



Housing quality and maintenance



Average number of hours taken to complete emergency repairs

2.9 2020    2.9 2021



Average number of days taken to complete non-emergency repairs

7.9 2020    8.8 2021



Quality of housing



% of homes that meet the Scottish Housing Quality Standard

97.3 2020    92.3 2021



% of tenants satisfied with the quality of their home

79.8 2020    79.8 2021



The customer - landlord relationship



% satisfied with the opportunities to participate in decision making

72.3 2020    72.3 2021



% of tenants who feel their landlord is good at keeping them informed

81 2020    81 2021



Tenancy sustainment



% of court actions resulting in eviction

29.4 2020    50 2021



% of new tenancies lasted for more than a year

85.4 2020    84 2021



# Introduction



## James Knowles, Chairperson

I am delighted to present Langstane Housing Association's Annual Report reflecting on our performance over the last financial year.

This was a year in which I saw services restricted more than I have ever seen before, or wish to see again in the future. I am sure I am not alone in feeling that way. However, we have come through the year full of admiration and thanks to everyone involved with Langstane including our tenants. I must thank you all for your patience and understanding whilst we get back to delivering business as usual. During 2020-21 we understandably prioritised health and safety related activities with all our emergency repairs undertaken alongside things such as gas servicing. For some activities such as upgrading kitchens and bathrooms, accessing homes to carry out the necessary work was, at times, challenging as many people were self isolating or we still had restrictions in place. We have therefore plans in place to catch up with our planned improvements.

During these challenging months we took a step back, talked to our tenants, and put in place plans to reshape the way in which we deliver services. I am confident the changes you will read about within this year's Annual Report will give you confidence that Langstane is listening and will continue to deliver the services that matter most.



## Helen Gauld, Chief Executive

Working in social housing is more than just a job for many of us. That said it is rare we get an opportunity to influence changes that truly make a difference to a large number of people. Therefore, I am delighted that following consultation with tenants, Langstane's voluntary Board of Management supported proposals to change the way in which services are delivered to our tenants in the future. Within this report you will hear about some of the changes.

This commitment by our Board, when others are looking to reduce the services they provide, strengthens Langstane's desire to 'be the best we can be'. The restructuring of the Association will be invaluable for us to achieve improvements in customer service levels. At a time of increasing regulatory and statutory requirements, we are focused on putting our tenants and other customers first and keeping our rents affordable. We hope you will work with us to make sure we deliver on the services that matter most whilst meeting all of the many requirements that make our homes among the safest and most secure available.



### Customer Feedback from Ms S

Tenant wanted to thank handyman for cutting back hedging that was stopping her from opening her window and says she will now be able to clean it.



### Customer Feedback from Mr Mc

Tenant called to say he was extremely happy with sink repair. He only waited 20 mins before someone came and fixed it and said it was excellent service.



Why all the empty faces? We've been using the same answers for three years. Next year we will have brand new results for all our survey questions – so these will be gone from the next report!

# Mission, Vision and Values

- **Mission**

Our mission is to provide homes and services that make a positive difference to people's lives.

- **Vision**

Our vision for the next five years is to be the best we can be.

- **Values**

The values that drive us forward and underpin all our activities and working practices are:

## We value people

- We put people at the heart of our decision making
- We consult and listen to the views of those involved with the Langstane Group



## We aim high

- We work hard to continually improve our services and deliver the services our customers want
- We have a 'can do' approach



## We are proud of our roots

- We remember our origins, that Langstane Housing Association was set up to help and support single person households who were among the most vulnerable members of our society
- We provide homes not houses and support our tenants to live independently and be active members of our communities



## We rely on teamwork

- We work together as one team and with one voice
- We work with our partners to achieve our goals, delivering more together



## We are prudent financial managers

- We recognise the importance of maintaining financial strength and use effective financial management to underpin everything we do and help us grow
- We deliver value for money



## We are open and accountable

- We provide relevant, accurate, user-friendly information about our performance that allows our tenants and others to hold us to account
- When we make mistakes we apologise and put things right as soon as possible



## We move with the times

- We influence decision making to benefit our tenants and our organisation, responding to change with imagination and innovation
- We have a positive outlook regarding the housing industry and those we assist



### Langstane is a Real Living Wage Employer

This commitment means everyone working at the Association receive an hourly rate which is set independently and updated annually. The Living Wage is calculated according to the real costs of living.

Employers choose to commit to this voluntary basis, recognising the value of their workers and making sure that a hard day's work receives a fair day's pay. Right now, is when standing by these values matters the most. Employers who do right by workers and families are the ones that will help lead us through and out of this current crisis.

# The bigger picture

Lockdown meant we had to change the way we work with tenants to plan the annual report. Even though we couldn't meet with our tenant panel face-to-face, we had a Zoom meeting instead! We discussed how the report looks and what sort of things tenants want to read about. Although the overall design and layout of the report is the same, we made some changes after this feedback from our readers.

## These include:

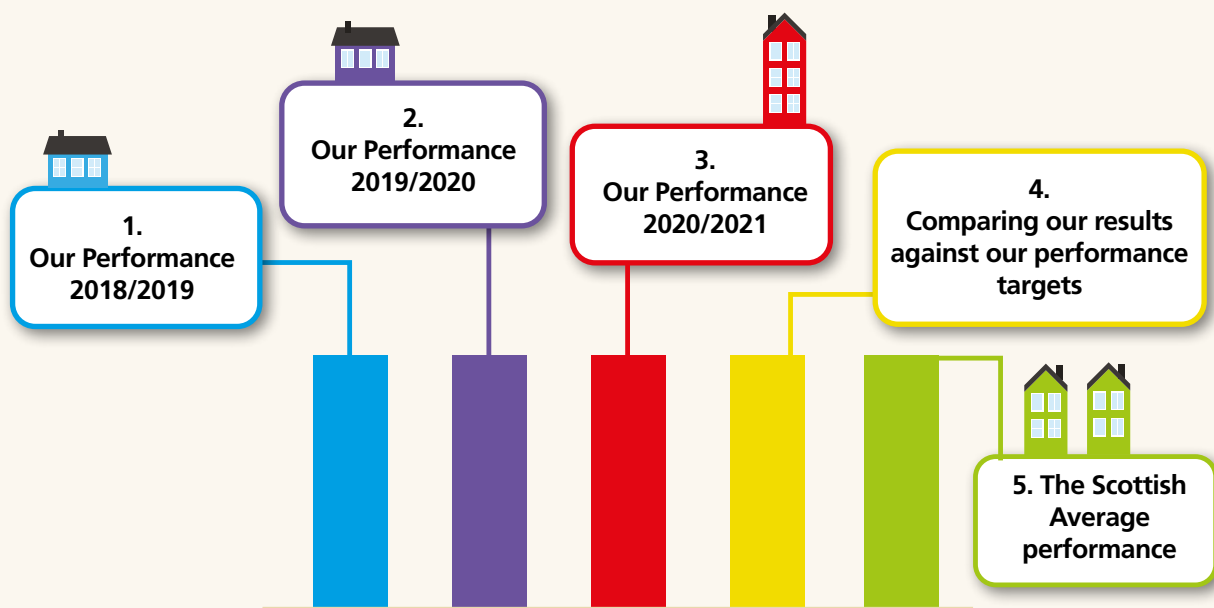
- Changing the colours and graphics from the inside front cover to make it easier to see and less busy.
- Changing the images and colours on our 'Mission, Vision and Values', so it's easier to read and up to date.
- We have removed the team photos on the back cover as they are out of date. We can't update them due to social distancing. Once restrictions allow and our new team structure is in place we will provide new photos. Instead, we have created a staff collage to show the many faces behind the work of Langstane.

## Things we decided to keep:

- Overall design and colours.
- 'Our performance' on the inside front cover.
- 'Mission, Vision and Values' page.
- Graphs to show comparisons of our performance against ourselves in previous years and our own performance targets (where available) as well as the Scottish Average.
- Smiley/sad faces to illustrate how our performance has been.
- Publishing a summary version of the report which will be sent in hard copy and digital.
- The new and improved layout of our financial information on pages 18 and 19.
- Staff and tenant profiles. This year we have featured one staff profile and a member of our Board of Management.
- Colouring in competition little houses and quotes.
- Figures and tenant experiences in the 'We can help' section on page 17.
- Our 'Value for Money' statement, as this is an important message.

We want the report to be the best it can be. We always want to hear from our readers - their feedback helps us make sure we present a report that delivers a useful, interesting read. This report continues to be an important communication tool for us. We always value your comments and would love to hear from you after you read this year's edition.

