

ANNUAL RETURN ON THE CHARTER 2021/22



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.

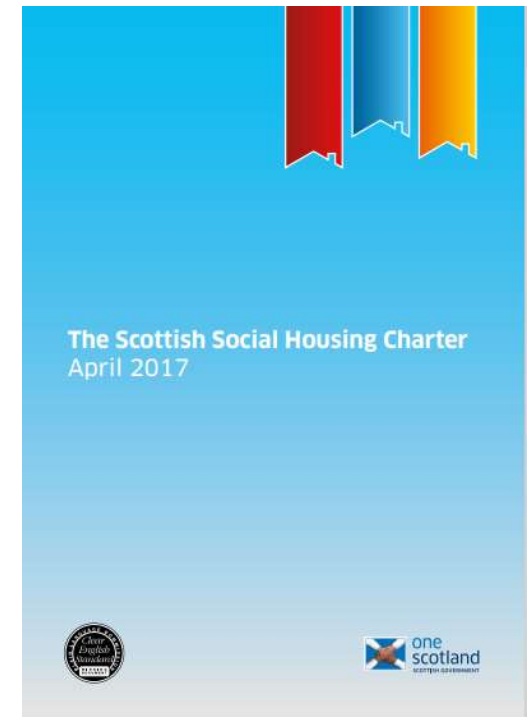
2.2 The Regulator's reports also help the Scottish Government to ensure that public investment in new social housing goes only to landlords assessed as performing well.

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.



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and with The Scottish Housing Regulator NO 048 298.

