

ANNUAL RETURN ON THE CHARTER 2020/21



Registered under the Co-operative & Community Benefit Societies Act 2014 No. 2521R (S)
and with The Scottish Housing Regulator NO HAL 298.

WHAT IS THE SCOTTISH SOCIAL HOUSING CHARTER?

2 Purpose of the Charter

2.1 The Charter helps to improve the quality and value of the services that social landlords provide, and supports the Scottish Government's long-term aim of creating a safer and stronger Scotland. It does so by:

- stating clearly what tenants and other customers can expect from social landlords, and helping them to hold landlords to account
- focusing the efforts of social landlords on achieving outcomes that matter to their customers
- providing the basis for the Scottish Housing Regulator to assess and report on how well landlords are performing. This assessment enables the Regulator, social landlords, tenants and other customers to identify areas of strong performance and areas needing improvement.

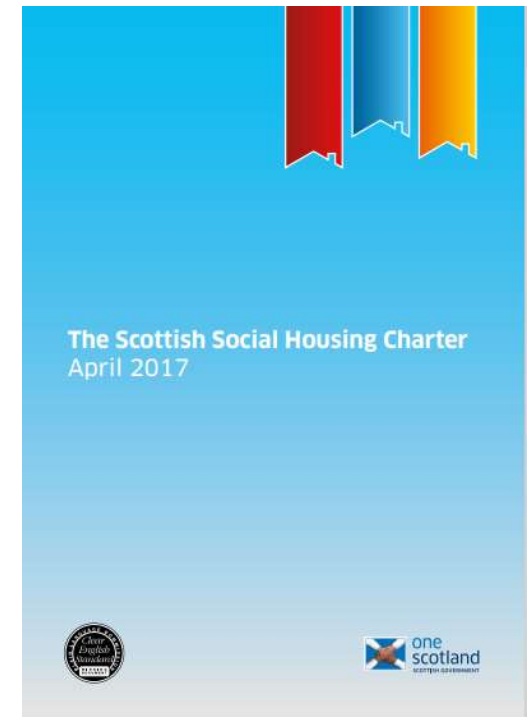
2.2 The Regulator's reports also help the Scottish Government to ensure that public investment in new social housing goes only to landlords assessed as performing well.

Not all charter standards apply to Housing Associations – for example we don't have to report on gypsy / traveller sites or on performance against some homeless indicators.



Registered under the Co-operative & Community Benefit Societies Act 2014 No. 25218 (5)
and with The Scottish Housing Regulator NO 068 298.

[The Charter.pdf](#)



CHARTER - 7 SECTIONS & 16 OUTCOMES & STANDARDS

Equalities

The Customer / Landlord Relationship

Housing Quality & Maintenance

Neighbourhood & Community

Access to Housing & Support

Getting good value from rents & service charges

Other Customers

COVID HAS AFFECTED ALL AREAS OF PERFORMANCE!

More Emergency Repairs, fewer routine ones

Some programmed works stopped

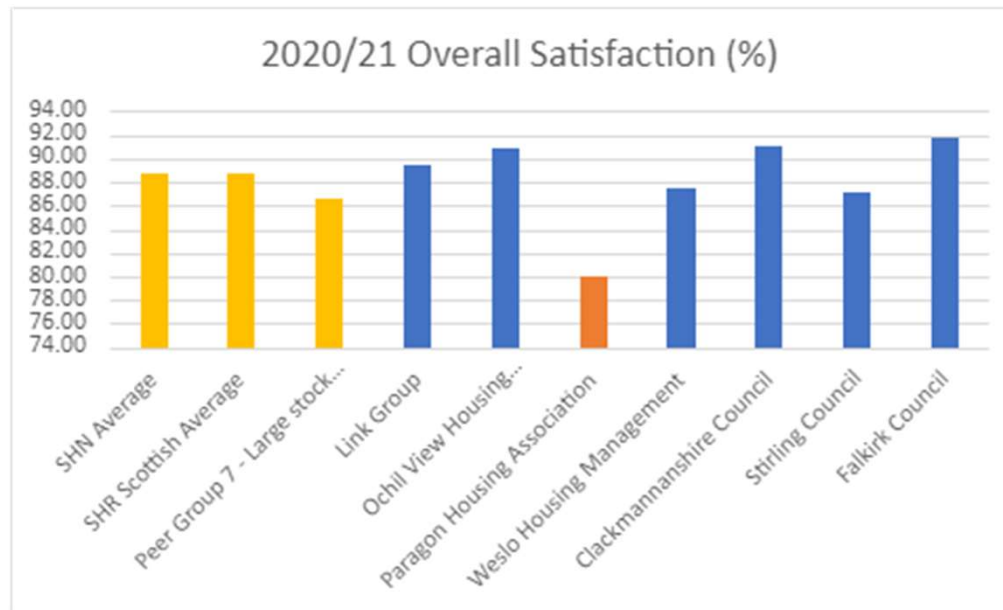
Working from home

Increase in arrears (but not as bad as it could have been!)