This year the bars on our graph will show:

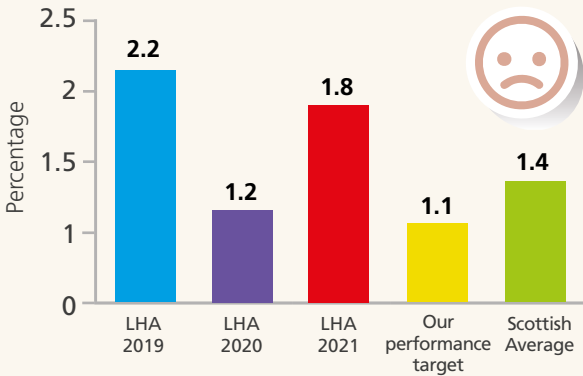






# Getting good value for rents and service charges

Percentage of rent lost through properties being empty during the year

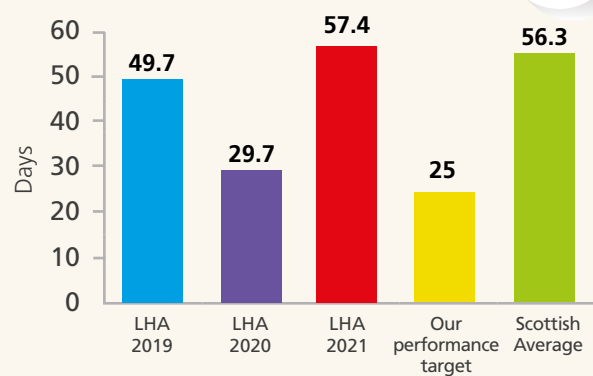


1. Our Performance 2017/2018

2. Our Performance 2018/2019

3. Our Performance 2019/2020

Average number of days taken to re-let properties



4. Comparing our results against our performance targets

5. The Scottish Average performance



## The Rent Management Team – stronger in times of challenge

Our teams adapted very quickly to home working at the start of the pandemic. The Rent Management Team worked together, helping each other overcome the initial barriers, and keeping up a good service to tenants through lockdown. They worked extra hard assisting people to keep paying rent in challenging times. The only real change the tenants would have noticed was that there were virtual meetings rather than face-to-face contact!

Sadly, many tenants had found their income was badly affected. People were facing redundancy, being furloughed, or simply losing their job. Some had also never experienced the welfare benefit system before, which can be quite complicated to navigate. Our Tenant Welfare Advisor, David Campbell, played a vital role helping tenants claim benefits, and he went that extra mile for people struggling with the new all digital welfare system.

New easy payment methods were put in place so that tenants have plenty of options available to pay rent. We set up telephone, text, and Allpay internet payment options. In addition we have a new Allpay Recurring Payments Service for debit and credit cards so tenants no longer have to phone us on their regular payment day. If any of these sound like they would suit you, contact the team or visit our website for more information.

## A story of improving performance

The pandemic highlighted that the team do great work every year. In spite of the many challenges faced by both staff and tenants they managed to achieve a reduction in the level of rent arrears when the housing sector in Scotland is reporting increasing arrears levels. We achieved a figure of 8.29% this year compared to 9.79% last year. This improved income is good for the Association and for the tenants. It means we are in a stronger position to maintain our properties and improve our services.

## Value for Money news from the rent team

The year of the pandemic cut activities down that can cost a lot of money. In particular:

- There were far less court actions and evictions as these were halted by the Scottish Government
- There were substantially less staff travel costs for home visits

Most court actions cost around £450 each. Eviction costs are around £280 each. Mileage costs are claimed as expenses at a rate of 45p per mile. The forced changes caused by the pandemic have allowed us to look at how we work in the future to make sure we keep costs to a minimum. Our staff will still be out and about in neighbourhoods to see tenants. However, we plan to introduce mobile working technology to help achieve best value.

**Jargon Buster**  
A Void is an empty property



## Property Lettings during a Pandemic

We had to quickly adapt to a new way of working when a nationwide lockdown was imposed on 23 March 2020. The message from the UK Government was that wherever possible we should stay at home. Whilst our staff could carry out some tasks from home a lot of our work involved face-to-face contact with our customers. This included letting our properties.

Like other registered social landlords we have regular turnover of vacancies. In fact more than 1 in 10 of our properties become vacant every year. Our tenants leave us for a variety of reasons such as moving to another landlord, moving in with a partner, or purchasing a property. After a tenant has given notice and returned their keys the property then becomes what we call a 'void'. We inspect the property, carry out any repairs (which includes compulsory checks such as for electrical and gas boiler safety) and the property will be re-let.

When lockdown was announced we were unsure what we could and could not do to let properties safely. For the first few weeks all property lettings stopped. However, we have an important role supporting local authorities to fulfil their homelessness duties. The pandemic put even more pressure on local authorities to deal with homelessness and protect the health of the nation by making sure every person had somewhere to stay during the crisis.

Towards the end of April 2020 we started letting properties again, concentrating on applicants who were homeless and able to move. It was important that we did this.

During these challenging times we always took account of housing applicant's capability to move. Many of the support services used to help people move and furnish a property were closed or operating at reduced capacity. Some housing applicants had health or other issues that made them vulnerable, so they wanted to continue to stay where they were until they felt ready to move safely.

We completed a risk assessment of the whole lettings process before carrying out any tenancy viewings and sign ups. This was to look after the safety of both customers and our staff. To allow us to work safely a number of changes were made.

- If possible documents were either e-mailed in advance to the customer or the Housing Officer would go through them on the telephone. This was to minimise any time spent near other people.
- The health and self isolating status of the household was checked before viewing and again when at the property.
- Staff wore disposable gloves and wiped down any surfaces with a risk of exposure e.g. door handles and worktops with anti-bacterial wipes in advance of customer arriving.



- Internal doors and windows of the property were opened to make sure there was good ventilation.
- All documents were laid out in advance with areas to be signed clearly marked to minimise time spent in the property.
- Two meter social distancing was maintained at all times.
- Face masks were worn by staff and customers at all times.

The other issue to overcome was that our void contractors (who are part of the construction industry) were stopped from working. This meant that we were unable to complete repairs to our empty properties. Even if our contractors had been working, many of their suppliers were also closed.

During late April 2020 we were able to let seven properties. This was around a quarter of our normal monthly lets. This increased to eight lets during May, and then seventeen in June. In July 2020 our contractors returned to work and we had a more normal level of thirty two lets. As the year continued our number of lets was above average. We were dealing with a large back log of void properties. Throughout the pandemic tenants continued to terminate their tenancies and move home, so the team had plenty of work to do!

It was important we continued to let properties during the pandemic not only to help those who were homeless and had a housing need but also, like any other business, to protect our income. The longer a property is left empty the more potential rent income we lose. This affects our overall strength and ability to provide services. We were delighted we showed resilience, and adapted how we let our properties, finding solutions to delivering our day to day business. The team worked hard and it delivered in challenging times.



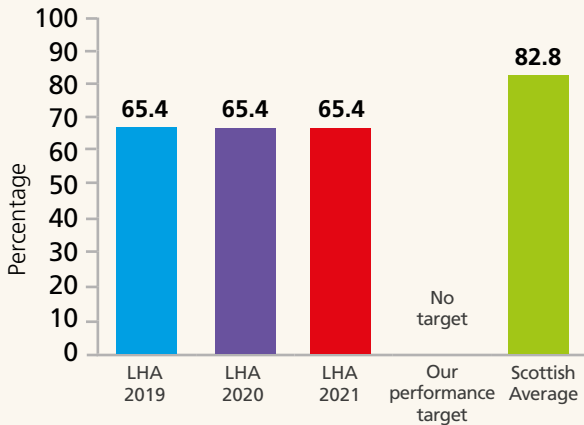
### Customer Feedback from Miss G

Big shout out to the cleaners today. Building is very clean and they did a fantastic job.

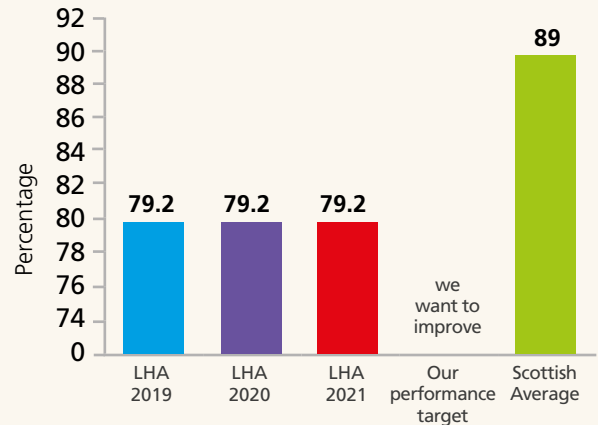


# Value for money

Percentage of tenants who feel that the rent for their property represents good value for money



Percentage of tenants satisfied with the overall service



1. Our Performance 2018/2019

2. Our Performance 2019/2020

3. Our Performance 2020/2021

4. Comparing our results against our performance targets

5. The Scottish Average performance

## Value for Money explained

Value for money is getting the right balance between making rents affordable, delivering great quality, responsive services and investing in and improving our homes and neighbourhoods.

