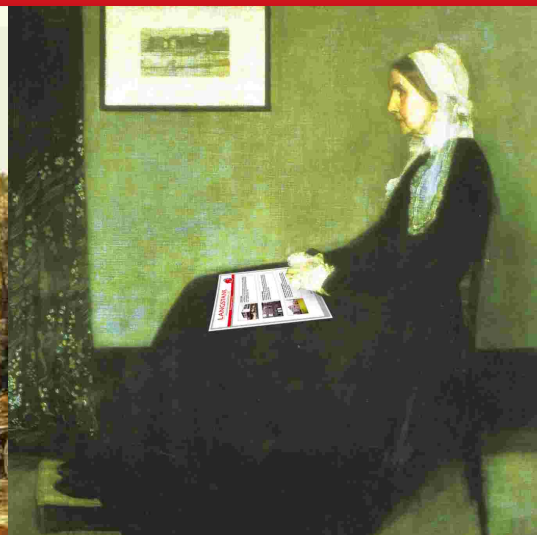




# LANGSTANE

HOUSING ASSOCIATION LTD

the art of inclusion the art of inclusion the art of inclusion



2005  
ANNUAL REPORT

Stepping down but still smiling. Outgoing Association Chairman, Forbes McCallum.



## Mission Statement

To plan, build and manage affordable housing for persons likely to be disadvantaged in the housing market, while contributing to the regeneration of sustainable communities.

# Chairman's Report

As I approach the last lap of my time in office, I look back on yet another busy twelve months, with many highlights and achievements.

In the year past, we completed the rebuilding of 41 Union Street, Aberdeen. This development, marked as it has been by tragedy, has become a significant milestone for the Association. What we have provided there covers a wide range of our services. First and foremost, we have 32 flats, to meet the still-rising level of need for affordable, rented stock in the city centre. Secondly, on the first floor, we have provided, with the help of Communities Scotland Wider Role funding, a suite of offices at affordable rents, for some of our partners in the voluntary sector. As a result of our combined efforts, Citizens Advice Bureau, Aberdeen, Aberdeen International Centre, Cornerstone Community Care and Advocacy Aberdeen, all enjoy a Union Street presence, at

rents well below the going rate on the open market. In March, 2005, Minister for the Communities, Malcolm Chisholm, performed the formal opening ceremony.

Langstane has always been as committed to rural development, as it is to city centre regeneration. It was therefore a particular pleasure, in April of this year, to welcome Andrew Thin, Convenor of the Cairngorms National Park Authority, to open our small development in Tomintoul. By building homes in small communities like this, we meet not only immediate housing need, but help also such communities to sustain themselves, by providing accommodation that people who want to stay in such areas can afford.

Another demonstration of our commitment to community sustainability and regeneration has been our involvement with the North Fraserburgh Master Plan. This ambitious regeneration programme, driven by the Better

Buchan - New Beginnings Partnership, involving Aberdeenshire Council, Scottish Enterprise Grampian and Communities Scotland, is the only non-urban programme of its kind in Scotland. It faces huge challenges and we are delighted to be selected as the partner to develop the first two phases of housing.

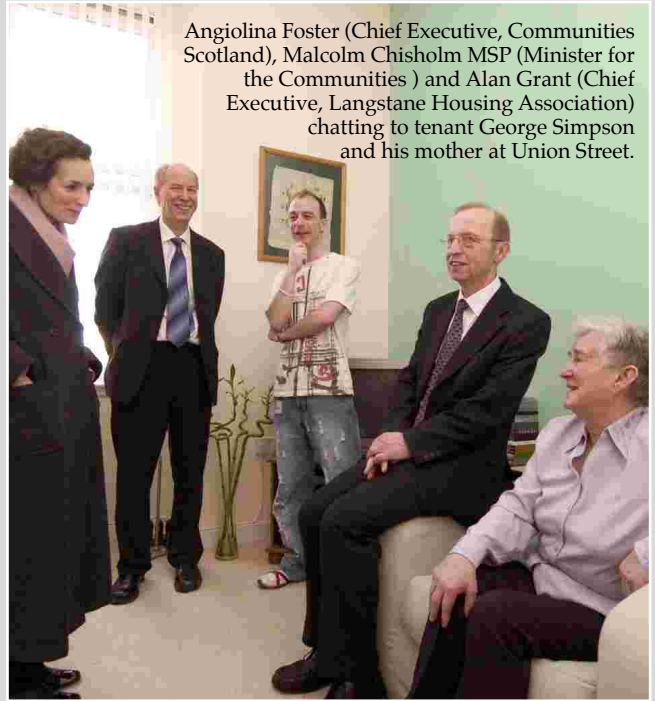
In other respects, the year has seen several challenges. A series of staff absences and departures has meant that the new staffing structure we have introduced has taken some time to bed down. But, as the year ended, we had made the necessary key appointments in Customer Services and now look forward to the full implementation of the new structure, with its emphasis on neighbourhood services and customer care.

No review of the past year would be complete without a reference to the Communities Scotland inspection process. We were

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Chairman Forbes McCallum, with the Convenor of the Cairngorms National Park Authority, Andrew Thin - who officially opened our new residential complex at Tomintoul, which is within the Park's boundaries.



Angiolina Foster (Chief Executive, Communities Scotland), Malcolm Chisholm MSP (Minister for the Communities ) and Alan Grant (Chief Executive, Langstane Housing Association) chatting to tenant George Simpson and his mother at Union Street.

