

Landlord performance > Landlords

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Assurance statement 2020/2021

Each year landlords tell us how they are meeting regulatory requirements

PDF 104KB

Engagement plan from 31 March 2021 to 31 March 2022

Engagement plans describe our work with each social landlord

Compare this landlord to others

Landlord Comparison Tool

Landlord report

Landlord details

Housing stock

Documents



View report by year

2020/2021



Homes and rents

At 31 March 2021 this landlord owned **1,433 homes**.

The total rent due to this landlord for the year was **£6,113,914**.

The landlord increased its weekly rent on average by **0.0%** from the previous year.

Average weekly rents

| Size of home | Number of homes owned | This landlord | Scottish average | Di |
|--------------|-----------------------|---------------|------------------|----|
| 1 apartment | 8 | £63.94 | £73.61 | |

| Size of home | Number of homes owned | This landlord | Scottish average | Diff |
|--------------|-----------------------|---------------|------------------|------|
| 2 apartment | 163 | £71.33 | £79.48 | |
| 3 apartment | 696 | £79.02 | £82.60 | |
| 4 apartment | 524 | £90.47 | £89.81 | |
| 5 apartment | 42 | £105.50 | £99.97 | |



Tenant satisfaction

Of the tenants who responded to this landlord's most recent satisfaction survey:

Overall service

80.0%

89.0% national average

80.0% said they were satisfied with the overall service it provided, compared to the Scottish average of **89.0%**.

Keeping tenants informed

87.1%

91.7% national average

87.1% felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **91.7%**.

Opportunities to participate

70.0%

86.6% national average

70.0% of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **86.6%**.

Quality and maintenance of homes

Scottish Housing Quality Standard

91.2%

91.0% national average

91.2% of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **91.0%**.

Emergency repairs

1.8 hours

4.2 hours national average

The average time this landlord took to complete emergency repairs was **1.8 hours**, compared to the Scottish average of **4.2 hours**.

Non-emergency repairs

11.0 days

6.7 days national average

The average time this landlord took to complete emergency repairs was **11.0 days**, compared to the Scottish average of **6.7 days**.

Reactive repairs 'right first time'

93.2%

91.5% national average

This landlord completed **93.2%** of reactive repairs 'right first time' compared to the Scottish average of **91.5%**.

Repair or maintenance satisfaction

76.9%

90.1% national average

76.9% of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **90.1%**.

Neighbourhoods

Percentage of anti-social behaviour cases resolved

93.5%

94.4% national average

93.5% of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.4%**.

Value for money

Total rent collected

The amount of money this landlord collected for current and past rent was equal to **98.6%** of the total rent it was due in the year, compared to the Scottish average of **99.1%**.

Rent not collected: empty homes

It did not collect **0.8%** of rent due because homes were empty, compared to the Scottish average of **1.4%**.

Re-let homes

52.7 days

56.3 days national average

It took an average of **52.7 days** to re-let homes, compared to the Scottish average of **56.3 days**.



Scottish Housing
Regulator