Increase in time taken to let properties

CHARTER PERFORMANCE - OVERALL SATISFACTION

- Can't use 'reality check' data as it crosses over years, however can use it in the contextual sections
- Next year we will have a full year of data that we can use



The figure we use for the ARC return is now several years old and this will be the last time we use it. We are pleased that more recent [rolling] survey data is showing an over all increase in satisfaction.

TABLE A - SUMMARY OF ARC INDICATOR SATISFACTION RESULTS - FROM CUSTOMER SATISFACTION SURVEY MAY – AUGUST 2021

ARC ref	Variable (% measure is very and fairly satisfied unless stated)	December 2019 (base 492, postal, telephone and e-mail survey)	October 2019 to September 2020 (base 487 telephone surveys)	May 2021 (base 60 telephone surveys)	June 2021 (base 60 telephone surveys)	July 2021 (base 60 telephone surveys)	August 2021 (base 60 telephone surveys)	Survey 'Year' to date May to August 2021 (base 240 surveys)
	<u>Date</u>	<u>2019</u>	<u>2019-2020</u>	<u>May 2021</u>	<u>June 2021</u>	<u>July 2021</u>	<u>August 2021</u>	<u>YTD</u>
1	Overall satisfaction with services	80.0%	83.0%	76.7%	83.5%	82.6%	85.0%	82.1%
2	Keeping tenants informed about services and decisions (% very and fairly good)	87.1%	88.3%	88.3%	91.5%	80.1%	86.7%	87.5%
5	Satisfaction with opportunities to participate	70.0%	79.5%	65.0%	68.4%	71.1%	68.3%	68.8%
7	Satisfaction with housing quality	75.8%	80.1%	78.3%	80.3%	78.6%	81.7%	81.3%
12	Satisfaction with repairs (last year)	73.1%	76.9%	78.4%	83.0%	76.5%	76.9%	80.0%
13	Satisfaction with contribution to neighbourhood management	72.5%	81.3%	73.3%	67.9%	66.9%	66.7%	70.0%
25	Rent is value for money (% very and fairly good)	70.4%	74.7%	70.0%	73.1%	69.6%	70.0%	71.7%

This table is taken from the latest Knowledge Partnership Report showing performance against all the Charter (Survey) Indicators . The full report can be found on our website or we can email you a copy if you contact us at enquiries@paragonha.org.uk