The Internet Café is a popular facility at the Cornerstone Community Care centre in the Union Street building.



formally inspected in November and December, 2004 and, at the time of writing, the final outcome is not yet settled. In view of that, it is inappropriate and premature to make further comment, other than to add that the work involved in preparing for the scrutiny, and dealing with its aftermath, has constituted another burden for the staff. Once the final outcome is known, however, we shall reflect on the experience and expect to use it as a platform for further improving our services to tenants and applicants.

I began this report by referring to the completion of the Union Street project. It is right that I mention also the progress of litigation to recover losses incurred during the fatal collapse of the building in 2002. During the year, progress was fitful; our attempt to use the adjudication procedure under the original building contract did not succeed as we hoped but the year ended on a more hopeful note. Following a successful prosecution of the contractors, for breaches of

the Health and Safety at Work Act, we contemplate starting litigation in the courts.

A busy and challenging year has ended with much positive achievement. Our development programme was again completed on target. We were successful also, as the financial year drew to a close, in soaking up a large measure of the underspend from the Communities Scotland budget. We strengthened our relationships with our partners through ventures such as the relaunch of Devanha, the development procurement vehicle and the restructured Homechoice. Following the appointment, in November, of our New Initiatives Manager, our commitment to Wider Action continues to grow, as our roots deepen in the communities we serve.

All of these activities, detailed elsewhere in this report, show that Langstane continues to be a major player, meeting not only housing need, but addressing the wider

issues of Social Inclusion. There are many interesting challenges ahead, and we are well placed to meet them.

Finally, I should like to express my personal thanks to my fellow Committee members, for their unfailing support and their wise counsel and to all of the staff for another year of hard work. It has been a pleasure to have chaired the Association for the last five years and I am confident that my successor will get as much pleasure and satisfaction from the role as I have done.

*Forbes McCallum*

**FORBES MCCALLUM**  
Chairman

# Customer Services



Langstane Housing Association offices, King Street.

**Langstane's housing management and maintenance departments have undergone radical change during the year under review. There has been major restructuring of both to create a new, single division - Customer Services. This new approach is not only more effective but also more customer focussed.**

You might say that any organisation providing housing and related services should always have been customer-sensitive and there is no doubt that Langstane's reputation in that regard is very good. But Lynn Cargill, Director of Customer Services is convinced the Association is now working in a way that will bring it even closer to its tenants and their needs - while also offering more responsive and efficient services. The new-style service delivery was officially launched on 1 June, 2005 but many aspects had been up and running for some months before that.

**The new section has been split into four functions - Housing Services, Neighbourhood Services, Property Services and Support Services.**

The Housing Services team will provide a modern and customer friendly service that will aim to maximise income for the Association and help tenants sustain their tenancies. The team will be made up of lettings and accounts staff, whose responsibilities previously were the traditional functions of allocations and arrears control. The emphasis however will be on choice and empowerment in lettings, while continuing to create safe and sustainable communities. In account management the emphasis will be on choice of payment methods, flexible working hours - so staff may be available to discuss tenants' accounts - and partnership working with specialist debt agencies to prevent homelessness through debt.

A new initiative, that is proving its worth for both account management and lettings staff, is that the Association has been piloting a scheme whereby the Aberdeen head office is open late on a Thursday evening - a move that is proving popular with tenants and applicants for tenancies. People can be assessed for housing, pick up keys to view properties, or pay their rent. If it continues to meet with success, then

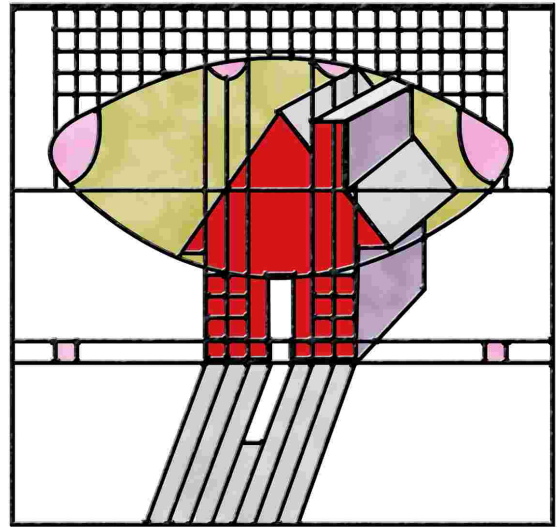
the principle may be extended to other areas.

The Neighbourhood Services team will provide estates and void management and drive forward the neighbourhood management initiative, which will have tenants more directly involved in the type of estates service to be provided in their particular housing scheme. The team will provide a comprehensive response to complaints, handle environmental issues, and work with a range of partner agencies to provide a safe and pleasant living environment for tenants.

Langstane has now introduced a new category of staff called Estates Assistants - *"And they actually become the eyes and ears of the (housing) schemes,"* says Lynn. She gives as an example, Winnie McCraw at Fraser Court in Aberdeen. *"You can't actually put money against what she's doing but you can assess the quality of service. The scheme (Fraser Court) is much tidier now and the tenants make fewer complaints direct to head office. They get their issues resolved more quickly because she (Winnie) is on site and she can call up services directly, very, very quickly. We are delighted with the success of that new post and we want to roll that system out into other developments."*



A section of our Customer Services Team at our Aberdeen Office



Also in the newly-created Neighbourhood Services division is a dedicated Anti Social Behaviour Officer. He is a former police officer, with an understanding of the social issues that staff are often confronted with and his excellent contacts are proving crucial in helping to resolve such issues and problems. *“His experience and knowledge has made an enormous difference to not only the Association, but the colleagues that he now works with,”* said Lynn. *“And, given our very high turnover of tenant population and the age range of our tenants, and the fact that we do have some very ‘challenging’ tenants, we now have very few anti-social problems per head of tenant population. In fact, we have only ever issued one ASBO (Anti Social Behaviour Order) and that was against someone who was in fact no longer a tenant. We have managed to resolve all our other anti-social issues through either conflict resolution, or mediation (there are 5 trained mediators on staff) and we are very pleased with the progress we have made in that area.”*

And the tenant satisfaction ratings, concerning the way in which

Langstane staff have handled such issues is very high.

