

NOTES FROM PHA OWNERS MEETING 23/11/21

OWNERS
MEETING
23rd
November
2021



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

- INTRODUCTIONS
- General Updates
- All Things Estates
- Consultation on draft factoring policy
- Moving Forward

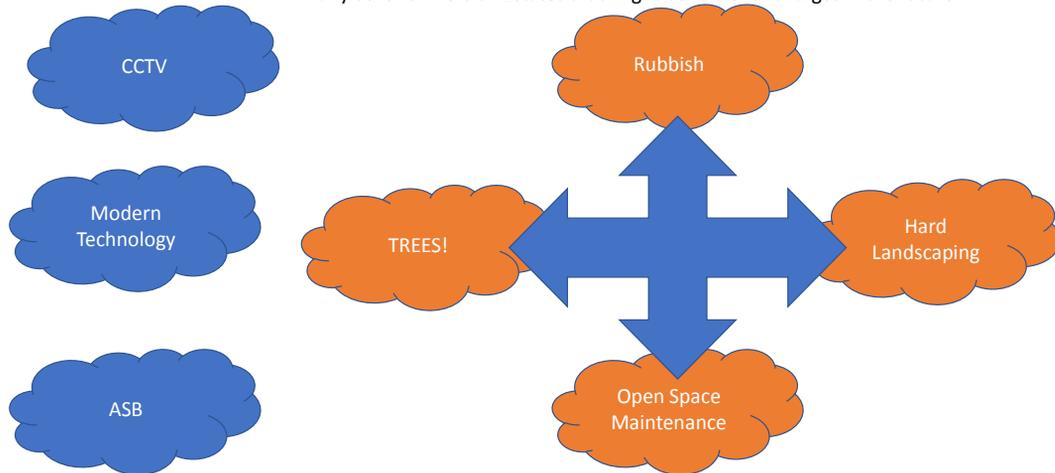
It was great to catch up with some 'Paragon' owners as well as a couple of familiar faces from the Tenant Scrutiny Panel. Dates of future meetings have been put on our website (with a Facebook link) and anyone wanting to get involved is encouraged to contact us through the usual routes. Present from PHA were Evelyn Mathershaw – Housing Manager and Claire Rowland – Estates Officer.



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All things Estates

- 88 Fully Factored Owners
- Communal Repairs – c. 55 other owners
- Open Space Maintenance – 727 owners (Clacks and Stirling)
- Many other owners on Estates that might be liable for charges in the future.



Evelyn took the meeting through a brief presentation and gave the following updates:

Rubbish – as ever Rubbish / Flytipping is an ongoing issue across Paragon estates but the team are working hard to tackle things head on.

CCTV - We have hoping to purchase at least one mobile CCTV camera and work in partnership with Falkirk Council to get this monitored and managed.

Smoke Detectors – Owners attention was brought to a Scottish Government website advising that all domestic properties in Scotland should have interlinked smoke alarms from February 2020.

Fire Doors – Owners were reminded that they too had an obligation to ensure their front doors (when opening into a communal area) were appropriate Fire Doors.

Communal Updates – an update was given on communal repairs

Close Inspections – Close inspections now being undertaken monthly along with specific inspections of Fire Doors. It was noted that there had been an improvement in overall close gradings with few properties being graded C or D.

Trees – Paragon is currently reviewing procedures for dealing with complaints about trees on communal spaces and as a general rule will only take action where the tree has been inspected and found to be Dead, diseased or dangerous.

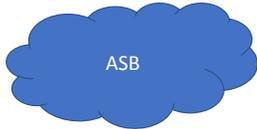
ASB – The Association has relatively few ASB complaints but is looking at how it responds to some complaints that aren't really classified ASB, an example given was the smell of [allegedly] cannabis in the close.



Working with Falkirk Council to look at purchase of 2 mobile cameras that FC site and monitor



Facebook etc as well as the increase in 'video' doorbells all add to the challenge of Estate Management



What is ASB? We all get that noise, aggressive behaviour etc is, but what about vandalism, graffiti, flytipping etc?