CHARTER PERFORMANCE - REPAIRS

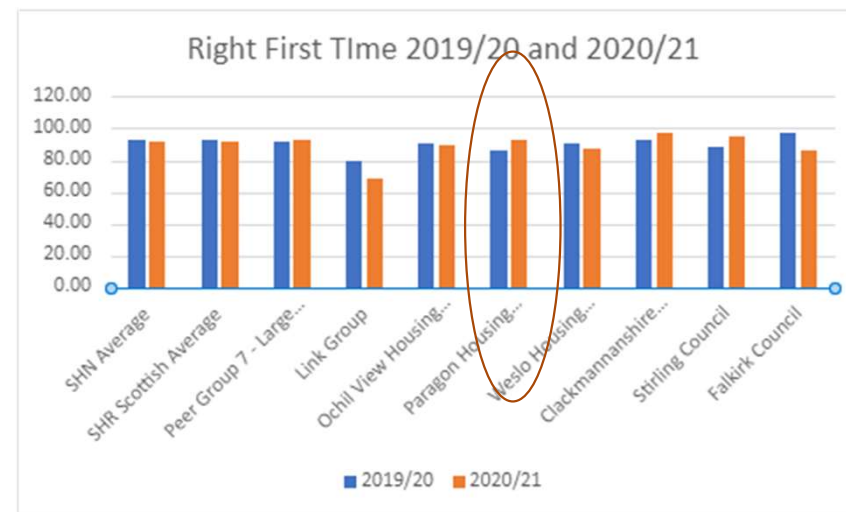
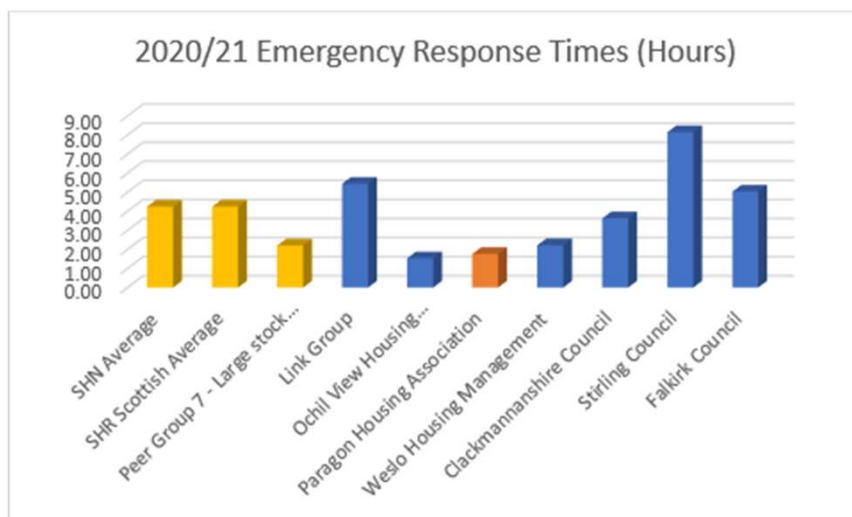
EMERGENCY REPAIRS

	2018/19	2019/20	2020/21
Number of Emergency Repairs	1397	1461	1620
Average response time	1hr 41 minutes	1 hr 28 minutes	1 hr 46 minutes

ROUTINE REPAIRS

	2018/19	2019/20	2020/21
Number of Routine Repairs	5524	5210	3051
% Right First Time	98.32%	86.44%	93.18%
Average Days to complete	5.58 days	7.14 days	10.97 days

REPAIRS - HOW DO WE COMPARE



Despite the challenges of Covid we still reported a strong emergency repair response time and saw an increase in the percentage of repairs right first time.

REPAIRS - HOW DO WE COMPARE



Although we were disappointed with the level of overall satisfaction with repairs, we were pleased to see that in our Covid Survey (August 2020) over 90% of you told us you were happy with our response to emergency repairs during the Covid Crisis. We now have a Repairs Quality Standards Officer in Place and one of his key duties is to work with our main contractor to improve satisfaction levels.

CHARTER PERFORMANCE – ESSH & SHQS

- **SHQS – 91.21% compliant – 125 properties in abeyance for Door Entry Systems and 1 for Energy Efficiency.**
- **ESSH – 95.5% compliant – we have 64 properties failing the 1st ESSH. This in the main was due to Covid Lockdown and we are looking to address these properties this financial year subject to access and the type of works required to bring them up to ESSH 1 standard. We have applied for exemptions for these 64 on the basis that they failed the target date of December 2020 due to Covid lockdown**