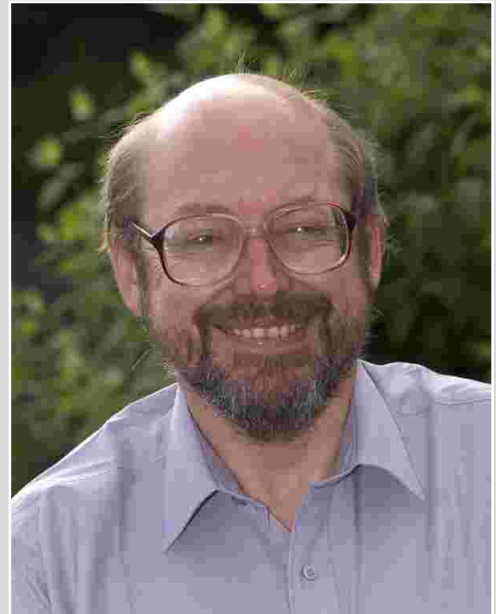
The Property Services team will provide an efficient and effective maintenance service keeping properties in a good and safe state of repair. The team also includes the newly created Customer Services Unit, which will provide first response information and advice to applicants, tenants, sharing owners and other customers. More complex questions might have to be passed on to someone more specialised but generally the staff member dealing with the initial enquiry should be able to deal with any customer query.

The Support Services team provides general administrative and secretarial support to the other teams. The team includes the Community Participation Officer who will work with tenants and sharing owners to develop structures, both formal and informal, to meet the objectives of the participation strategy. He will also support colleagues to develop customer focussed services.

**The principles of customer care can be summarised in this way:**

- Understanding customer needs and expectations;
- Maintaining good customer relations by positive and helpful attitudes, and an accessible service delivered in a friendly manner;
- Delivering the highest quality service within the resources available;
- Dealing with problems and complaints, quickly and efficiently;
- Providing information on the services on offer and the landlord’s performance in delivering them;
- Monitoring performance of service delivery against objectives.

# Kevin Hutchens



Kevin Hutchens is something of the poacher, turned gamekeeper. He is a long-standing tenant of Langstane Housing but has, for almost nine years, been also a member of its Management Committee.

And, an irony of his situation is that, although the issue of rent rises was one of his main concerns as a tenant, he has found since becoming a Committee member, that he has become relatively limited in the level of influence he can bring to bear on that issue - because, as a tenant, he has to absent himself from debates on increases.

However, he points out that, since joining the Management Committee he has come to understand how the rent levels are set and their overall good value for money, when compared to the local housing market.

Kevin had been a regular attender at annual general meetings, voicing his opinions on various issues. What differences did he find, once he was invited - by the late, former Chief Executive Michael Fitzpatrick - to join the Management Committee and he was able to view matters from a different perspective?

*"I suppose the main thing was that I was in on the decisions about rent," he says. "So I knew what was happening about that. But I couldn't have a say in it, because I have to declare an interest (as a tenant) when the rent actually comes up. But I knew how the rents were being arrived at and so I had a better understanding of that. I am quite*

*happy with the way the rents have gone over the last few years. But things have changed, because there is now a very clear commitment by the Association, that it consults with its tenants about the level of rents."*

Before becoming a Committee member, Kevin's main concern about continuing rent rises was that a majority of tenants were either on low incomes or middle incomes. If rents went above the rate of inflation then, he believed, it would hit them harder, because they were less likely to get wage increases that would compensate them for the difference.

*"But, being on the inside, I could see that a significant proportion of those people were actually receiving housing benefit anyway, or should have been receiving benefit and, as a consequence, shouldn't lose out."*

Kevin, Peterborough born and single, has been a committed voluntary and career social worker for much of the past 25 years, in London, Wales and Scotland. He is currently employed by Aberdeenshire Council, based at Stonehaven, as a Community Development Officer for people with learning disabilities. He has a BA Honours degree in history from the University of Kent and a post graduate diploma in social work from the University of Wales

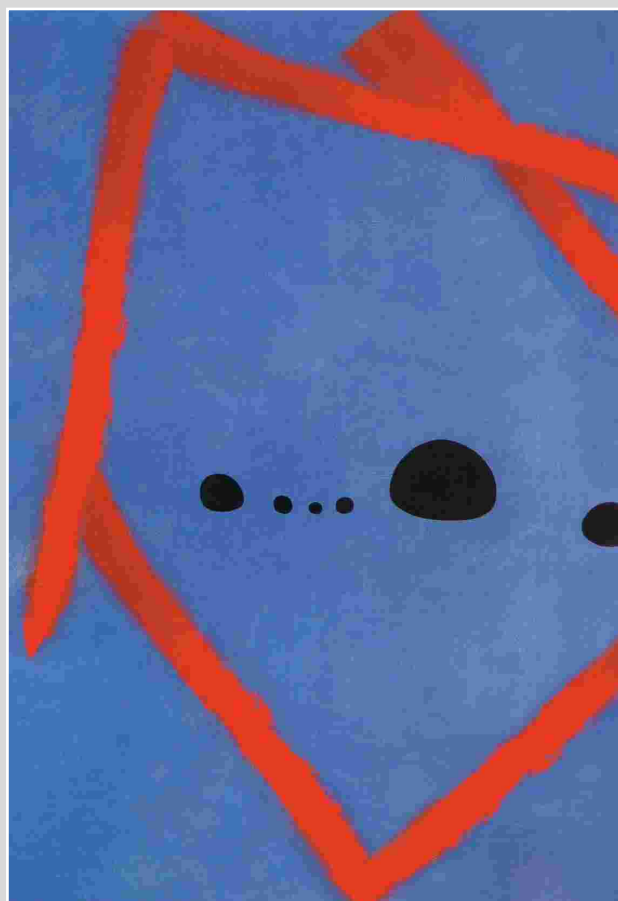
(Cardiff). He has been also an unsuccessful, thus far, Labour candidate in political elections in North East Scotland, for the Commons and Scottish Parliament.

