

Paragon Housing Association Limited

Coronavirus and Service Delivery – Frequently Asked Questions (FAQ)

We would like to thank all our tenants, estate residents and other service users for all their patience and understanding at this very difficult time. We appreciate you keeping in touch and our staff are working from home delivering services as best we can during the lockdown period.

We are finding a number of themes running through contact with you so thought it would be worth doing a FAQ sheet that might be able to deal with any general enquiries you might have. We will be updating this from time to time so please check back.

Keep checking our Facebook Page too for up to date information.

<https://www.facebook.com/Paragon-Housing-Association-Ltd-102003991471917/>

Contacting Us

We are working from home and observing government guidelines on staying at home. The office is closed. We have set up a new temporary phone number to allow us additional call answering lines which are covered by our staff. This is covered 9 till 5 Monday to Friday but note we are closed for any Public Holidays as per our published list.

01324 878050

You can still report emergency repairs on the usual numbers when we are not providing cover

- **0800 975 1234 - The McDougall Group**
- **0333 202 0708 - City Technical Services – Gas Repairs**
- **Gas Leaks - call National Gas Emergencies on 0800 111 999 right away at any time**

If you need any help with shopping, food supply, medicines etc – contact us and we will get assistance for you.

Repairs

Emergency repairs and some urgent works only are being carried out. The Right to Repair is suspended. We are working in empty properties while following guidelines so we can continue to house people. Repair response times are suspended

You can report any other repairs to us as above. We will do these as soon as possible when the restrictions are over. Please note there may be delays as backlogs will require to be cleared

Gas Servicing and Annual Safety Checks

These are going ahead. Please allow access but let us know if you have any issues eg illness, self isolating etc and we will discuss the best way forward with you. Please do not ignore all correspondence or contact from us or our contractor on this.

Landscape Maintenance eg grass cutting

This service has restarted across all areas. If there are any health and safety issues eg unstable trees etc then call us and we will try to help.

Estate Management /Anti Social Behaviour

If there are any issues in your area in relation to residents or visitors not observing the government's lockdown instructions then you can report this to Police Scotland and/ or the Association. We are working alongside Police Scotland in these cases.

Any other issues should be reported to the Association and our staff will take action appropriate to the circumstances.

Please be a good neighbour and dispose of rubbish properly. Each council has guidance on their web sites around waste collection. Please follow this. You can find details on their web sites.

Rents & Benefits

You should continue to pay rent where possible. We have set up facilities for people who usually pay at the office or by phone. Give us a call to discuss any rent issues, We will not be seeking evictions where people are hit by this situation but you need to speak to us.

Our Tenancy Sustainment Officer, Sarah Nicolson , is available to help with benefit advice so please contact us if you need some support . She has produced a benefits guide which is on our web site . See link below

www.paragonha.org.uk/our-services/coronavirus-update/rent-benefit-advice-coronavirus

Housing Applications

We are accepting housing applications and letting houses in priority groups while following health and safety guidance. Please contact us if you need assistance .

Other Support – Energy Advice

Given the economic situation people may be concerned about fuel bills and one our partner agencies Home Energy Scotland can help. Here is an extract from their press release.

“Home Energy Scotland is funded by the Scottish Government and here to help. Our service is free and impartial, and we are committed to keeping people across Scotland warm and in control of their energy use and spend.

“If you are, or someone you know is worried about energy bills, contact a friendly advisor free on 0808 808 2282, Monday – Friday 8am – 8pm and Saturday 9am – 5pm.”

For the latest information from Home Energy Scotland and top tips for saving energy, visit www.homeenergyscotland.org.

Please all stay safe and well and remember you can call us for help

The Paragon Team