We know that a priority for tenants is living in safe and secure homes. We have put additional measures in place to make sure this happens. We reviewed our Anti Social Behaviour Policy last year, with the help of tenants. As a result we added in more robust actions to deal with Anti Social Behaviour. We have increased the use of CCTV units with positive results. There is still more we can do. We're working on how we better support victims of crime and anti social behaviour to report incidents.

A responsive service means that we are there for you when you need us. We know that during lockdown this was more difficult. We're working hard to make sure this is improved now that restrictions have eased. Our aim is to re-focus on putting our customers first.



We have recruited a new Customer Services Manager. They will lead a strengthened customer services team to deliver services at first point of contact. We have a new phone system planned. This will allow us to monitor calls and will lead to an improvement in service delivery when you call the Association.

Providing these services is balanced with keeping rents affordable.

The Association is committed to keeping rents as low as possible. This is detailed in our Business Plan. The Business Plan sets out our long term goals for the next 5 years. It confirms the aim to keep rent increases (where necessary) to no more than the Consumer Price Index + 0.5%. The Consumer Price Index measures the average change from month to month in the price of goods and services purchased by households in the UK. Every year, we compare our rents to other organisations and check affordability by measuring how much money tenants have left after the rent is paid based on a living wage.





## Value for Money Statement



### Value for Money for Langstane Housing Association means:

- obtaining the best value for services through tendering
- not compromising on quality when saving money
- making general efficiencies wherever we can and reducing costs without affecting tenant services
- making the most of tenants' rents by spending wisely on things that matter to tenants
- keeping rents affordable

### How do we demonstrate Value for Money to our tenants and other stakeholders?

- We ensure that Value for Money remains a priority in our business plan and on a day to day basis
- We compare the cost of activities with other similar organisations through benchmarking
- We improve performance and increase satisfaction
- We review rent affordability on an annual basis and take this into consideration when considering a rent increase
- We report on the general efficiencies we make to tenants and the Board of Management
- We operate within the prudent budget set each year

### I.T. Roadmap update

This past year has seen many challenges for us all in different ways. Driving through the I.T. road map has been no exception. We have had to focus on keeping our staff connected so that they can serve our tenants and other stake holders, whilst trying to push through the changes in I.T. we desperately need to get up to date, help staff, and make business processes more efficient.

Progress has not been as fast as expected. Despite this we have made some great head way.

**Housing Applications** - Our in-house housing application portal went live in May 2021. This was a tricky project. We wanted to maintain the applications we already had registered with us so people would not need to apply again. As a result the project took longer than we planned for. The benefits are that we can control and allocate all our available properties more quickly and efficiently.

**I.T. Helpdesk** - We are just about to go live with a new helpdesk system that will provide much more than raising and tracking tickets for helping staff with their I.T. issues. It will include full asset management and change control as well as a place to store all knowledge based documents. This will help make managing I.T. a lot easier and more efficient.

**A portal for contractors** - We are testing our new contractor portal. This will greatly reduce the amount of manual time spent by staff tidying up orders and invoices for repairs whilst making it easier for contractors to invoice us and be paid.

**A new-look website** - Re-designing our website is something we are very excited about. We hope it will be more modern, easy to navigate, and have some new functionality so people can access our services quickly and easily. Watch this space!

**Our I.T. infrastructure** - Currently we are in a tender process focussing on procuring the design and delivery of our I.T. infrastructure. This will provide our staff with up to date applications and the ability to work seamlessly whether in the office or at home. It will give them tools and applications to streamline business processes and provide a stable and secure working environment. This is a major project. We are working hard on getting this in place by the end of the financial year. It will be a new way of working for all the staff and a much needed upgrade to our I.T. systems.

### And what does the future hold?

Other projects we have planned on our road map include mobile working for staff, and tenant self-service.

Alongside this work, we are looking to replace our outdated telephone system so that staff can be contacted easily wherever they are, and improve the customer experience.

In addition, we are investigating solutions to update virtual meeting facilities in the office to accommodate the mix of people who may be working in the office and those who may be working at home.

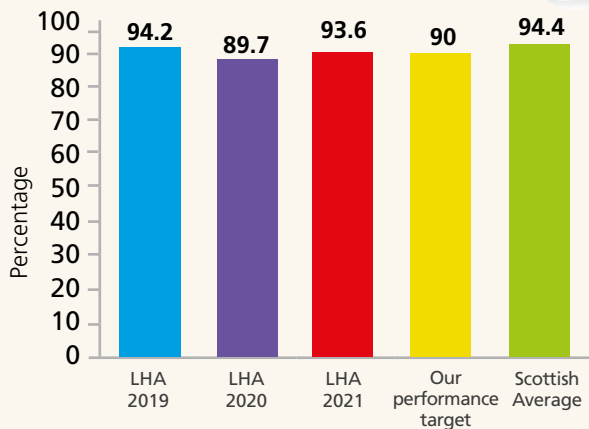
So as you can see, we are very busy with projects and maintaining the integrity and reliability of our I.T. systems. It is an exciting time for Langstane and all the digital changes we make will benefit everyone - staff and tenants.



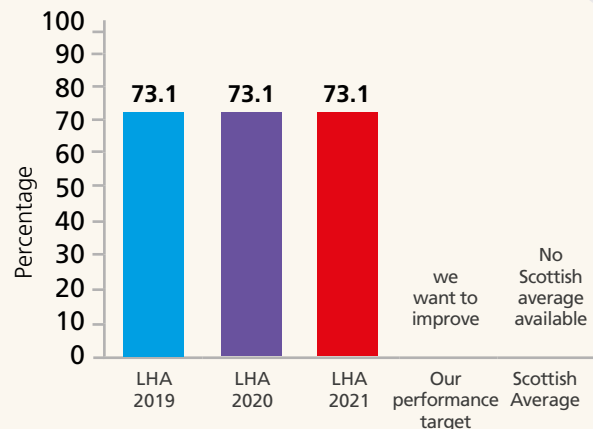


# Neighbourhood and community

Percentage of anti-social behaviour complaints resolved



Percentage of tenants satisfied with the management of their neighbourhood



1. Our Performance 2018/2019

2. Our Performance 2019/2020

3. Our Performance 2020/2021

4. Comparing our results against our performance targets

5. The Scottish Average performance

## Neighbourhood and Community

During 2020/2021 we investigated 603 cases of anti social behaviour. This is nearly a fifth more than the 503 cases we had the previous year. We were able to resolve 93.6% which is an improvement compared to 89.7% resolved last year. We set ourselves a new challenging target of resolving 99.8% of all anti social behaviour cases.

The pandemic has affected the number of neighbour complaints reported. Initially we saw a drop in numbers. However, as lockdown went on we saw a slow increase in the number of complaints. This may have been because:

- People are spending longer at home so are more aware of anti social behaviour near them.
- Restrictions affecting tolerance of issues which may not have been a problem before.
- Local community and entertainment facilities closed resulting in boredom or frustration.

The pandemic meant we were restricted in how we could investigate and resolve behaviour complaints. In normal times, our Housing Officers knock on doors during investigations, and speak in person with everyone in the neighbourhoods. We were unable to do this during lockdown. This meant using the telephone or e-mail instead. This could be difficult, particularly if tenants did not respond or we did not have up to date contact details.

## Anti social behaviour and legal action

The Association did not evict any tenants for anti social behaviour last year. We work to resolve issues and eviction is always the last resort. We continue to use warnings, mediation, acceptable behaviour contracts, and referrals to Langstane Housing Support Service and other agencies to tackle problems. Our aim is to keep everyone living in their homes wherever possible. We work closely with Police Scotland, passing on any information about illegal activity. The last year has been unprecedented. The Scottish Government focussed on keeping everyone in their homes to allow the health of the nation to be protected. However, where there is serious and persistent anti social behaviour we take robust action.

### Our mobile CCTV success

We invested in three additional mobile CCTV systems this year. We now have six in operation. Two are permanently located in Moray and North Aberdeenshire for use by our Elgin Office. Due to the success in tackling scheme issues, we will purchase further CCTV units. Four units have been in operation in Aberdeen and Peterhead throughout the year. Police Scotland ask us for CCTV footage when incidents are reported to them.

### A boost for the team

Following restructure, the Housing Services Team in Aberdeen has a new Team Leader. They will make sure the Housing Officers are supported and there is overview of day to day tenancy and estates matters. The Team Leader will focus on making sure the Housing Team provide a responsive and efficient service.