For several years, Kevin was the only tenant member of the Committee but recently he was joined by another tenant and there are initiatives in motion to increase their number, although Kevin says that he can see why many tenants - while perhaps ready to voice opinions from the other side of the divide - would be less than enthusiastic about coming forward to sit on the Committee.

*"I think it can be quite daunting if you haven't been involved in committees before and there's the whole issue of time, as well. People have family and other commitments. A lot of people may be working shifts or doing evening work (when many meetings tend to be held) and people just can't get the time off. And, if they were attending meetings from out of town, that can be a daunting prospect - especially on some winter nights - driving all the way into Aberdeen and home again. But people, perhaps, haven't appreciated that it can actually be a very valuable experience. You can build up skills and a new knowledge base.*

*"But I think things may be changing, as there are current moves to increase the numbers of tenant members and it may be that from a list of potential tenant members put forward, some might come along to the agm, on one or two occasions and, from that, decide that they want to join the Committee. And that would be good news, although they would have to acknowledge and accept that there may be many times when there is a conflict of interest over certain issues."*

But, for all that, Kevin says that he has found his Committee role - which has included also Langstane's SP Committee (a non-charitable subsidiary body) work - 'an enjoyable and interesting experience' and has enjoyed making a contribution.



He is content also that Langstane remains committed to its founding ideal - of providing good, affordable accommodation for single, homeless people.

*"That group tends to be overlooked by traditional housing providers. Despite the fact that single-homeless people and single people are actually the largest group of people among the population, and growing in numbers. And I am very pleased to say that Langstane continues to make that its key priority. It's very much to its credit and is one of the reasons why I am willing to stay involved."*

Estates Assistant  
Winnie McCraw with  
Fraser Court tenant,  
Thomas McGregor



## Winnie McCraw

Winnie McCraw, Langstane Estates Assistant, based at Fraser Court, the site of a former slaughterhouse, on the corner of Hutcheon Street and George Street in Aberdeen, is a one-off in many respects.

Firstly, she is the Association's only fulltime Estates Assistant - although there is a part-time equivalent - but also the job she does for the Association is unique in many ways.

Although based at an office in Fraser Court, and responsible for maintenance and other matters in that large complex - Langstane's largest - she is responsible also for 16 other properties in the city, owned and managed by Langstane.

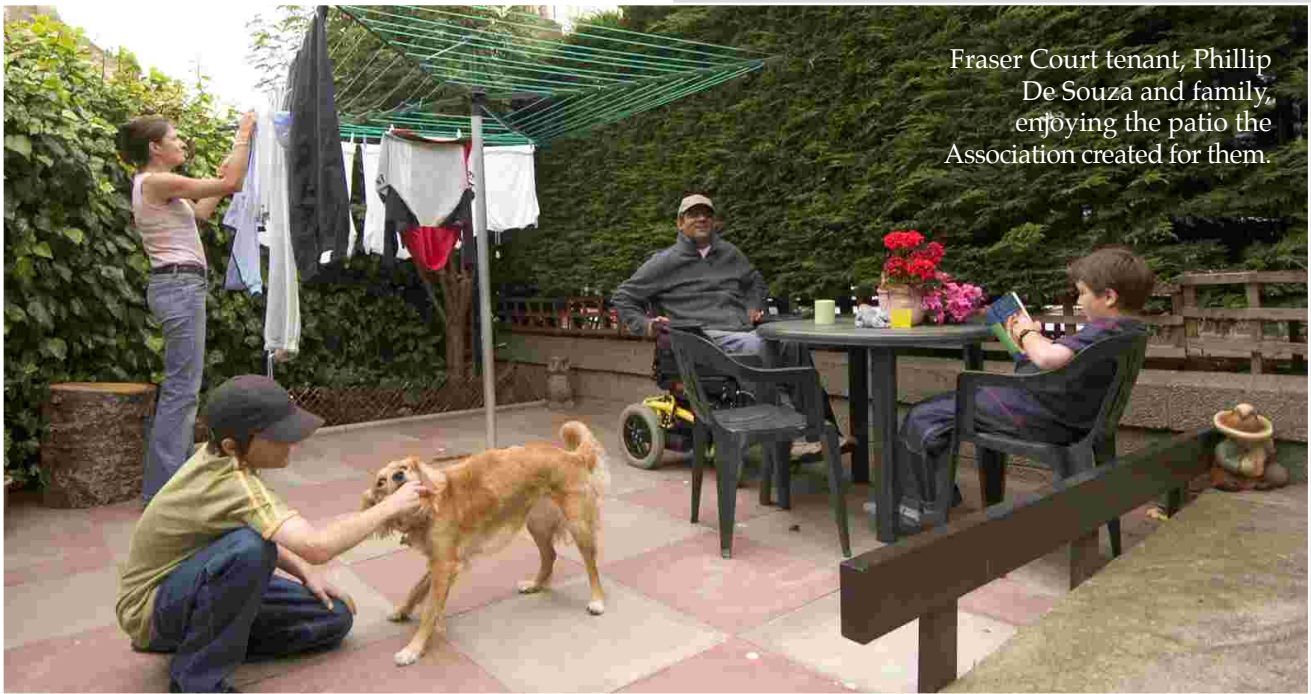
And, apart from her official job responsibilities, Winnie often acts as friend, counsellor and advisor for tenants, on personal, family and other issues. But, although always ready to provide a shoulder to literally cry on, tenants are well aware that Winnie is no soft touch and not a woman to trifle with.