Evelyn expanded a little on some of the issues facing the Association.



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As a general rule of thumb if 'works' to an Estate are Paragon's responsibility then owners on that Estate are all liable for a pro rata share

This is an extract from Burden 1 NINTH, which is a standard clause in most if not all Title Deeds for properties on 'Paragon' Estates.

.....shall be responsible for the maintenance, repair and when necessary the renewal of such roadways, pavements, kerbs, laybys, pedestrian ways, parking areas and open spaces (including play areas and areas of hard and soft landscaping but excluding garage areas and excluding also any footpaths and open spaces which serve exclusively any dwellinghouse or dwellinghouses within the feuing area) as may be situated within the feuing area (except in so far as the same or any of them or any part thereof may from time to time be maintained at the expense of the appropriate Local Authority) including without prejudice to the foregoing generality the sweeping, cleansing and lighting thereof and that to the reasonable satisfaction of the superiors and each feuar shall be liable for a share of the cost of such maintenance, repair and renewal, the said share to correspond to the ratio which the dwellinghouse erected on his feu bears to the total number or dwellinghouses within the feuing area.....

This slide is an extract from [most] title deeds for owners on Paragon Estates. Although written in typical jargon it outlines a responsibility to contribute to the cost of maintenance not undertaken by the local authority.



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WRITTEN STATEMENT OF SERVICE

Plans of the open space areas in the estate are available through the following routes:

- To view or download from our web site www.paragonha.org.uk
- To view in our registered office during normal opening hours
- A paper copy can be sent to you on request and we will make an administrative charge which will be published on our website. This charge will be reviewed annually.

Some of the areas and footpaths within the estate may have been adopted by the local council. We will only maintain, and charge you for a share of the cost of maintaining, the un-adopted areas.

In relation to the estate open spaces we have a general responsibility for the maintenance, repair and when necessary, the renewal of un-adopted roadways, pavements, kerbs, laybys, pedestrian ways, parking areas and open spaces (including play areas and areas of hard and soft landscaping) situated within the estate.

Services undertaken may include

- Grass cutting
- Hedge, shrub and woodland Maintenance
- Weed control
- Litter collection
- Sweeping, cleansing and lighting

There will be local variation depending on the division of responsibilities with the relevant local authority.

In addition to title deeds all owners will have received a written statement of service outlining the basis of the relationship between owners and the Association.



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MAR ESTATE

- 149 Properties**
- 41 Owners
- 108 Paragon Tenancies

Clacks stopped open space maintenance work in 2015, now owners on this estate are being billed for a 1/149th share of works undertaken