## Frequently Asked Questions - Anti Social Behaviour






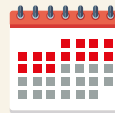
### What happens when someone tells you about a problem?

We advise people to take steps to resolve a problem themselves first. This is not appropriate for every case, but our staff can make a judgement on this. Having a conversation about a problem can resolve it quickly.

### What happens when you get a complaint about anti social behaviour?

First, we work with the complainant to gather facts. We treat all complaints in the strictest confidence. However, it can be quite obvious who has complained. This can make it difficult to investigate when someone is worried about people finding out they complained.

We have three categories of anti social behaviour. Each has a different timescale:

Category	Category	Category
		
Target to resolve <b>28</b> days	Target to resolve <b>21</b> days	Target to resolve <b>14</b> days
		
<b>Harassment</b> Drugs Prejudice Criminal Damage Assault	<b>Noise</b> Neighbour Nuisance Failure to control animals	<b>Fly tipping</b> Dog fouling

### What do we expect from our tenants?

Everyone has a responsibility to respect and act considerately towards neighbours.

We expect tenants to let us know when they witness any anti social behaviour even if not directly affected. It may stop a problem getting worse.

Some issues go beyond anti social to criminal behaviour. Crime must be reported to the police.

### What does anti social behaviour look like?

Examples include:

- harassment and intimidating behaviour
- noisy neighbours
- drunken and abusive behaviour
- deliberate damage to property
- nuisance from vehicles
- failure to control animals and pets

### Behaviour that is NOT classed as anti social behaviour:

- being unable to park outside your own home
- routine DIY and car repairs
- one-off complaints of noise e.g. one-off parties
- children playing
- people gathering socially
- disagreement with another person's lifestyle choices or behaviours

We expect neighbours to show a degree of tolerance for each other. Action on general everyday living noise is only taken where it is substantial and unreasonable.

### What sort of action do you take against anti social tenants?

Where there is evidence we have a robust process to follow. There are a number of options open to us

- Verbal or written warnings
- Mediation – used to establish common ground and resolve issues.
- Acceptable Behaviour Contracts (ABC) – voluntary agreements between a tenant and the Association (sometimes other agencies can be involved).
- Anti Social Behaviour Order (ASBO) – stops a person from behaving in certain ways. ASBOs are not criminal convictions but breaching an ASBO is a criminal offence.
- Eviction – for serious and persistent cases. There has to be firm evidence to allow this.

### Why can't you just get rid of people?

Everyone has the same tenancy agreement and the same protection in law. We have to raise an action at the Sheriff Court. This takes months. It is up to a Sheriff to decide if it is reasonable for someone to lose their home.

The Sheriff will consider how neighbours have been affected. Sometimes tenants appear as witnesses. Evidence is more effective when it comes direct from those impacted. We support tenants to do this as not having neighbours willing to appear can affect the final outcome.

### The Association could avoid problems - why don't you pick better tenants?

We house people based on need, providing homes to people from all walks of life. We also have a legal duty to support local authorities by housing a proportion of homeless applicants.

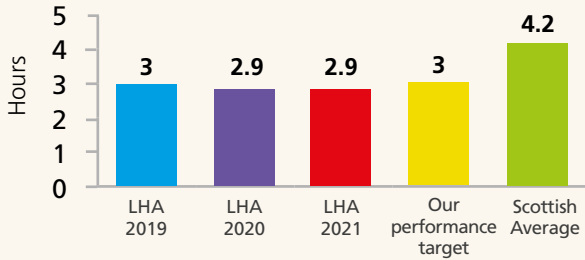
Many are going through tough times like recently experiencing relationship breakdowns, serious health issues, losing their job, or dealing with other complex situations. We do tenancy checks, but these do not always predict how successful a tenancy will be.

A minority of people display challenging behaviour. Our Housing Support Team helps vulnerable tenants. Where a tenant doesn't change their behaviour where all help has been offered to them their tenancy may be at risk.

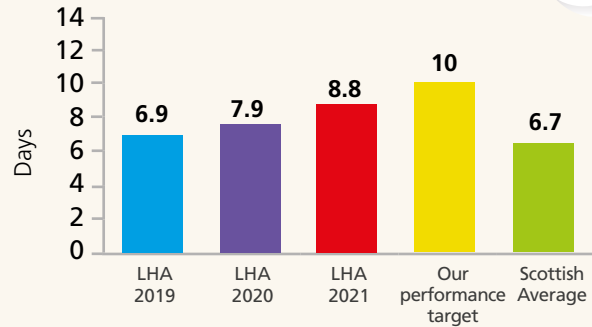


# Housing quality and maintenance

Average number of hours taken to complete emergency repairs



Average number of days taken to complete non-emergency repairs



1. Our Performance 2018/2019

2. Our Performance 2019/2020

3. Our Performance 2020/2021

4. Comparing our results against our performance targets

5. The Scottish Average performance

## Managing properties in lockdown

2020/21 has been a very challenging year. The pandemic affected our ability to deliver much of the work we normally do in properties. For much of the year we have only been able to provide an emergency repairs service. This was extremely frustrating for staff and for our tenants. We work to progress as many non-emergency repairs as possible and will continue to get through the backlog of repairs (read more about this on page 11) as we move into the next financial year. The reduced service led to us spending £745,969 less on non emergency repairs than we have in previous years.

The team dealt with 329 empty properties. This is quite a high number given the Covid situation. £466,623 was spent on works to empty properties. It is important that we do all the safety checks and they are up to a good standard before being offered to a new tenant.

Due to Covid restrictions very few major contracts were progressed. We did not replace any kitchens, bathrooms or heating systems unless there was an emergency situation (such as a boiler that was beyond repair). We did continue with all the many safety inspections we are responsible for including:

- gas servicing
- electrical inspections
- smoke detector upgrades
- fire safety checks
- asbestos surveys
- lift servicing and;
- legionella tests.

## Investing in our homes

During 2020/2021 the Association invested

**£2,343,467**

in our homes.



Other cyclical safety work - **£140,562**

Gas servicing **£279,010**  
Smoke detectors – 279 communal systems, 1530 detector upgrades in homes – cost **£661,000**

Fire safety work (fire risk assessments, fire signage & other fire safety work, fire safe noticeboards) - **£98,278**

Electrical Installation Condition Report (EICR) – 134 communal EICRs, 995 EICRs in homes - **£133,414**

Emergency boiler replacements **£264,351**

Adaptations - **£47,122** – 10 major adaptations costing **£40,783** and the remainder being spent on minor adaptations

Reactive major works (includes render repairs, structural repairs, pointing work, rot treatment etc) - **£176,575**

Cleaning **£183,079**  
Grounds maintenance **£319,293**

## Keeping you informed about our repairs backlog

We know how important the repairs service is for our customers. We are delighted that we have been able to complete the outstanding backlog repairs within homes and common areas safely. Here is some information about the backlog of work that built up when we were on a restricted service.

This shows the progress we made catching up on repairs in our backlog as the pandemic has eased off:



At the beginning of September we had **17** remaining jobs, made up of;



**13** joiners jobs



**4** plumbing jobs

**11** of these are what we call “follow on jobs”. This is where a job has been attended and the tradesperson need to return either due to a part or materials being needed. This backlog has been cleared now and we are back to operating a fully responsive service.

Both our contractor and in-house DLO (Direct Labour Organisation) are advising there are mounting problems getting hold of some materials. This may affect our normal timescales for delivering some repairs. Our team will keep you advised if this affects your repair.

### Help us to help you!

If you cannot make the appointment given, you can rebook the appointment by contacting us via phone, email or through our Facebook page via private message. If you do not rearrange and we try and fail to contact you on three occasions your repair request will be cancelled.

### Continuing to keep you safe

Our number one priority has been to keep customers and staff safe during the pandemic – while still providing as wide a range of services as possible. Our Langstane DLO Team and our contractors have all been issued with Personal Protective Equipment (PPE). This includes gloves and masks to protect them and you, and reduce the potential risk of infection. This will be worn at every appointment. Before we arrive at a property, we are still asking you whether anyone in the household has Covid-19, symptoms of Covid-19 or is self-isolating. Please be patient with our call handlers as they run through the Covid questionnaire with you.