She has served 19 years with the Association, starting as a part-time cleaner - so she knows what she's looking for, when she monitors the work of cleaning contractors at the various properties under her supervision. She moved on to become assistant and then head cook at the former Fraser House hostel in Dee Street. After training as a care assistant, Winnie transferred to the Association's supported-accommodation unit for young people in the Spital (now self-contained flats). Three years working at head office followed, before she moved to Fraser Court, in 2002, for what was to have been a six-months pilot project.

*"The idea of having an estates assistant on site, I think, was quite unique at the time, in Aberdeen" said Winnie. "Anyway, I've been here ever since."*

She produces a lengthy list of the items that she has to keep a check on, to make sure that either they have been properly maintained or repaired, or will need to be fixed or attended to; items such as doors, gutterings, paths that may need weeding, and many more. It is not Winnie's job to fix them but to advise head office, who will assign an in-house tradesman or contractor to carry out the work. And, when the jobs have been done, Winnie's eagle eye is brought to bear on them again, in association with the local property supervisor - just to make sure the work has been properly carried out. Generally the tasks are not carried out in piecemeal fashion but done as a package, involving a number of properties, to obtain maximum economic benefit.

Winnie said she wanted to make special mention of a charity that works on the gardens and general surrounds at Fraser Court. *"It's called the Earth Project, a training programme, with lovely, young guys and girls. I could show you before and after photographs of what they've done here. They've made an absolutely beautiful job of this place and the tenants are taking more pride in their gardens now, as well."*



Fraser Court tenant, Phillip De Souza and family, enjoying the patio the Association created for them.

## Phillip De Souza

Phillip De Souza and his wife Karen are perhaps typical of most Langstane tenants - in that they have few, if any complaints about their home and the manner in which their landlord looks after them.

However, in one respect, Phillip is not typical of the average tenant. An offshore worker, based previously in Dundee, he was badly injured in a motor-cycle accident more than 20 years ago and has been confined ever since to a wheelchair. And so he and Karen are thankful for having one of the Association's relatively small number of homes that are specially equipped for disabled tenants.

They have lived at Fraser Court since it opened in 1987, occupying - with their boys, Connor and Keiron - a two-bedroom ground floor unit, that has wheelchair access, wider-opening doors and other facilities that allow Phillip to get about with the minimum of bother. They could face a problem if the boys - currently 9 and 13 - outgrow the bedroom they currently share, as Langstane have no 3-bed, ground floor units in the city. But that's a problem they will face, says Phillip, if and when it arises.

He does, however, believe Langstane needs to look at the question of disabled accommodation. *"So far as I know, they are not building 3-bedroom houses for disabled people, they are only catering for - as we call them - able-bodied people. They're not taking into consideration disabled people, with a big family."*

However, he has - 'no complaints' - about his tenancy with Langstane and recalls the former grassed garden at his flat at Fraser Court, as an example of how the Association was prepared to be flexible in dealing with a problem that arose. Extreme weather conditions had turned the area into a sea of mud, making it difficult for the family to use it, without bringing mud into the house. He approached Estates Assistant at Fraser Court, Winnie McCraw, with their problem, she contacted head office and they came up with the solution - which was to turn the piece of ground into an all-weather patio area, with which Karen and Phillip are very happy.

Phillip believes there is an increasing need for disabled accommodation in all housing schemes. *"More and more people are coming down with MS, arthritis, problems like that. It seems to be on the increase, so there is a need for more ground floor flats. I wouldn't say they would be any more expensive to build (than other types of unit). Instead of a step at the front door, you would need to ramp it and inside the doors need to be wider."*

# Development

**Once again, Langstane Housing Association finished the year 2004/2005 in a flurry of development activity, and once again, the Association achieved a spend well in excess of its target. A total of 119 units were completed with a programme value of £11,226,000, with Housing Association Grant of almost £6,500,000.**

This was spectacularly ahead of target although in large measure that was due to acquisitions and early starts on sites in Aberdeen at Ashgrove Road, Scotstown Road and King's Crescent amongst others, as well as significant spend on the scheme launched through the Moray Volume Procurement Initiative at Forres where we are providing 28 units, projects in Elgin for Moray Women's Aid and for a small development nearby, Tillydrone Road in Aberdeen and in Aberdeenshire, sites at Auchleven and Portlethen.

Some of the planned completions were delayed, notably through the Devanha projects at Inverbervie and Kintore. Successful completions however were achieved at Fochabers, where 38 units were completed and Kemnay, in our first venture in that village, where a small scheme of 20 units was finished earlier in the year. The most notable completions of the year however were undoubtedly at Union Street, where the 32 flats we provided and the complex of offices for the voluntary sector, provided as part of wider role funding, were both occupied in the autumn of 2004. The other significant opening was in our most remote settlement so far, when at the end of the financial year, we completed the 5 unit development at Main Street, Tomintoul.

