



Langstane Housing Association

Mission, Vision and Values

Executive summary

Langstane Housing Association has operated for over 40 years and is a medium sized housing association with a social purpose.

Governed by a voluntary Board of Management elected from our Membership at the Annual General Meeting, we are ambitious and strive to improve our performance in all areas of activity allowing us to achieve our vision to **be the best we can be**.

Langstane Housing Association is a registered society, and a registered social landlord with charitable status. We are also a letting agent and a property factor.

The Langstane Group (Langstane / the Group) consists of Langstane Housing Association Limited and its wholly owned subsidiaries.

This business plan applies to all entities of the Langstane Group and recognises areas where we have challenges and opportunities, setting down our objectives for the next five years.

Our Vision will be achieved by investing in:

- Our customers;
- Our homes;
- Our people;
- Our organisation; and
- Our communities.

That way we:

- provide the best possible service to our tenants, demonstrating efficient working practices and value for money;
- become an attractive option for people who want to become involved in our organisation;
- have homes that people want and can afford to live in, can thrive as individuals in and homes that meet the current and future needs of our tenants and other customers;
- are respected for our achievements, innovation and dedication;
- create identifiable neighbourhoods that are safe, attractive places to live; and
- have an open, supportive culture that deals robustly with hatred, racism or intolerance.

In preparing our business plan we have done so in the context of ensuring that Langstane operates at the highest of standards including full compliance with the Scottish Housing Regulator's Regulatory Standards.

A detailed internal management plan has been created to ensure the objectives of this plan are delivered. Our internal management plan sits alongside our business recovery plan that ensures we meet all regulatory compliance standards.

At a high level our internal management plan highlights the following priorities:

Our customers	
OC 1	Fully understand the individual requirements of our tenants and other customers
OC2	Improve service delivery standards for tenants and other customers
OC3	Improve tenancy sustainment
OC4	Deliver value for money
OC5	Ensure Equality and Human Right Legislation is adhered to
Our homes	
OH 1	Fully understand our investment requirements
OH 2	Ensure our homes are safe, secure and meet current and future requirements for our tenants
OH 3	Ensure our homes comply with all legal, regulatory and statutory requirements
OH 4	Deliver a good quality cost effective property maintenance service
OH 5	Ensure our homes are used appropriately as loan security
Our people	
OP 1	Ensure governing body members and staff have the skills, expertise and resources required to deliver the business plan objectives
OP 2	Improve the ways in which decision-making can be influenced at all levels and communication improved
OP 3	Ensure our contractors deliver best value and high satisfaction levels, and meet the terms of their contracts
Our organisation	
OO 1	Ensure Langstane meets all legislative, statutory and regulatory requirements
OO 2	Ensure the financial management of the Group meets all legal, statutory and regulatory requirements
OO 3	Ensure IT equipment and software meets modern day requirements and assists in the production of good quality, real time performance data
OO 4	Ensure the activities of subsidiary companies does not impact negatively on Langstane Housing Association
OO 5	Apply for meaningful accreditation / awards that will add value to the Association or its work

Our communities	
OCO 1	Ensure our procurement activities feed into community benefits where practical
OCO 2	Our estates and communal areas are well maintained
OCO 3	Our neighbourhoods are areas where people feel safe and secure and are proud to live in
OCO 4	We fully understand the different communities we have