### Customer Feedback from Mr Mac

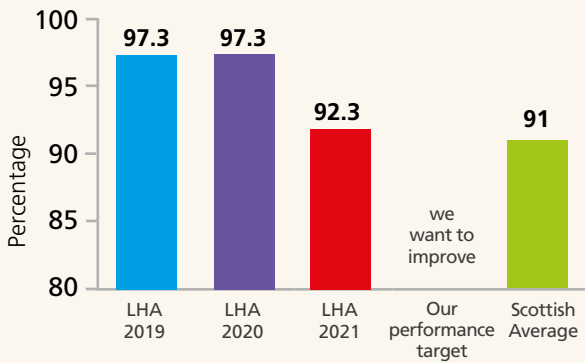
Tenant wanted to pass on his thanks to Repair team and engineer from Heatcare, his hot water is now sorted and he is very grateful. No mess and engineer did a great job. He also wanted to pass on his thanks to his Housing Officer, Lynn - no more neighbourhood issues and he is very grateful.



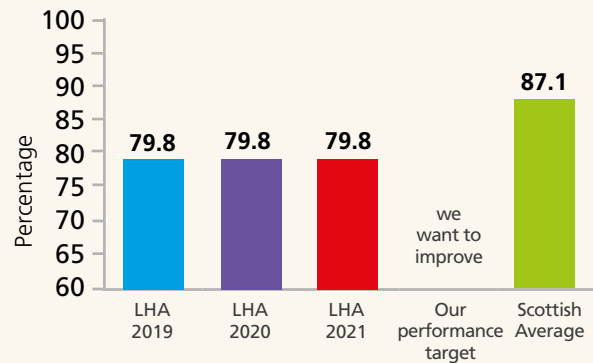


# Quality of housing

Percentage of stock meeting the SHQS at the end of the reporting year (31st March 2021)



Percentage of tenants satisfied with the quality of their home



1. Our Performance 2018/2019

2. Our Performance 2019/2020

3. Our Performance 2020/2021

4. Comparing our results against our performance targets

5. The Scottish Average performance

## EESHS (Energy Efficiency Standard for Social Housing)

Covid restrictions during 2020/21 prevented us from carrying out any energy efficiency work to help us achieve the Energy Efficiency Standard for Social Housing (EESHS). The deadline for meeting EESHS was December 2020 and Covid means we haven't managed to achieve full compliance with the targets.

At December 2020 93.7% of our properties met the EESHS targets. 4.1% had temporary exemptions (meaning they couldn't be upgraded due to cost, technical difficulties, or social issues) and 2.2% failed the target.

New targets, known as EESHS2 are now in place. We've described below what EESHS2 means for our homes and tenants.

## EESHS 2

EESHS2 aims to improve the energy efficiency of social housing, and in turn reduce energy consumption, fuel poverty and greenhouse gas emissions. The standard should contribute to achieving net zero emissions of all greenhouses gases by 2045. EESHS2 sets milestones to help achieve this:

- **Milestone 1** – no social housing below EPC Band D should be re-let from December 2025, subject to temporary exemptions

At the moment we have 21 properties with an EPC below Band D. 20 of the properties have been offered a heating upgrade but the current occupier has refused. When this happens we do the upgrade when the property is next empty. The 21st property is programmed for a heating upgrade in 2021/22.

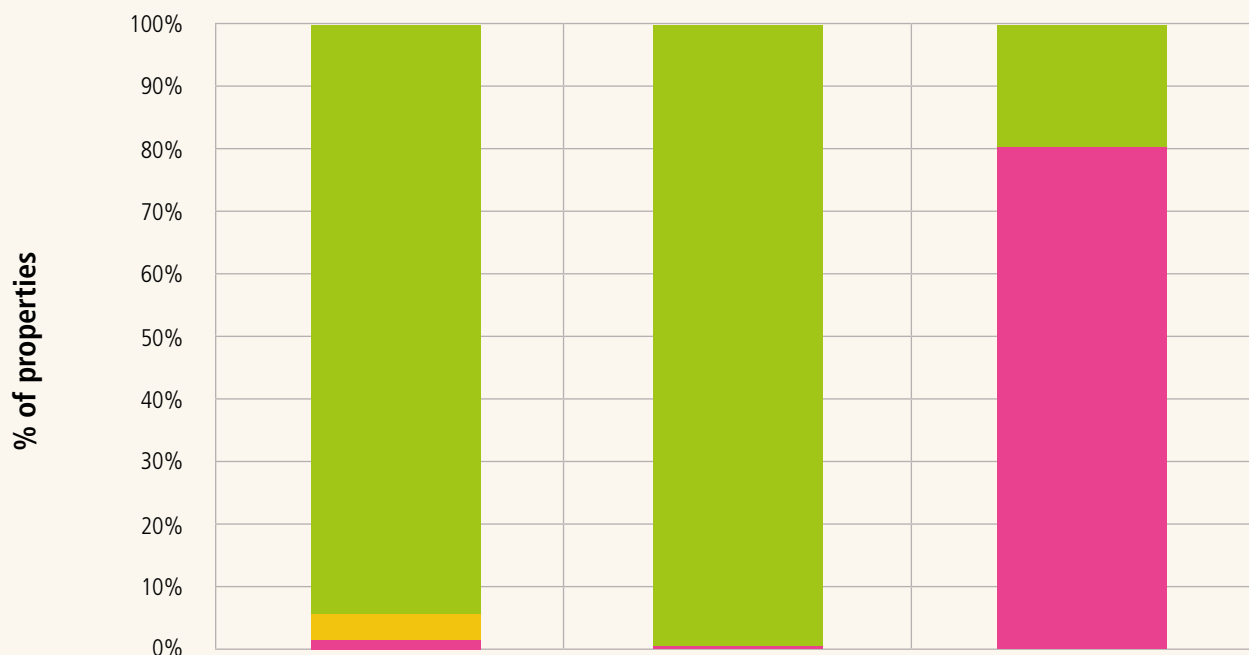
- **Milestone 2** – all social housing meets, or can be treated as meeting, EPC Band B or is as energy efficient as practically possible by December 2032, within the limits of cost, technology and necessary consent.

This will be a challenge for us. Currently 80% of our properties have an EPC below Band B. The majority already have double glazing, gas central heating and some form of insulation. It will be very difficult to improve to a Band B. For these, it will be possible to have them assessed and if there is no further work that can be done to them they will be deemed to meet the 2032 standard. Other properties, such as our granite tenement flats, would benefit from insulation, but the actual installation is very disruptive to tenants and costly.



The graph below highlights our performance / anticipated performance over these different milestones:

### EESSH performance



	December 2020 - EESSH 1	December 2025 - no property with EPC lower than Band D to be re let	2032 All properties to have EPC Band B or as good as they can be
% meeting target	93.7%	99.3%	19.1%
% with exemptions	4.1%		
% not meeting target	2.2%	0.7%	80.9%

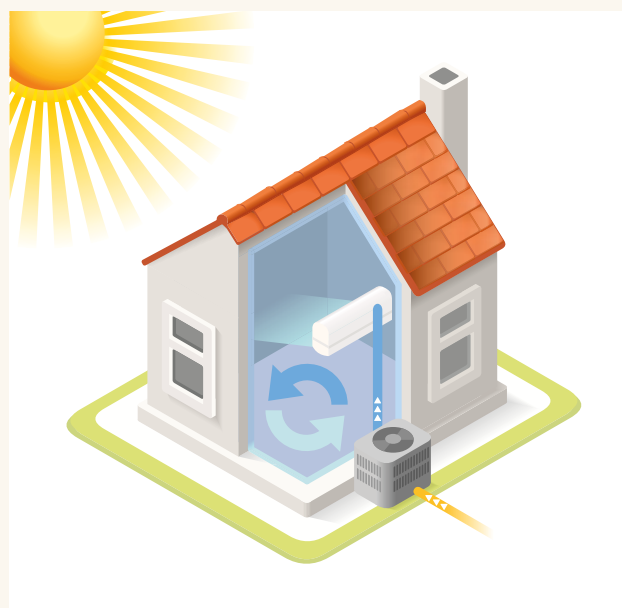
We are currently in the process of tendering for the services of an energy efficiency consultant. They will work with us to create a clear plan of work to bring as many properties as possible up to EESSH2 standards, and particularly to help us deal with the challenge of our granite tenements.

The Scottish Government is continuing to work on guidance to go with the 'Housing to 2040' strategy. Over the coming year we will be looking more closely at the impact on our energy efficiency programme, and other areas of our work, to make sure we have a clear plan for meeting the 'Housing to 2040' requirements.

The Scottish Government intend to review the EESSH2 standard in 2023 which may change the targets we need to meet, or may speed up the date that we need to achieve the targets by.