Perhaps the most significant event of the development year this year

however came in December when we were fortunate to be chosen as the key partner to provide the first phase of development in the implementation of the North Fraserburgh Master Plan. This project is the first non-city regeneration project in Scotland and one where affordable housing plays a key role in the environmental improvement and social and economic regeneration of a long run-down area of Fraserburgh. The project is promoted by Better Buchan - New Beginnings, a partnership involving Aberdeenshire Council, Scottish Enterprise Grampian and Communities Scotland. We are pleased and proud to have been selected for this key task. At the time of writing this report, we are about to take entry on the first site and are looking forward to addressing regeneration in one of the key towns in our area.

Reference has been made to Devanha, when most of the activities during the year in question have simply seen the routine, sometimes slow progress towards the completion of the contracts which were let last year. At the end of the year however, the partners in Devanha, which is a partnership involving Aberdeenshire Housing Partnership, Castlehill and Grampian Housing Associations, along with Tenants First Housing Co-operative and ourselves, reviewed the future role for an organisation like Devanha. We have agreed in principle to look towards the establishment of Devanha as a proper corporate entity and see an exciting and significant future for the Association, working as a key player in Devanha, ensuring a strategic approach to procurement and creating a more powerful vehicle for addressing the regeneration of major derelict sites in the city and elsewhere.

## Langstane in Moray

It is very much part of the Association's mission to ensure that its development and its services are spread across the whole of Aberdeen City, Aberdeenshire and the Moray Council areas. Although most services are delivered from Aberdeen, the special needs of Moray, with its remoteness from our headquarters, have been recognised for some years by the opening and operation of a small office in North Guildry Street in Elgin. Staffed by a Senior Neighbourhood Services Officer, Clerk of Works / Joiner and two Customer Services Assistants, Langstane seeks to deliver front line services to its customers nearer to where they live. This office manages just over 200 units of housing in Moray and north Aberdeenshire, with properties ranging from Tomintoul to Macduff and Turriff coming under its control.

The Association's commitment to Moray and to partnership working has been demonstrated by its involvement with the Moray Council and other partners in the provision of supported accommodation for young people as part of the Moray Youthstart Social Inclusion Partnership and through the provision of supported accommodation for homeless people at Guildry House in partnership with Turning Point and the Moray Council.

New developments have taken place at Tomintoul, at Fochabers and in Elgin but perhaps most significantly, the Association has almost completed a 28 unit development in Forres as part of the Moray Volume Procurement Initiative. This initiative, which involves Grampian Housing Association and the Moray Housing Partnership, was a first attempt at bulk procurement in the Moray area and was a successful example of collaborative working involving Communities Scotland, the Moray Council and the private sector as well as the participating associations.

# Wider Role

The Wider Role fund was launched in 2000 by Communities Scotland to encourage housing associations to develop their regeneration activity, beyond the provision of housing, to improve the economic, social and environmental circumstances of the local communities within which they operate.

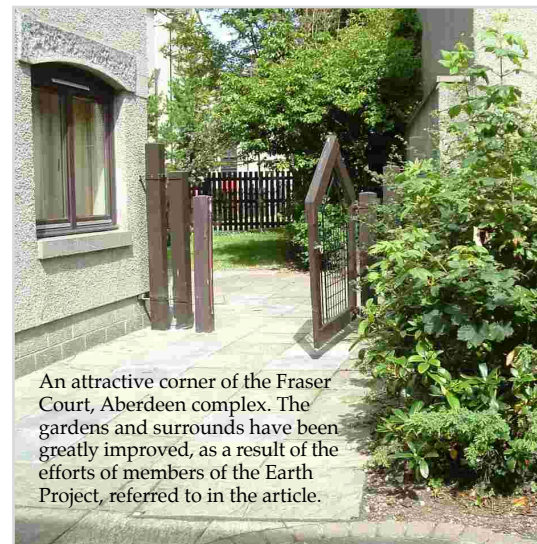
In 2004-05 we at Langstane continued to develop our contribution towards the Scottish Executive's 'Closing the Opportunity Gap' objectives,

through our Wider Role activities. In November 2004, with part funding from Communities Scotland, Matthew Reid started work as our first New Initiatives Manager, with responsibility for leading and developing the Association's Wider Role strategy.

Langstane's contribution to community regeneration can be seen in a geographic fashion, that is, our work with the community in Seaton, in which our headquarters are based and in a thematic fashion - development work with younger people in Kemnay, Aberdeenshire.

In the year ending 31 March, 2005,

we received more than £100,000 in Wider Role grants from Communities Scotland. In addition to accessing such grant aid, we also helped partner agencies to access alternative funding streams, such as Communities Scotland's New Ideas and Seeing is Believing funds.



An attractive corner of the Fraser Court, Aberdeen complex. The gardens and surrounds have been greatly improved, as a result of the efforts of members of the Earth Project, referred to in the article.

Our activities are developed in close collaboration with our partners in the voluntary and public sector. One such excellent example, not actually funded through Wider Role grant, is our work with the Scottish Association for Mental Health (SAMH). The Earth Project, managed by SAMH, is a joint venture with Aberdeen City Social Work Department, The Forestry Commission and Langstane.

The project provides training in environmental landscaping and gardening for adults who have mental health problems. Langstane is making a meaningful contribution to the social economy through buying garden maintenance services for Langstane schemes in Aberdeen from this initiative. Just as important, an excellent service is being provided by the trainees and staff from SAMH. We hope to work with SAMH and other partners, to support further the development of this excellent service.