CHARTER PERFORMANCE - RELETS

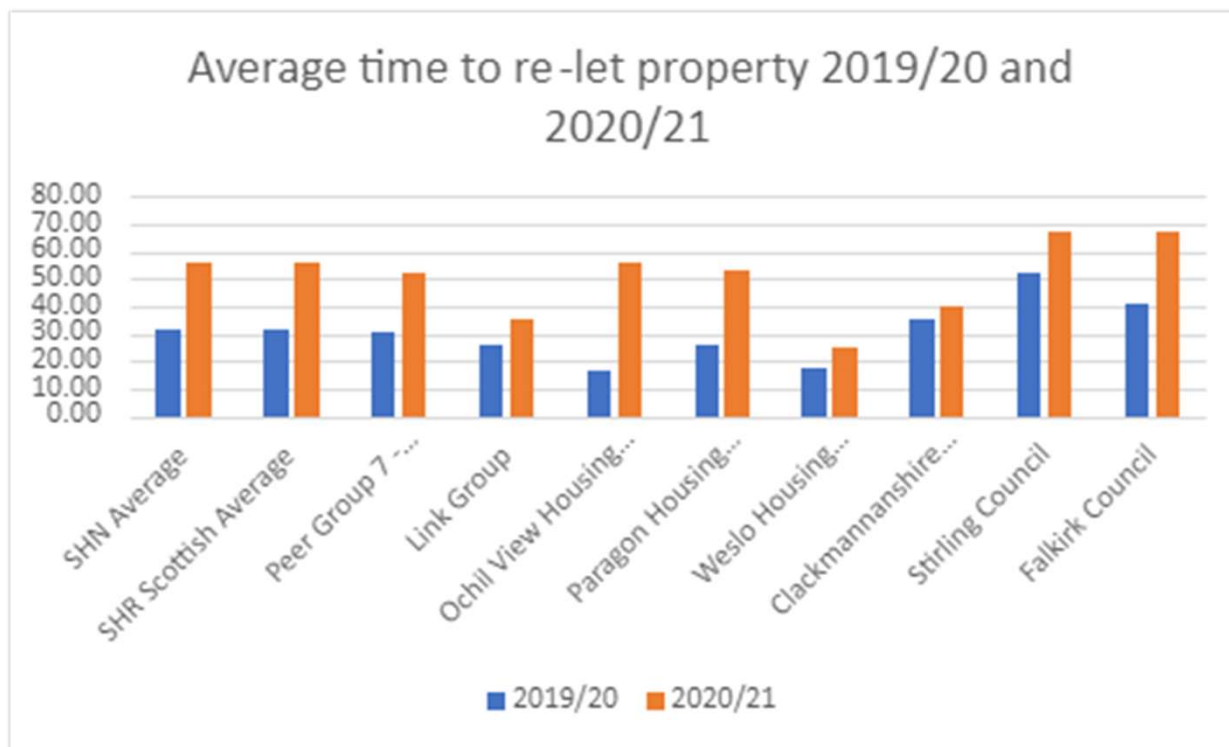
Average Relet time

	2018/19	2019/20	2020/21
Number of new tenancies	143	123	87
Average days to relet	36.31 days	25.86 days	57.8 days

100% of Section 5 Referrals resulted in an offer and in the creation of a tenancy

Due to the reduction in the number of voids, void rent loss has remained relatively stable increasing to 0.8% from 0.75%

RE-LETS - HOW DO WE COMPARE



Over the past couple of years Paragon has done a lot of work on reducing average re-let times so we were disappointed to see the almost immediate negative impact Covid has had. However we are not alone and all social landlords have seen similar increases.

CHARTER PERFORMANCE - AVERAGE RENTS

Local Auth	C17 Stock by type, House apartment size and rent	House	4 in a block	Other flat / maisonette	Total	Weekly Rent
Clackmannanshire	1 APT	0	0	3	3	£63.01
	2 APT	1	4	4	9	£76.68
	3 APT	215	0	1	216	£79.59
	4 APT	127	44	0	171	£88.80
	5 APT +	17	0	0	17	£95.58
	Local Auth Total	360	48	8	416	£83.85
Falkirk	1 APT	0	0	5	5	£64.50
	2 APT	10	25	81	116	£69.36
	3 APT	180	23	235	438	£78.16
	4 APT	142	1	132	275	£89.47
	5 APT +	23	0	1	24	£112.26
	Local Auth Total	355	49	454	858	£81.47
Stirling	2 APT	30	0	8	38	£76.07
	3 APT	42	0	1	43	£84.87
	4 APT	76	0	1	77	£97.74
	5 APT +	1	0	0	1	£112.08
	Local Auth Total	149	0	10	159	£89.17
Overall Total		864	97	472	1433	£83.01

CHARTER PERFORMANCE - RENT COLLECTION

Rent Arrears

	2818/19	2019/20	2020/21
Gross (current & former arrears)	£384,699.06	£369,562.23	£405,804.58
% of rent due	6.69%	6.19%	6.64%

0% increase in 2021/22

Rent Harmonisation Exercise now started (Summer of 2021)