An example of an estate in the Clackmannanshire area



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BORESTONE

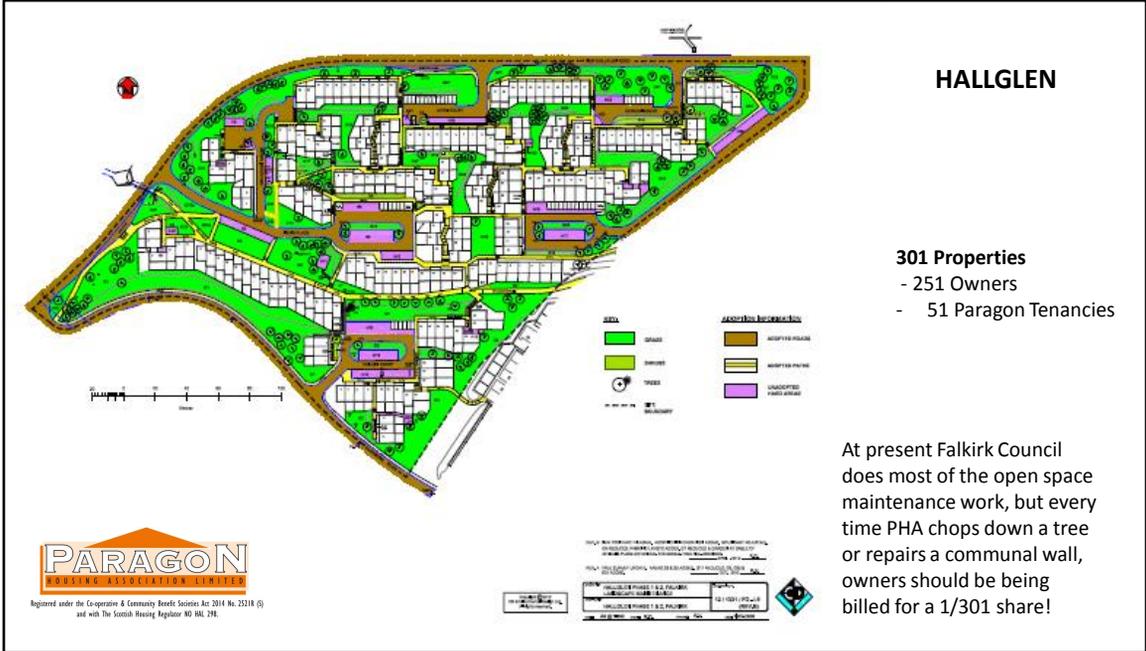
301 Properties

- 237 Owners
- 64 Paragon Tenancies

Stirling Council no longer undertakes open space maintenance, now owners on this estate are being billed for a 1/301th share of works undertaken



An example of an Estate in the Stirling area



Am example of an Estate in the Falkirk Council area



Trees will NOT normally be pruned or felled due to problems with:

- Shade
- Falling Leaves, fruit or Flowers
- Pollen
- Interference with TV, mobile phone or WiFi signal (residents should contact their service provider for a solution)
- Bird droppings
- Obstruction of Views
- Because they are too big or too tall
- Obstruction of utility cables (these are the responsibility of the utility company or owner)

The Association receives many enquiries about trees this slide outlines when the Association will not normally act.



- Unless it is considered an urgent Health & Safety Matter should consult with all owners on the Estate **before** undertaking work
- If considered a repair can undertake work if owners share less than £50 (for each repair), if share more than £50 owners should be given opportunity to provide own quote.
- If considered an 'improvement' or 'enhancement' need a 100% agreement from all owners on the Estate.

Before undertaking repairs to hard landscaping we will always consult with owners unless there is an urgent health and safety issue.



Open Space
Maintenance

In Clackmannanshire and Stirling, Paragon is now responsible for Open Space Maintenance on most of the Estates it has properties on. This cost has to be shared with all the owners on each individual estate on a pro rata basis. Works outwith the scope of the contract also have to be recharged. Meeting with Falkirk Council early December to discuss current arrangements.



Rubbish

Rubbish (flytipping etc) is a community wide issue, in many cases Paragon properties are in the minority on the estates, and it is unfair to assume that Paragon tenants are responsible or that Paragon is solely responsible for removal / upkeep. At present where Paragon uplifts flytipped rubbish on its estates (unless it's on land within title deeds boundaries of a close) there is no recharge to owners but this is going to have to change unless the councils step in.

Although flytipping is a community wide issue it has a significant financial impact on the Association



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➤ MOVING FORWARD

Date	What	Focus on
23/11/21	Owners meeting	Wider Estate Management Issues across all three local authority areas.
06/12/21 – 10/12/21	Owner's consultation events – check back on the Association's Website & Facebook for more info.	Draft Factoring Policy, Promotion of January survey
11/01/22	Owners meeting	Your close – planning works for the next 3 to 5 years, review of reactive repairs policy. Insurance, Management Fee / Admin Fee.
January 2022	Independent Satisfaction Survey	General satisfaction with Factoring Service and focus on key aspects of draft policy.
22/02/22	Owner's meeting	The Written Statement of Service
29/03/22	Owner's meeting	Findings of Survey, feedback on consultation, where do we go from here.

If you are interested in getting involved in any of the above events, or would like a copy of the Draft Factoring Policy then please contact Evelyn Mathershaw or Claire Rowland.

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www.paragonha.org.uk

Facebook – send us a PM

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