[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

POSITIVE PERFORMANCE
IN MOST AREAS BUT
COVID CONTINUED TO
HAVE AN IMPACT ALONG
WITH THE GROWING COST
OF LIVING CRISIS

Falling performance in reactive repairs

Disruption in programmed works

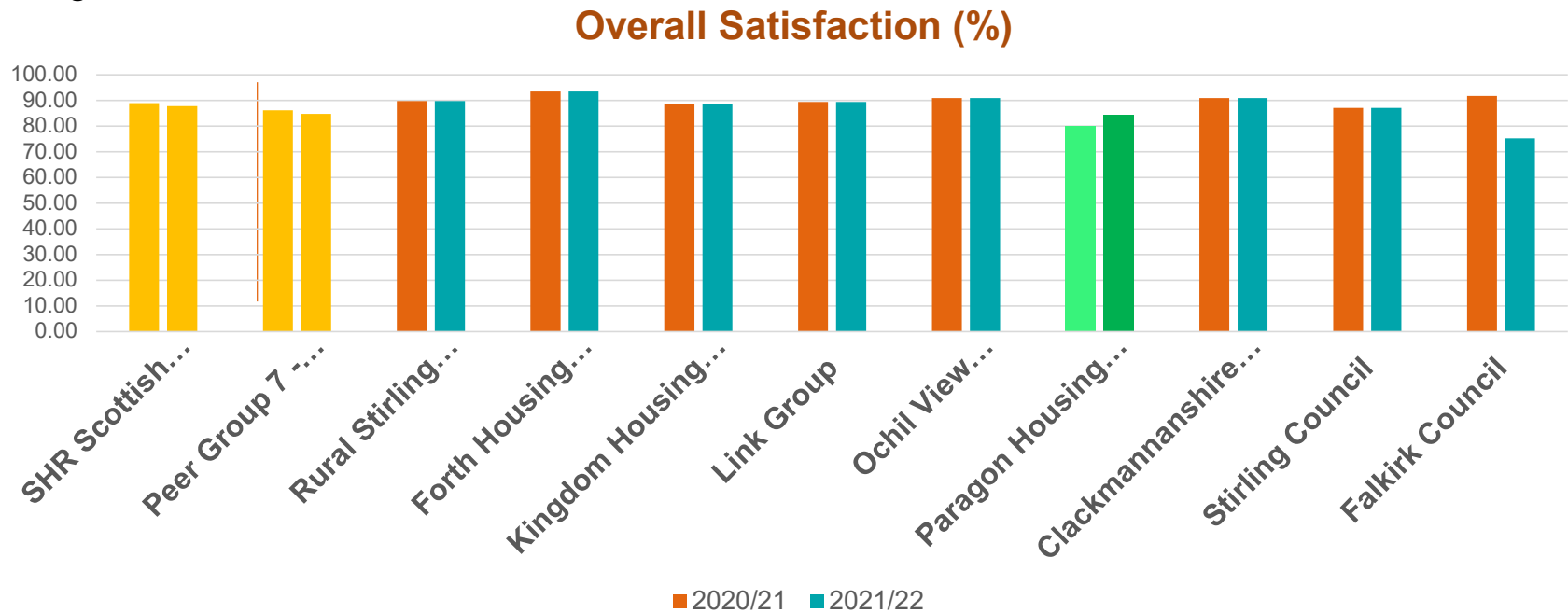
Continued working from home

Reduction in arrears.

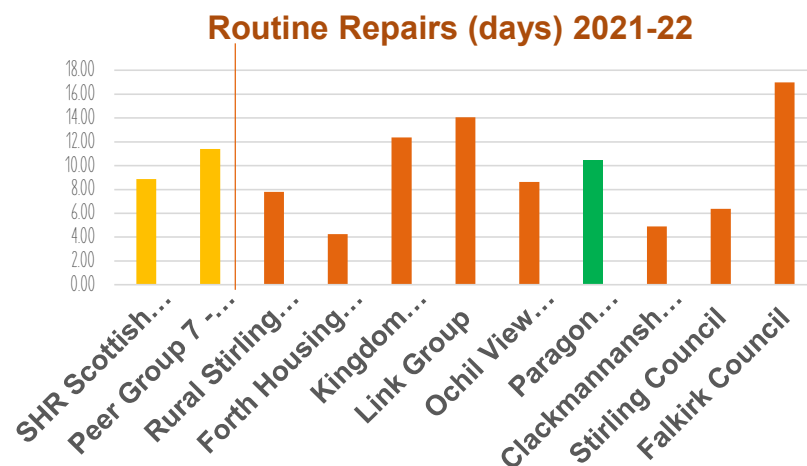
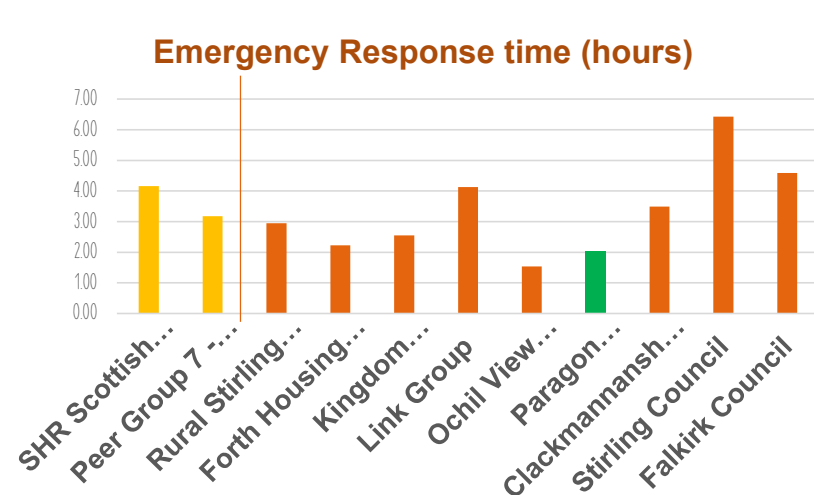
Small reduction in time taken to let properties

CHARTER PERFORMANCE - OVERALL SATISFACTION

This year we have used data collected by Knowledge Partnership as part of a rolling survey. Between May 2021 and April 2022 480 tenants were surveyed. Whilst we know there is still work to be done we are pleased to see a slight increase in the percentage of tenants satisfied with the overall service offered by Paragon