Alongside this the Scottish Government has announced a new 'Housing to 2040' strategy. This sets out their aspirations for achieving better quality housing in the coming years. A number of the proposals in the 'Housing to 2040' document will impact on our EESSH2 approach, including:

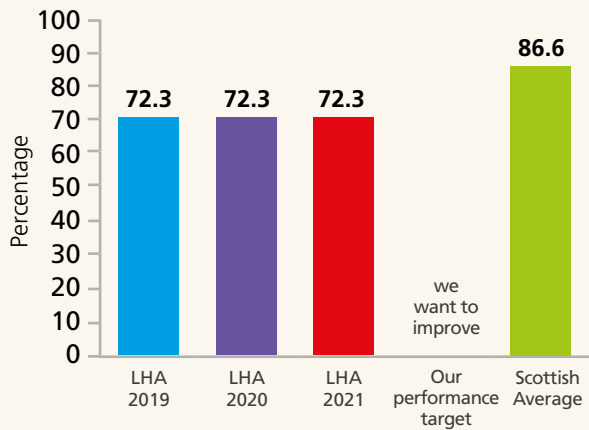
- A proposed review of the way that EPC bands are calculated. This could change our starting position and mean that more of our properties fail to meet the milestone.
- A desire for social landlords to lead the way by increasing investment in zero-emissions heating systems from 2025. This would mean stopping the use of gas and oil fired heating systems and installing alternatives such as air source heat pumps.



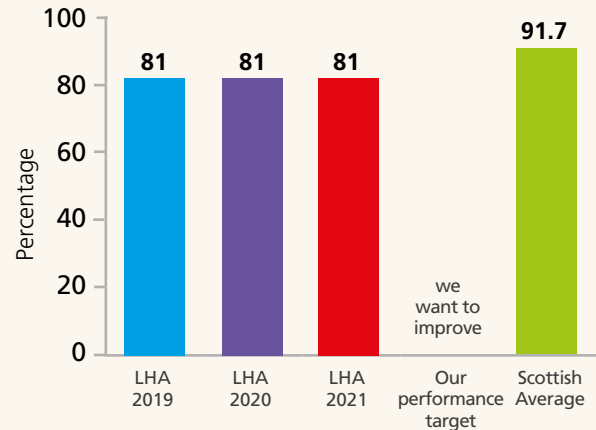


# The customer - landlord relationship

Percentage satisfied with the opportunities to participate in decision making



Percentage of tenants who feel their landlord is good at keeping them informed



1. Our Performance 2018/2019

2. Our Performance 2019/2020

3. Our Performance 2020/2021

4. Comparing our results against our performance targets

5. The Scottish Average performance

## Tenant involvement update

Although the office has been closed throughout the year we have still been keeping in touch with tenants, taking a more digital approach to allow tenants to continue to be part of our decision making processes.

We are delighted to have a healthy 18% of our tenant population who engage with us through our tenant panels. These groups allow tenants to get involved in a way that suits them, and they choose the topics that are of interest to them when they join up. See below for a breakdown of our groups.

Group name	What does this involve?	Number of members
Register of Interested Tenants	Members are invited to take part in all possible activities in their area of interest	257
Tenant Panel	For those short of time, tenant panel members are asked to take part in short surveys, or even to answer a single question by email or telephone	289
Reader Panel	Members read content of our leaflets, newsletters and other publications. We can then use our 'Reader Approved' logo once we have taken account of their feedback	197
Total membership		445

## Tenant involvement activities in the past year include:

- Virtual meeting with Human Resources Consultants that worked with us on our restructure. Tenants met with them to help the consultants understand the tenants' perspective on priorities for service delivery.
- Virtual meeting to discuss the content and design of this Annual Performance Report. This feedback is essential so we deliver a document that's right for our readers.
- Completing a number of tenant consultations including:
  - o A review of the repairs and maintenance service,
  - o Reader feedback for the annual report
  - o Tenant testing for our Tenant Satisfaction Survey to make sure it is fit for purpose.

We did this work in a variety of ways such as via our Summer Newsletter, by e-mail with links to surveys, hard copy questionnaires, and also phone calls.

- Developing our customer facing leaflets, along with rewriting our tenant handbook.

We continue to be active members of NETRALT (North East Tenants Residents and Landlords Together) and welcome our tenants to come along and join in with the work we do as a group with local landlords and tenants from all over the local area. For details of how to get involved in this group contact Samantha, our Customer Participation Officer.

Once the office reopens fully we plan to have a blended approach to tenant involvement. We want to be as inclusive as possible and break down any barriers that digital methods create for those wishing to be involved with the work of the Association.

## The Restructure Explained



### Property Services and Asset Management – now Property

In 2020, just before the first Covid lockdown, the Property Services team (who look after day to day repairs and work to void properties) moved from sitting within the Housing team to sit alongside Asset Management (who look after planned and cyclical maintenance). The restructure creates one Property team focussing on all aspects of repairs and maintenance from day to day repairs, voids, major improvement works, to disabled adaptations. Rather than specialising in certain aspects of maintenance, our Property Officers will look after smaller housing areas and will be responsible for all maintenance work in that area. This will allow them to build up detailed knowledge of the properties they look after. The aim is that this will allow us to be more proactive in identifying work that needs done to those properties. Ultimately the aim is to create a Property team that is customer-focussed and responsive.

Alongside this, the restructure strengthens our approach to tenant safety. We now have a Property Compliance Co-ordinator and Assistant. They will look after all property-related safety issues including asbestos, legionella, lift safety, fire safety, gas and electrical safety, to make sure we continue to comply with all our safety obligations.

All of this will be supported by the creation of our new Customer Services team. They will deal with routine repairs issues at first point of contact, freeing up Property staff to concentrate on resolving more complex issues quickly.

It is an exciting time for the Property team. We look forward to being up and running with our new structure very soon, and hope that customers will feel the benefits of this more joined up way of working.



### Housing Services – now Housing

The restructure has brought positive changes for the service. With the appointment of a new Customer Service

Manager there will be a renewed focus on putting customers first, improving our call handling and dealing with enquiries at first point of contact for an improved customer experience. The Customer Service Team will be strengthened to make sure customers are not waiting to have their calls answered and staff will have time to deliver the service our customers want.

A Team Leader has been recruited for the Housing Team. This post will help support the Officers to be out and about, making sure our communities are safe and secure places to live. We see success as having tenants who are happy living in their homes, and who want to remain with the Association. We will continue to encourage feedback from our customers to continually improve our services.

In addition, our aim in the coming months is to make sure the Langstane Housing Support Team is available to help support tenants who need our help most. We saw just how important this service is during the Covid restrictions, helping tenants who were lonely and isolated or needed other support. We will continue with this work and have successfully registered this service with the Care Commission.

There has been no change to our Rent Management Team who will continue to provide advice and assistance to tenants who are struggling financially.

### Finance and Corporate Services



#### Human Resources

The new structure has created a strategic role of People and Culture Manager. This is a key role for managing the transition to a new way of working. They will support the development and maintenance of a creative, caring and ambitious culture within the Association. It involves working with Senior and Middle Management to create, develop and deliver the People Strategy and Human Resources policies. The People and Culture Manager will also drive the employee experience, increasing staff engagement and performance.



#### Governance

A further new role of Governance and Corporate Manager was created. The social housing sector is increasingly complex. There are standards set by the Scottish Housing Regulator that must be met, assurance requirements for the Scottish Social Housing Charter, and many more policy, strategic, internal audit, Data Protection and Freedom of Information demands. It is important we get this right to make sure the Association is well run and remains in a strong position for the future.



#### Information and Communications Technology

Finally, we created the new strategic role of ICT and Service Delivery Manager. This is central to the journey to ICT Excellence. There is a roadmap of projects to be delivered over the next 2-3 years which will positively enhance the experience of staff and tenants (read about this on page 7).



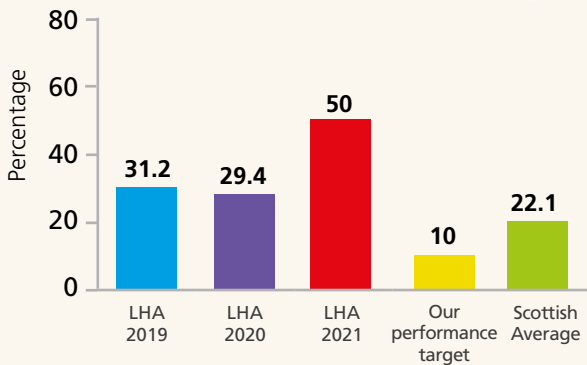
#### Finance

There are no planned changes to the Finance team within the new structure.