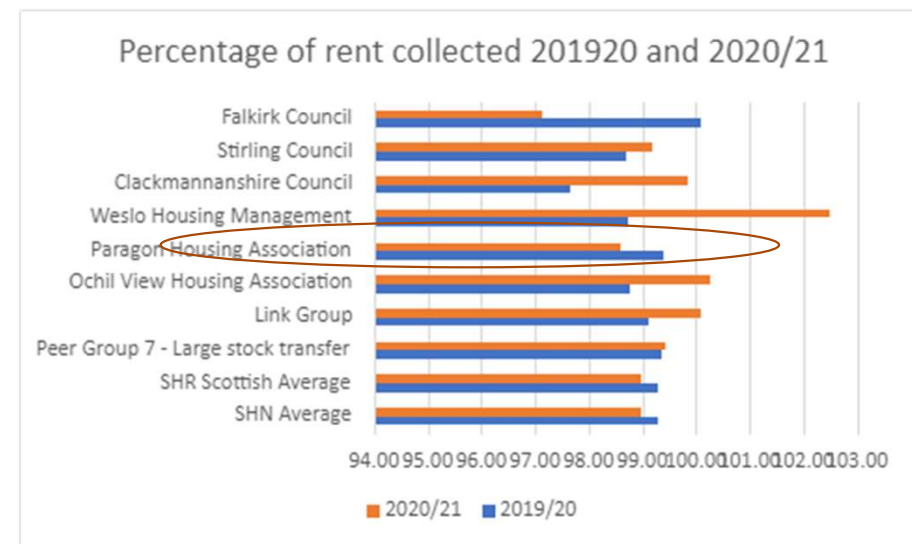
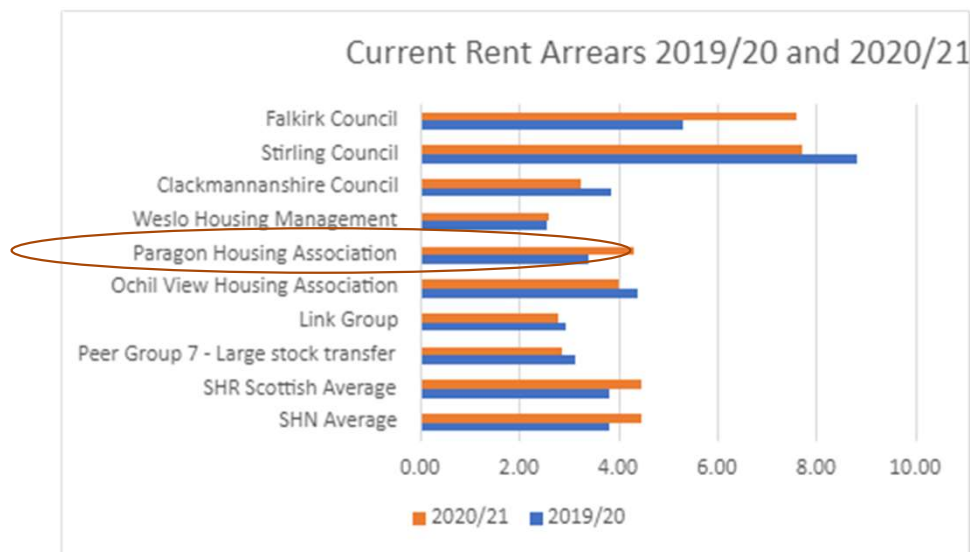
Increase in amount of rent received from Housing Benefit & Universal Credit

NO evictions in 2020/21 – less than 1% of tenants owed approximately 25% of the current arrears owed at the year end



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RENT COLLECTION - HOW DO WE COMPARE



Whilst covid has unquestionable had an impact on rent collection and arrears levels, we are pleased to see that the impact on Paragon pretty much mirrors the impact on other Registered Social Landlords. We are not complacent and continue to work with tenant to minimise arrears and maximise rent collection.

CHARTER PERFORMANCE - NEIGHBOURHOOD

ASB Cases

	2018/19	2019/20	2020/21
Number of ASB opened in the year	125	92	96
Number of cases closed in the year	121	88	88
% of cases resolved	96.8%	95.65%	91.66%

Pretty meaningless indicator as you 'loose' any carried over from previous year, and no account taken of when case opened, eg if opened on the last day of the year still count it

Satisfaction with contribution to management of neighbourhood

	2019/20	2020/21	REALITY CHECK DATA
Satisfaction with management of neighbourhood	72.4%	72.4%	81.31%

CHARTER PERFORMANCE - WHAT NEXT.....

- Void Improvement Project Team reinstated – looking at re-let times & void costs
- Reactive Repairs –Repairs Quality Standards Officer working to improve performance
- Value for Money – Rent Harmonisation Project now under way
- Rolling programme of [independent] surveys plus in house surveys on repairs and of new tenants
- Continued Benchmarking and participation in best practice forums.

WANT TO KNOW MORE?

To find out more about Paragon Performance or how you can get involved with Tenant Participation and Scrutiny contact us:

enquiries@paragonha.org.uk

www.paragonha.org.uk

Tel: 01324 878050

www.facebook.com/Paragon-Housing-Association-Ltd-102003991471917/



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