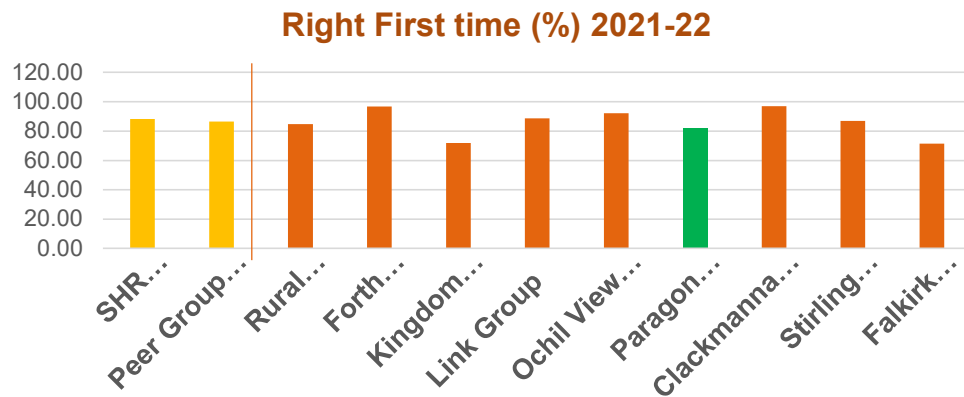


REPAIRS - HOW DO WE COMPARE

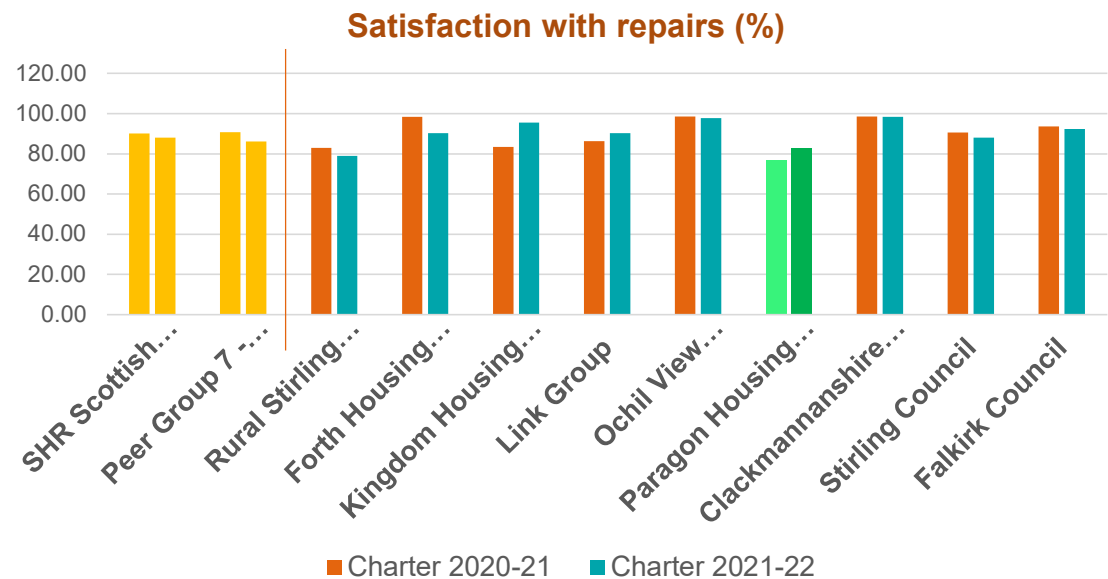


Despite the ongoing challenges of Covid we still reported a strong emergency repair response time and ensured that routine repairs were carried out as soon as restrictions allowed.