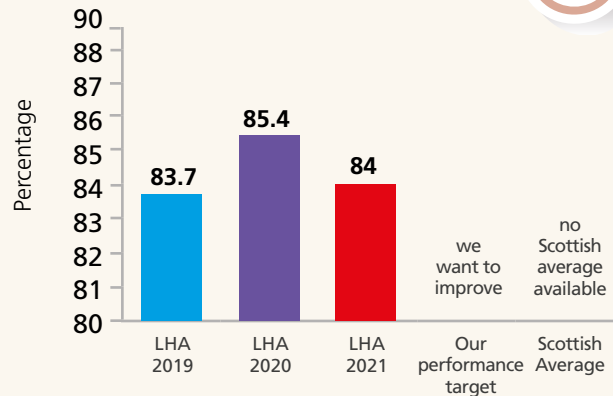


# Tenancy sustainment

## Percentage of court actions resulting in eviction



## Percentage of new tenancies sustained for more than a year



1. Our Performance 2018/2019

2. Our Performance 2019/2020

3. Our Performance 2020/2021

4. Comparing our results against our performance targets

5. The Scottish Average performance

## Langstane Housing Support Team

What a strange year it has been. The team in the Housing Support Service have adapted to take into account Covid 19 precautions.

A lot of our work switched to telephone when possible. We had an increase in tenants needing our service due to the many challenges of lockdown life. People were losing their jobs and needing food vouchers and other practical help quite urgently. The team took on a large amount of what we called our Wellbeing Calls when lockdown began. We identified people to call in a priority list based on possible vulnerability due



to age, or because they had known health issues, or they lived alone. We also called tenants we have had no contact with at all for some time to complete wellbeing checks. This work resulted in a need to contact some tenants regularly as they were concerned during the pandemic and usually had no family or friends nearby to help out. For many of our service users contact was maintained through phone calls. Visits only took place when it was essential and at all times Covid guidelines had to be taken into account.



## BREAKING NEWS!

We are delighted to let everyone know that the Langstane Housing Support Service is now registered with the Care Inspectorate. This will help make sure that we continue to provide a high level of care and support to our service users.



Of 8 court cases this year, 4 resulted in eviction.

The target –  
Max 10 evictions



**Customer Feedback from Miss G:** Housing Officer Kiera has been dealing with so many complex issues in our complex in the last 12 months during difficult covid times. She has made so much effort to get things done and has had some serious resistance and backlash from some residents which is totally uncalled for. She has been on site a couple of times and she has dealt with things really well.



## We can help

**98** Social Welfare Fund Applications



**12** Attending doctors / dentist / hospital



**2,720** Wellbeing cases & calls (27 still receiving support)



**72** Somebody cares furnishings



**7** Learning difficulties



**10** Alcohol & Drug referrals



**6** Domestic Abuse



**99** Info on Foodbanks and Vouchers



**51** Fuel vouchers



**64** Help with Form Filling



**18** Telephone top up



### Langstane Housing Support Service in action

The privacy of the tenants in these stories has been protected.

#### Story 1 – Mr F.

##### At times all you need is someone to talk to...

Mr F is in his 50's living in Aberdeenshire. He separated from his wife and had to move, leaving his two young daughters. He was their primary carer and has struggled with only seeing them every second weekend. We have been supporting Mr F with wellbeing calls. He has no specific support needs but this contact every week or fortnight means he can look forward to speaking to his support worker and is able to open up about his feelings. He often asks for advice, including low cost activities he can do with his children and how best he can communicate with people he's not on good terms with. He knows that his discussions with his support worker are confidential and he always is thankful of their continued support.

#### Story 1 – Miss A.

##### Support when your confidence is low...

Miss A had been troubled with anxiety issues for some time. During the pandemic these worsened. Before the pandemic Miss A was getting support with going shopping and other daily tasks. This support reduced due to lockdown. This caused Miss A to become withdrawn and unable to complete tasks like going shopping. The result was she was not eating because of the worry of having to leave her home.

Our support included discussing Miss A doing her food shop online. Due to not having any access to technology she was unable to do this. An application was submitted to SHMU radio for funding to purchase a suitable device. The application was successful and she is now able to order her shopping online.

#### Story 2 – Miss P.

##### How support can lead to an independent future...

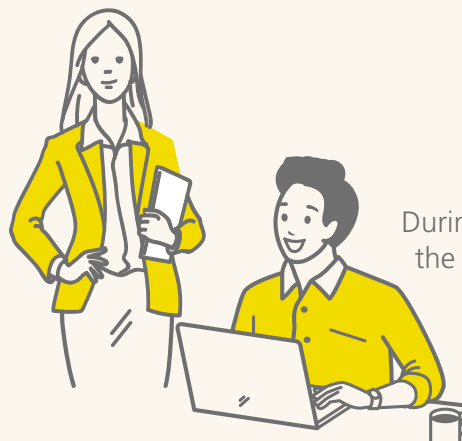
Miss P is 17 and has just moved into her own home. She came through the homeless route due to a family breakdown. Miss P was referred to the support service by her Housing Officer after signing her tenancy agreement. She was in need of help to get herself set up in her new home. She was assigned a support worker who helped her develop a personalised support plan outlining her goals. The plan is reviewed every six months.

She was supported to complete applications for the Scottish welfare fund for white goods (fridge, washing machine) and also got an appointment at Somebody Cares so she could get some furnishings for her new flat. A budget plan was organised and she was assisted in setting up direct debit payments for her household bills.

Other areas of support included setting up a visual plan for household tasks, prompting her into a routine, for example, putting out the bin.

Once settled into her flat Miss P decided to apply to college for a health and social care course. Her support worker helped with the application and she has since started her course.

Now that she is settled in and on her feet, the support for Miss P has ended. However she knows she can complete a self-referral if she feels she needs help from the support team in the future.



During 2020-2021 the LHSS handled 704 cases



# Finance

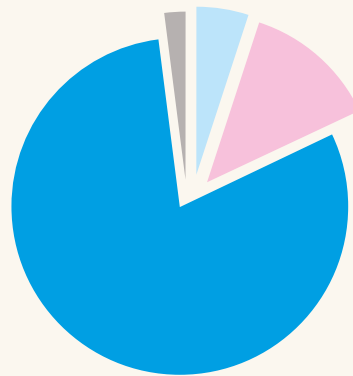
The Results for the Langstane Group for the year ended 31 March 2021 are shown below.

## What is the Langstane Group?

The Langstane Group	
Langstane Housing Association	Provision and management of affordable rental accommodation
Langstane Property Limited	Mid-market rental activities
Stockethill Homes Limited	Dormant
Langstane Developments Limited	Dormant
Langstane Maintenance Limited	Dormant

## Where does the Langstane Group get its money?

From rents and service charges plus grants we receive from the Government.

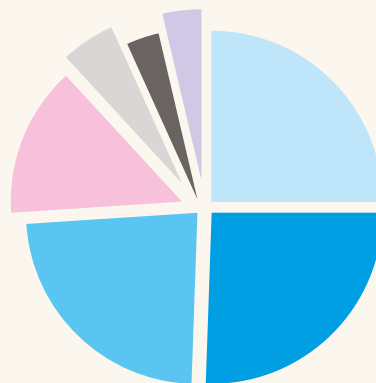


## Income 2020/2021 = £16.3m

- Service Charges 4%
- Grants Released 13%
- Rent Receivable 81%
- Other Income 2%

## What does the Langstane Group spend money on?

Making sure our properties are fit for purpose and meet the safety requirements, staff costs, office costs and interest payment on loans. Depreciation is the cost of using an asset, such as a building, over the life the asset is expected to have.



## Expenditure 2020/2021 = £14.4m

- Planned, Cyclical & Reactive Maintenance 30%
- Management costs 23%
- Property Depreciation 25%
- Bad Debts - Rent & Service Charges 1%
- Other costs 4%
- Service costs 5%
- Finance costs 12%

## How do I benefit as a tenant of the Langstane Group?

In addition to spending £4.3 million this year maintaining your properties, Langstane Group has also spent £233,585 refurbishing existing properties. This expenditure is part of the Group's ongoing rolling programme of improving not only the condition of your homes but also their energy efficiency. It is much less this year due to Covid as access to properties was not available. Langstane has revised the programme going forward to take account of this lack of spend.

- Bathrooms £8,675
- Heating systems £224,910

## Statement of Financial Position

### What is a statement of financial position?

It is a report that provides information about the financial health of the Langstane Group as at 31 March 2021. It is made up of Assets, Liabilities and Reserves.

Assets are things that we own such as buildings or cash along with monies that other people are due to us.

The Assets of the group are as follows:

The Langstane Group Assets	2021	2020
	(We round all figures to the nearest pound)	
Housing properties	143,160,780	147,369,490
Other assets (offices, equipment and vehicles)	3,404,574	3,395,796
Stock	14,500	14,500
Rent arrears and other receivables	959,824	708,641
Cash	2,672,903	3,582,950
	<b>150,212,581</b>	<b>155,071,377</b>

Liabilities are obligations Langstane are due to pay either in the short term, to suppliers for example, or over longer periods such as long term loans. Grants are advance payments received that relate to future periods and are treated as a liability as they could be repayable if not used for the purpose given.

