

NOTES FROM PHA OWNERS MEETING 12/10/21



OWNERS
MEETING
12th
October 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
- Where do we need to improve – lets start the discussion
- 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.



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

General Update

- 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.

Rubbish

CCTV update

TREES!

H&S – Smoke
Detectors

[Fire and smoke
alarms: changes to
the law - gov.scot
\(www.gov.scot\)](https://www.gov.scot/publications/fire-and-smoke-alarms-changes-to-the-law/pages/2.aspx)

Close
Inspections

Communal
Repairs

H&S – Fire Doors
[Guidance on existing
fire doors - gov.scot
\(www.gov.scot\)](https://www.gov.scot/publications/guidance-on-existing-fire-doors/pages/2.aspx)

ASB

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 bought to a Scottish Government website advising that all domestic properties in Scotland should have interlinked smoke alarms from February 2020.

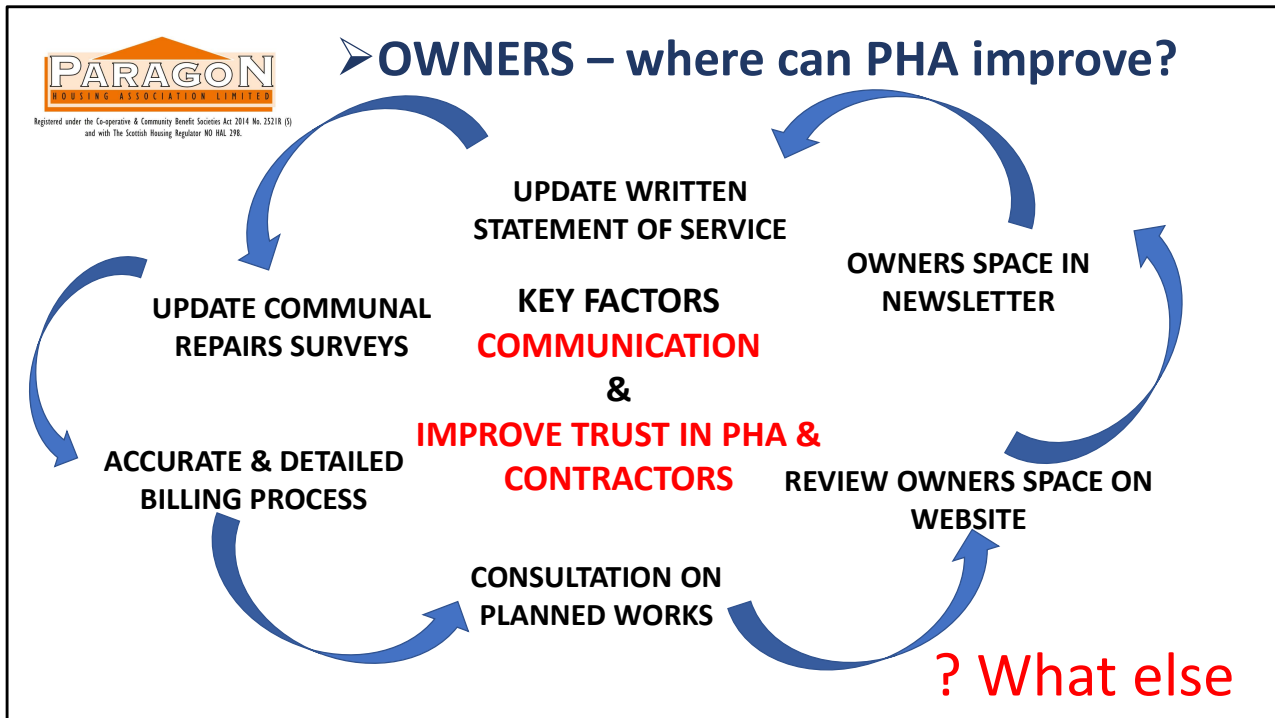
Fire Doors – Owners were reminded that they too had an obligation to ensure their front doors (when opening into a communal area) were appropriate Fire Doors.

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.



Evelyn talked the group through areas where the Association is working to improve in terms of it's relationship with owners. Owners present commented that they were in full agreement that communication was key and more importantly not just responding – however positively – to a complaint or a crisis, but continuously. They did however acknowledge that this was difficult when many owners just didn't want to engage or communicate.



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

➤ DRAFT FACTORING POLICY

- Reviewed to make sure compliant with revised code of conduct
- No other changes at this stage

Undertaking further consultation we will be looking at:

- Written statement of service
- Management Fee
- Timing of Invoices
- Creation of floats for planned maintenance

Independent Owner's Survey proposed for January 2022.

Starting point for consultation MIGHT be along lines of 'We are proposing to increase your management fee to £110 a year, issue invoices annually in March each year and.....' Why? Because that way we might just get a response.

A Draft Factoring Policy was approved for consultation back in June and Evelyn outlined what the Association was looking to consult on and how that consultation would be undertaken.



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

➤ 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.

Email: enquiries@paragonha.org.uk

Tel: 01324 878050

www.paragonha.org.uk

Facebook – send us a PM

Paragon Housing Association
Invergrange House
Station Road
Grangemouth
FK3 8DG