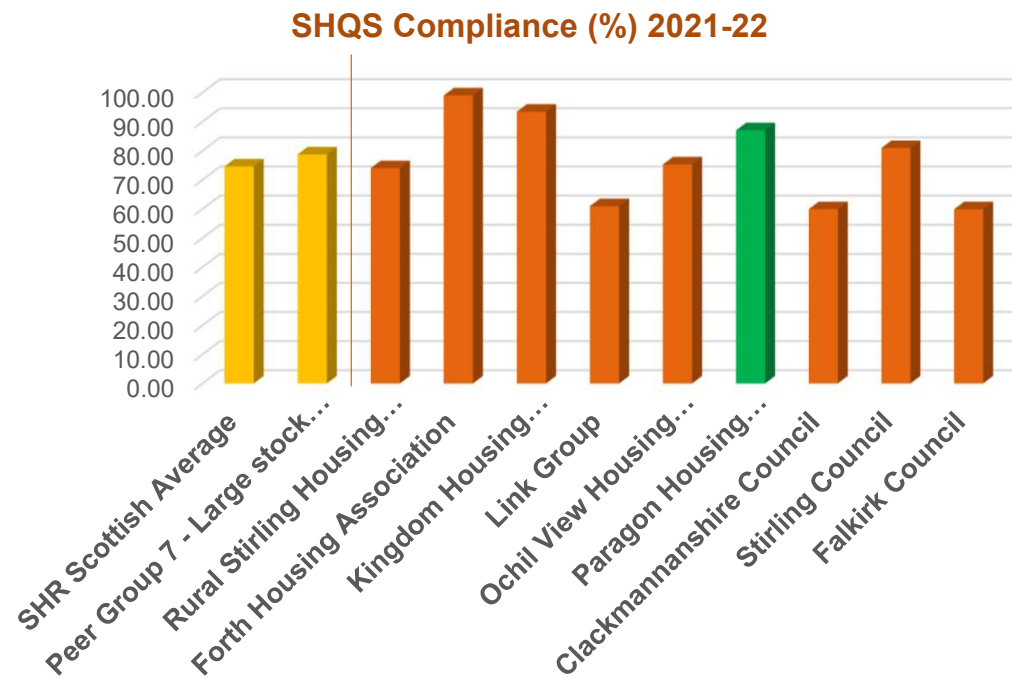
REPAIRS - HOW DO WE COMPARE



Although we saw an improvement in satisfaction with repairs our right first time figure dipped. This was in part due to ongoing issues with our reactive repairs contractor. A new contractor was appointed in July 2022 and we are continuing to work to improve the reactive repairs service offered to tenants.



CHARTER PERFORMANCE - SCOTTISH HOUSING QUALITY STANDARD



CHARTER PERFORMANCE - RELETS

	Re-let days 2019-20	Re-let days 2020-21	Re-let days 2021-22
SHR Scottish Average	31.54	56.29	51.57
Peer Group 7 - Large stock transfer	30.91	54.74	52.38
Rural Stirling Housing Association	11.79	16.45	15.95
Forth Housing Association	3.81	6.49	5.87
Kingdom Housing Association	27.32	51.71	38.86
Link Group	25.57	35.66	28.11
Ochil View Housing Association	16.46	55.80	38.57
Paragon Housing Association	25.86	52.69	50.51
Clackmannanshire Council	35.21	39.93	32.55
Stirling Council	51.97	66.82	69.48
Falkirk Council	41.20	66.84	76.95

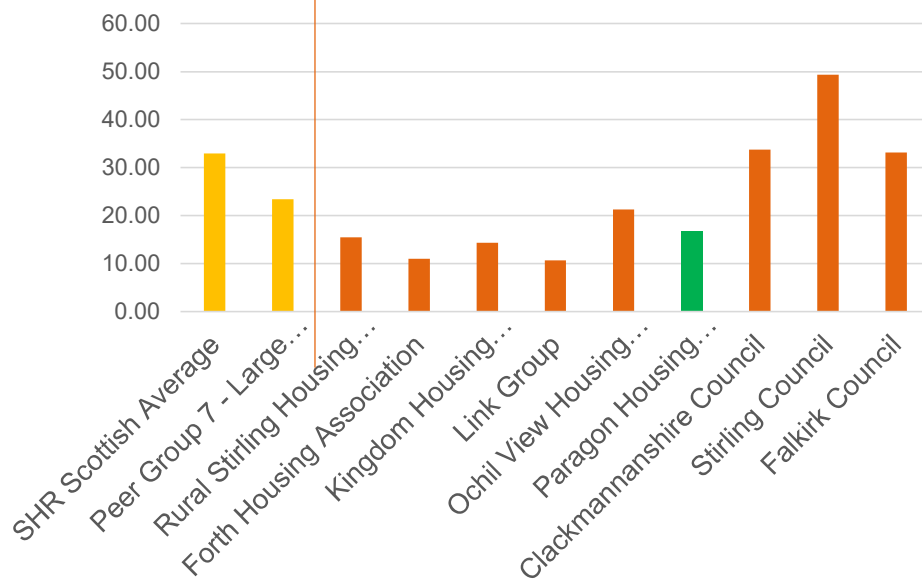
The Association continues to work to reduce re-let times to pre-covid level, but due to issues with the Reactive Repairs contractors anticipates a further increase in 2022/23