## Here are the Wider Role grants received in the past financial year:

<b>Disabled Persons Housing Service (Aberdeenshire) -</b> Provision of office, co-funding (with Aberdeenshire Council) of Development officer and running costs:	<b>£18,000</b>
<b>Laurencekirk Youth and Community Venture -</b> Capital grant:	<b>£7,691</b>
<b>Port Elphinstone Community House -</b> Provision of accommodation and staff costs:	<b>£9,000</b>
<b>Inverurie Gateway Feature, Port Elphinstone -</b> Capital grant:	<b>£7,500</b>
<b>Inverurie Voluntary Centre Feasibility Study -</b> Revenue grant:	<b>£3,750</b>
<b>Kemnay Youth Café -</b> Contribution to staffing costs:	<b>£4,500</b>
<b>LHA Fraser Court, Aberdeen -</b> Conversion of building to form Community Room:	<b>£22,000</b>
<b>National Schizophrenia Fellowship -</b> Provision of day centre at Banff: Capital grant:	<b>£40,000</b>
<b>Princess Royal Sports and Community Trust, Banff -</b> Contribution to Development Officer costs and accessibility equipment:	<b>£13,700</b>
<b>Citizens Advice Bureau, Aberdeen -</b> Training room refurbishment:	<b>£1,100</b>
<b>New Initiatives Manager -</b> Contribution to Langstane costs:	<b>£7,500</b>

# Reporting on Performance - Customer Services

1 April 2004 to 31 March 2005



## Property Services

### Reactive repairs

Day to Day Repairs	Number of Jobs Completed	% Completed within Target Times	Peer group %
<b>Emergency</b>	146	98.6	98.3
<b>Urgent</b>	225	96.4	95.8
<b>Routine</b>	5494	96.1	95.7

## Lettings

Over the course of the year, there were 362 re-lets

Void Period	All Tenancies	Peer group %
<b>Less than 2 weeks</b>	237 (65%)	44.4
<b>2 - 4 weeks</b>	66 (18%)	24.0
<b>More than 4 weeks</b>	59 (17%)	31.6
<b>Total re - lets</b>	362 (100%)	100.0%

The average time taken to re - let properties was 31 days (Peer group 32.3 days). The rental income lost through voids during the year was (2.1%) of annual gross rent (Peer group 1.6%)

## Account Management

Arrears	Langstane %	Peer group %
<b>Current tenants</b>	5.48	4.90
<b>Former tenants</b>	3.25	1.90
<b>Total</b>	8.73	6.80

(Note: Peer group comparatives are extracts from Communities Scotland - Scottish Registered Landlord Statistics 2003-2004)

**Rent Increase** - Retail Price Index + 1.5% = 4.7%

## Neighbourhood Services

Over the course of the year, there were 64 complaints of anti social behaviour. The Association applied for 1 Anti Social Behaviour Order (ASBO). It was granted. 34 evictions took place during the year, 33 for non-payment of rent and 1 for anti-social behaviour. 10 properties were abandoned.

# Financial Statements

## Income and Expenditure Account

for the year ended 31 March 2005

	2005	2004
	£' 000	£' 000
Turnover	5,828	5,484
Less: Operating costs	<u>(4,269)</u>	<u>(3,991)</u>
Operating surplus before exceptional items	1,559	1,493
* Exceptional items	(267)	(3,002)
Operating surplus/(deficit) from continuing operations	1,292	(1,509)
Surplus on sale of investments	<u>25</u>	<u>6</u>
Surplus/(deficit) on operating activities before interest	1,317	(1,503)
Interest receivable and similar income	87	64
Interest payable and similar charges	<u>(1,042)</u>	<u>(849)</u>
Surplus/(deficit) on ordinary activities	362	(2,288)
Transfer (to)/from designated reserves	<u>(248)</u>	<u>1,177</u>
	114	(1,111)
Revenue reserve brought forward	<u>-</u>	<u>1,111</u>
Revenue reserve at end of year	<u>114</u>	<u>-</u>

\* The exceptional item in both the current and previous financial year refers to the Association's development at 41 Union Street, Aberdeen. In 2004 the Association wrote off costs in excess of valuation. The current year's exceptional item refers to legal fees incurred in pursuing a claim against the development contractor. It is expected that further legal costs will be incurred in the financial year to March 2006.

## Balance Sheet

at 31 March 2005

	2005	2004
	£' 000	£' 000
Housing land and buildings less Depreciation & Grants	20,803	19,410
Other fixed assets	2,601	500
Investments	<u>-</u>	<u>339</u>
Total fixed assets	23,404	20,249
Current assets	3,559	2,497
Creditors: amounts falling due within one year	<u>(2,894)</u>	<u>(1,595)</u>
Net current assets	665	902
Total assets less current liabilities	24,069	21,151
Creditors: amounts falling due after more than one year	<u>(19,243)</u>	<u>(16,682)</u>
Net assets	<u>4,826</u>	<u>4,469</u>
Designated Reserves	3,861	3,613
Revenue Reserves	114	0
Investment Revaluation Reserve	-	5
Capital reserve	<u>851</u>	<u>851</u>
	<u>4,826</u>	<u>4,469</u>

# Committee of Management

The Committee meets regularly.  
There are also sub-committee meetings during the year.