The Liabilities for the Langstane Group are as follows:

The Langstane Group Liabilities	2021	2020
	(We round all figures to the nearest pound)	
Social Housing and other grants	84,417,776	86,527,934
Housing loans	41,416,431	45,074,024
Suppliers	460,723	987,546
Accruals and deferred income	1,447,474	1,002,581
Other payables	401,243	791,060
Pension liability	1,697,000	188,000
	<b>129,840,647</b>	<b>134,571,145</b>

Reserves are the difference between Assets and Liabilities and represents the £1 payable by each member of Langstane and the surpluses accumulated over the years since Langstane Group was incorporated.

The Reserves of Langstane Group are as follows:

The Langstane Group Reserves	2021	2020
	(We round all figures to the nearest pound)	
Share Capital	106	113
Revenue Reserves	22,068,828	20,688,119
Pension Reserves	1,697,000	188,000
	<b>20,371,934</b>	<b>20,500,232</b>

## Staff profile: Elise

Elise is the newest member of our Langstane Housing Support Service. Elise is a Support Worker working with tenants who have come through the homeless route. She is passionate about helping people, and is a valued member of the team. We wish Elise the best of luck as she progresses her career with the Association.



See how Elise feels about joining Langstane during a lockdown and how she feels about the job so far...

### When did you start with Langstane and what type of work were you doing before?

I started with Langstane in January 2021. Since 2006 I have worked within social care. During this time I have gained experience working with children and adults with learning disabilities and adults with mental health illnesses. Between 2007 and 2012 I worked for Aberdeen City Council where I supported children who lived in residential care aged 11-18+. This involved preparing them for moving on from care and working with their families and other professionals. From 2012 to 2020 I worked as a family resource worker offering support, advice and guidance to families who were in complex situations.

### What attracted you to your job and what was it like starting a new job during the lockdown?

As I had been working in similar roles since 2007 and within the same organisation I wanted to test myself within a new environment. Do something out of my comfort zone. This I felt I could achieve by joining Langstane. Even though I will still be using the experience I have already gained, I will have a lot to learn about the housing side of things BUT everyday is a learning day...

It can be very daunting starting a new job at any time but starting during a pandemic / lockdown was really weird. It was difficult not being able to meet colleagues and to attend training sessions and inductions over Zoom and phone calls.

I was given a photo directory of the staff so before I would speak to them I would look them up so I knew who I was speaking to as it really isn't the same speaking to people over the phone. It was also really difficult to build relationships with tenants over the phone.

However, everyone I have met so far either face-to-face or virtually, staff and tenants have been very kind and welcoming.

### Please tell us an overview of your role as a Support Worker?

My role is a government funded post to support tenants that have been nominated from Aberdeen City Council homeless section.

The main purpose of my role is to support tenants while they settle in to their new homes. This includes applying for furnishings and setting up and managing household bills. In the long run prevent further homelessness by sustaining their tenancies, which includes help with life skills, for example, dealing with letters or cleaning.

### Briefly, what would be a typical day for you as part of the Langstane Support Service?

Whether I am in the office or working from home I always start the day with a coffee, then on to check my emails, voicemails or text messages. Depending on what appointments I have booked into my diary my day can vary. Appointments can be phone calls or home visits consisting of giving verbal and practical advice. Other tasks include completing needs assessments, which include; the tenants wellbeing, suitability of their home or if they need any repairs.

### What are the highlights and challenges of your role?

The highlight of my role is helping people with settling in and maintaining their tenancy. The challenges are tenants agreeing to support but then not keeping to appointments or answering phone calls. One of the main issues is the amount of time that is spent on hold to utility companies being passed from one department to the next then getting cut off. This happens on a regular basis. It can be very frustrating when you are on hold for over a hour and then cut off. This can also be a major issue for tenants who are in a desperate situation or simply do not have enough credit to actually make the phone call.

### Do you have any advice for anyone thinking of working in housing and support?

DO IT... it's such a rewarding job. It can be demanding and challenging at times, but when you see the difference that your support is making in tenants' lives it makes you feel like you have done something right.

If you feel you need support from Elise or the Langstane Housing Support Service and would like to speak confidentially please get in touch either by phone to 01224 423000, email to [langstanehousingssupportservice@langstane-ha.co.uk](mailto:langstanehousingssupportservice@langstane-ha.co.uk) or you can send us a private message on our Facebook page at [www.facebook.com/Langstane](https://www.facebook.com/Langstane). To read more the support available from the team please visit our website [www.langstane-ha.co.uk](http://www.langstane-ha.co.uk).

## Day in the life of' Jenny Greener – long standing member of our Board of Management

Jenny has been a Langstane Board member and Treasurer for four years. Her role will be changing this year but her passion and drive to serve our tenants will not. A valued colleague, Jenny tells us about an average day and what drives her to be involved.



### 8 am

The day starts by letting my three dogs out, followed by tea and a light breakfast.



I'm a foster carer for Cats Protection, so I might go down to the bottom of my garden to check out the situation in the pen if there is currently a resident. I keep and care for any cat needing a temporary home until ready for rehoming. I also visit potential

people willing to re-home a cat, but during the pandemic this was on hold.

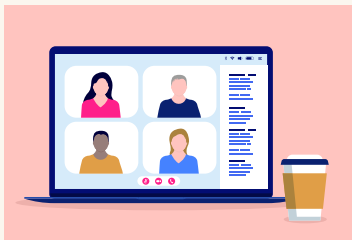
I'm retired but am involved on a voluntary basis with committees and boards of four local organisations as well as Langstane so a check of email is next to see if anything needs attention. There's a message from my son who currently lives in Singapore with my elder granddaughter. We arrange a Skype meeting for tomorrow with him and my elder daughter, who lives in Tyneside with my six month old granddaughter.

### 10 am

I head over to Inverurie to the gym for an exercise session. I'm determined to keep age at bay! It's also a chance to interact with real human beings.



### 11.30 am



After returning home there's time to re-read over papers before a Langstane Board of Management meeting on Zoom which takes place over lunch time. I've already submitted

a couple of questions on the Board portal, through which I receive papers and notifications. I'm particularly interested in how disabled tenants are coping with the restrictions of Covid, and how they can be assisted to respond to the tenant satisfaction survey.

There's a lot of business on the agenda, so this meeting doesn't finish until 3pm. My husband serves me coffee and sandwiches while I keep connected.

We discuss a wide range of issues, including financial and other committee reports, policies, proposed tenants' rent rises, the risk register, changes to employees' pensions, plans for selling properties, to name a few. It can be quite challenging to maintain concentration over Zoom, and I hope we can return to face-to-face meetings soon. I miss the interaction with the

other Board members. We have such a wide range of perspectives, and I learn a lot from interacting with them. My particular area of interest is issues affecting tenants (including benefits), social deprivation, health, disability and other inequalities.

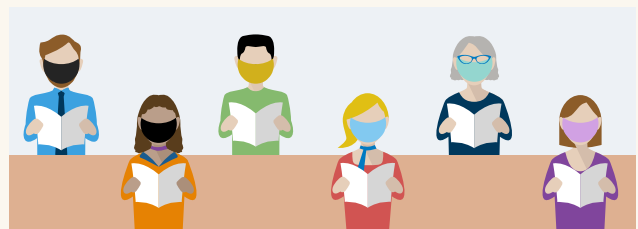
### 3.30pm

After a cup of tea I have another Zoom meeting, this time with my younger daughter's care manager. My daughter is 35 and lives in a Langstane flat in Inverurie. As she has a learning disability and epilepsy, she has 24 hour care (I am her guardian, and always declare any conflict of interest if necessary at Langstane meetings). I'm trying to make sure there is a return to activities for my daughter, after she has spent so much time confined to the flat over the past 17 months. I feel lockdown was particularly hard for this group of people and their families. The care manager was very helpful and agreeable to my suggestions. They are a key element in the co-ordination of the package of care and support my daughter receives. We arrange another meeting so that my guardianship can be reviewed, as this is a legal requirement.



### 4.30 pm

I then go for a walk with my husband and dogs, to the pleasure park in Oldmeldrum where we may bump into friends and acquaintances, human and canine.



### 7.30 pm

After tea I have a singing rehearsal at Haddo House with the Haddo House Choral and Operatic Society (HHCOS), of which I am Chair. We have just returned to meeting in person after many months of yet more Zoom, and it's very exciting to be singing for real, albeit two metres apart, only for an hour, and with a mask on. We can't make any firm plans for a concert, given all the current uncertainties for organisations such as HHCOS.

Home by 9pm, time to wind down and catch up with my long-suffering husband. Not sure where housework and shopping featured in this day, but I expect they were fitted in somewhere!



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