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REFUSALS - HOW DO WE COMPARE

Percentage of offers refused 2021-22



The Association has continued to see positive performance in the number of offers of tenancy refused

Vacancies as a percentage of stock



In 2021 Paragon saw a dip (to 5.79%) in the percentage of its stock that became available for re-let. In 2021/22 the level rose to **7.32%** which is still slightly lower than pre-covid levels but at a level similar to other local landlords.

CHARTER PERFORMANCE - AVERAGE RENTS

	2019-20	2020-21	2021-22
SHR Scottish Average	£ 81.47	£ 83.78	£ 85.36
Peer Group 7 - Large stock transfer	£ 86.26	£ 88.27	£ 89.35
Rural Stirling Housing Association	£ 83.23	£ 85.03	£ 86.34
Forth Housing Association	£ 79.91	£ 80.68	£ 82.95
Kingdom Housing Association	£ 83.64	£ 85.80	£ 87.23
Link Group	£ 86.97	£ 89.92	£ 90.65
Ochil View Housing Association	£ 84.37	£ 84.37	£ 87.43
Paragon Housing Association	£ 80.48	£ 83.02	£ 83.01
Clackmannanshire Council	£ 74.03	£ 74.03	£ 75.16
Stirling Council	£ 67.69	£ 69.88	£ 70.77
Falkirk Council	£ 69.25	£ 71.46	£ 72.89

CHARTER PERFORMANCE - RENT COLLECTION

Rent Arrears

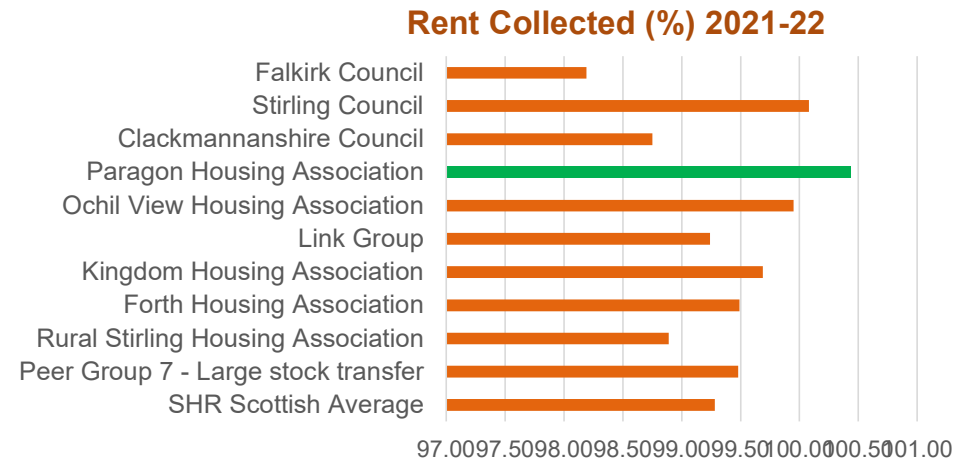
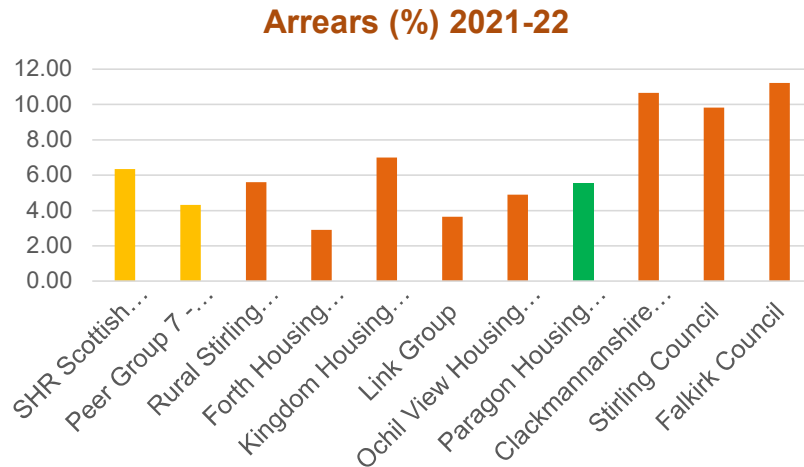
	2019/20	2020/21	2021/22
Gross (current & former arrears)	£369,562	£405,805	£350,273
% of rent due	6.19%	6.64%	5.51%