Above - Member of the Committee of Management of both Langstane and Langstane (S.P.) Housing Association, taking time out from a recent meeting

**Mr Forbes McCallum**  
CHAIR

**Mr Paul Hannan**  
VICE CHAIR

**Mr Douglas Watson**  
CONVENOR OF AUDIT  
SUB-COMMITTEE

**Mr Dennis Wood**  
TREASURER AND CONVENOR  
OF FINANCE SUB-COMMITTEE

**Mr Kevin Hutchens**  
CONVENOR OF TENANTS SERVICES  
SUB-COMMITTEE

**Mr Keith Moir**  
CONVENOR OF POLICY AND  
DEVELOPMENT  
SUB-COMMITTEE

**Mrs Jeannie Felsing**  
CONVENOR OF PERSONNEL  
AND TRAINING  
SUB-COMMITTEE

**Councillor  
George McIntyre**

**Councillor  
Neil Fletcher**

**Councillor  
Alexander Wallace**

**Mr William James**

**Mrs Jennifer Shaw**

# Staff

Following the recent re-structure, Langstane operates through the functions of Business Development, Customer Services, and Finance and Corporate Services. Pictured here are the Senior Management Team, along with the Service Managers.

These Managers are responsible for a further 49 members of staff, including the Direct Labour Organisation, who deliver the services to our customers.



**Alan Grant**  
CHIEF EXECUTIVE



**Ellen Robertson**  
DIRECTOR OF FINANCE  
& CORPORATE SERVICES



**Kenneth Clark**  
DIRECTOR OF BUSINESS  
DEVELOPMENT



**Lynn Cargill**  
DIRECTOR OF  
CUSTOMER SERVICES



**Robert Williams**  
HOUSING SERVICES  
MANAGER



**Paul Robinson**  
NEIGHBOURHOOD  
SERVICES MANAGER



**Stuart Smart**  
PROPERTY SERVICES  
MANAGER



**Stewart Garioch**  
FINANCIAL  
REPORTING  
MANAGER



**Susan Henderson**  
FINANCIAL SERVICES  
MANAGER



**Mahmood Qasim**  
INFORMATION  
TECHNOLOGY  
MANAGER



**Jane Hepburn**  
HUMAN RESOURCES  
OFFICER



**Matthew Reid**  
NEW INITIATIVES  
MANAGER



**Fraser Buchanan**  
CONTRACTS  
MANAGER



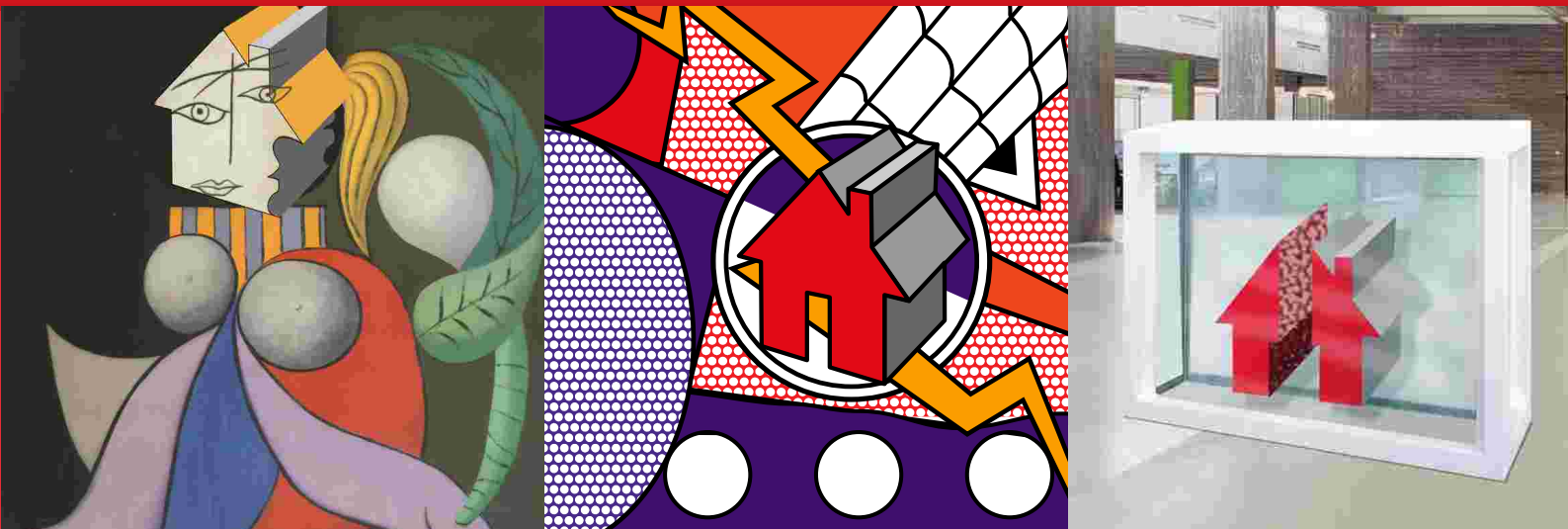
**Colin Gough**  
DEVELOPMENT  
MANAGER



# LANGSTANE

HOUSING ASSOCIATION LTD

the art of inclusion the art of inclusion the art of inclusion



*We're Housing Scotland*

680 King Street, Aberdeen AB24 1SL Tel: 01224 423000 Fax: 01224 423030

ALSO AT

7 North Guildry Street, Elgin IV30 1JR Tel: 01343 540480 Fax: 01343 547049

email: [info@langstane-ha.co.uk](mailto:info@langstane-ha.co.uk) [www.langstane-ha.co.uk](http://www.langstane-ha.co.uk)

**If you require this Annual Report in an alternative format,  
please contact us and we will do our best to help.**

I.&P Register No. 1916R(S) • Registered with Communities Scotland No. HEP 145 AL  
Registered Scottish Charity SC 01 1754 • A member of the Scottish Federation of Housing Associations



INVESTOR IN PEOPLE