Rent collected (as percentage of rent due)

	2019/20	2020/21	2021/22
% of rent collected	99.38%	98.58%	100.44%

Arrears fell in 2021/22 and the Association saw a corresponding increase in the percentage of rent collected

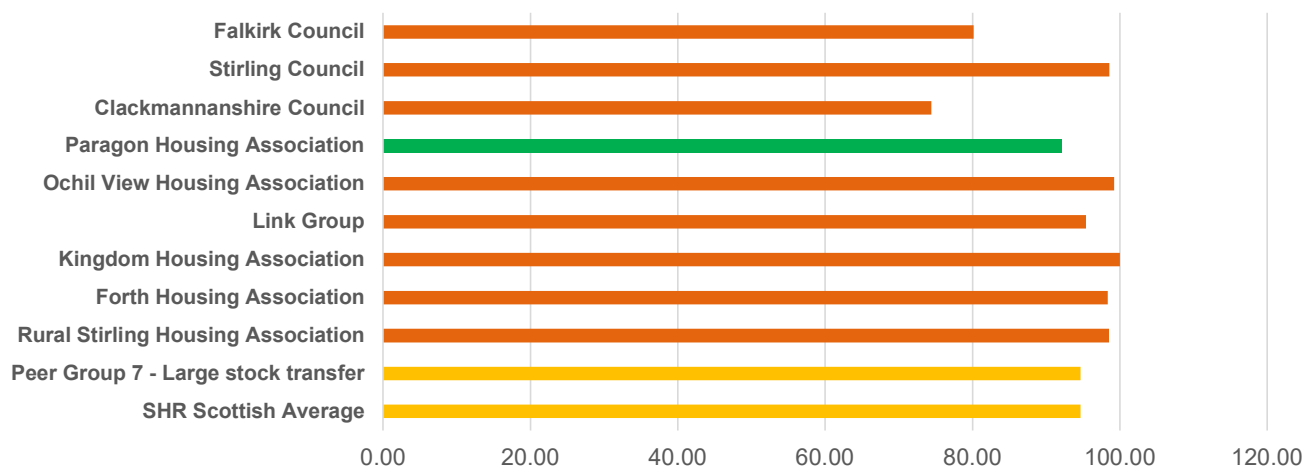
RENT COLLECTION - HOW DO WE COMPARE



Although performance in rent collection remained strong in 2021/22 the Association knows that there is no room for complacency and is drawing up strategies to mitigate the impact the cost of living crisis is likely to have on arrears levels in 2022/23.

CHARTER PERFORMANCE - NEIGHBOURHOOD

% ASB Cases Resolved 2021-22



	2019/20	2020/21	2021/22
Satisfaction with management of neighbourhood	72.4%	72.4%	71.04%



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CHARTER PERFORMANCE - SATISFACTION INDICATORS

Indicator		Number Surveyed	Satisfaction 2021-2022	Satisfaction 2020-2021
1	Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Paragon Housing?	480	84.38%	80.00%
2	How good or poor do you feel Paragon Housing is at keeping you informed about their services and decisions?	480	88.33%	87.10%
5	How satisfied or dissatisfied are you with the opportunities given to you to participate Paragon Housing's decision-making processes?	480	73.13%	70%
7	Overall, how satisfied or dissatisfied are you with the quality of your home?	480	82.92%	75.80%
12	Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repair service provided by Paragon Housing?	300	82.67%	76.92%
13	Overall, how satisfied or dissatisfied are you with Paragon Housing's contribution to the management of the neighbourhood you live in?	480	71.04%	72.50%
25	Taking into account the accommodation and the services Paragon Housing provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it...?	480	75.42%	70.40%

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:

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www.paragonha.org.uk

Tel: 01324 878050

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



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