

# NOTES FROM TENANT SCRUTINY MEETING

15/10/21



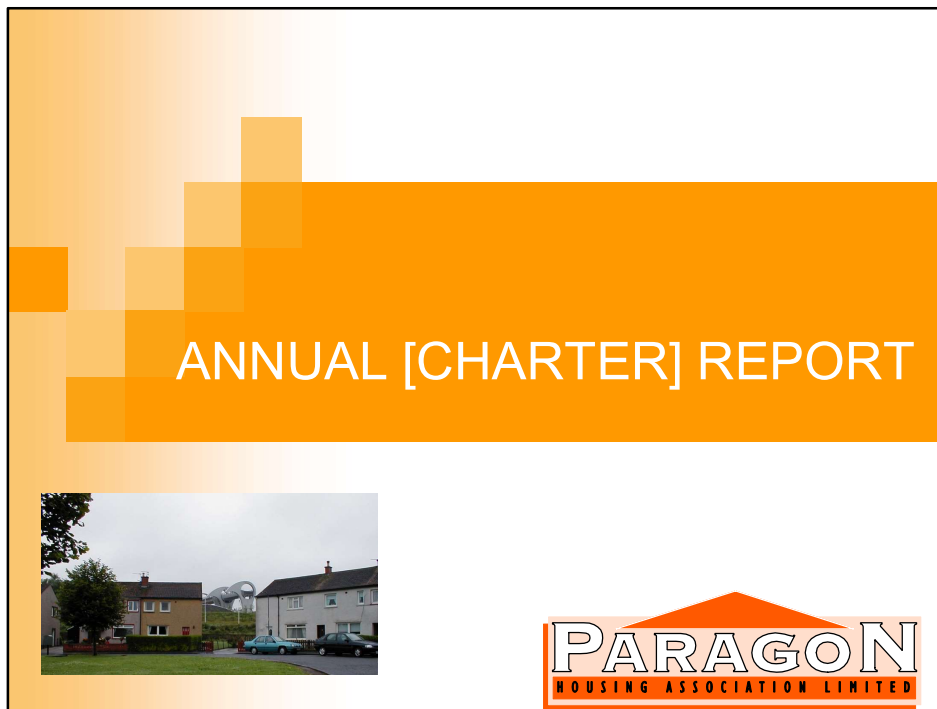
4 Tenants present, apologies from 3 tenants. Evelyn Mathershaw, Housing Manager and Charlene Syme, Senior Housing Officer also present

# Welcome

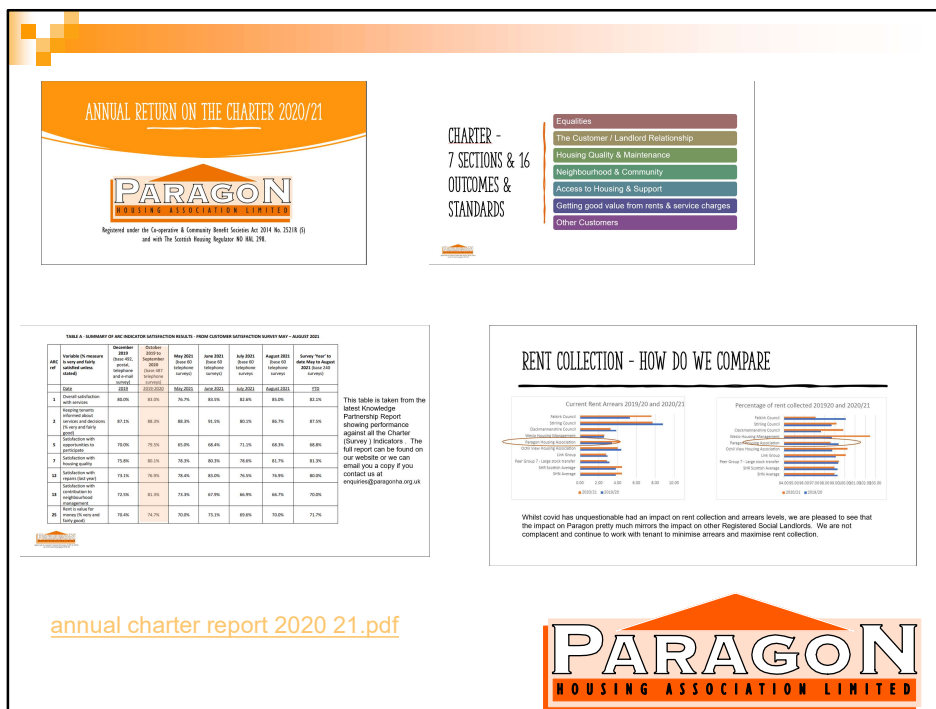
- Introductions
- Paragon's Annual Report on the Charter Return- what do you want it to look like, and what information should we be including
- Tenant Participation – Update on the Tenant Participation Action Plan
- Rent Harmonisation Exercise – Update on how the project is progressing
- Survey Updates (including Reactive Repair satisfaction)
- Paragon's Annual Assurance Statement – Presentation by the Housing Manager
- What next:
  - Update TP Strategy
  - Rent Consultation
  - Wider Engagement & Participation
  - Complaints Review



Evelyn talked the group through the Agenda for the meeting.



First up was the Annual Charter Report, a draft report had previously been circulated to members of the scrutiny panel. The group was asked to consider format, content and who they felt the Association should be benchmarking against.



Evelyn explained that the current landlord selection was those operating in the same geographic locality as Paragon. A question was asked as to what other landlords could be considered and Evelyn explained that RSL's were split into Peer Groups and that Paragon was in Peer group 7, Large Stock Transfer. The issue is with this group that other than being all Stock Transfer organisations we have very little in common. The group agreed that it was better to stick with the geographical comparators. The group also agreed that the current format and content was good and what they were looking for.



Q2's TP Action Plan had been previously circulated and will be uploaded on to website after next Wednesday's Management Committee.





## RENT HARMONISATION

- Slight delay – work on business plan being prioritised
- Will be consulted with wider tenant base
- Any proposals should be incorporated into rent consultation



Evelyn told the group that whilst the rent harmonisation was underway, it had been held up slightly with updating the business plan being prioritised.

#### SURVEY UPDATES:

- KP Continuous Rolling Survey
- Repair Satisfaction Surveys (email & Postal)
- New Tenant Survey – 1 off (April 2021) and continuous from April.
- Owners Survey – planned for January 2022



Evelyn talked the group through the range of surveys the Association had undertaken



PARAGON HOUSING ASSOCIATION									
TABLE A - SUMMARY OF ARC INDICATOR SATISFACTION RESULTS - FROM CUSTOMER SATISFACTION SURVEY MAY – SEPTEMBER 2021									
ARC ref	Variable (% measure is very and fairly satisfied unless stated)	December 2019 (base 492, postal, telephone and e-mail survey)	October 2019 to September 2020 (base 487 telephone surveys)	May 2021 (base 60 telephone surveys)	June 2021 (base 60 telephone surveys)	July 2021 (base 60 telephone surveys)	August 2021 (base 60 telephone surveys)	Sept 2021 (base 60 telephone surveys)	Survey 'Year' to date May to Sept 2021 (base 300 surveys)
	Date	2019	2019-2020	May 2021	June 2021	July 2021	Aug 2021	Sept 2021	YTD
1	Overall satisfaction with services	80.0%	83.0%	76.7%	83.5%	82.6%	85.0%	84.9%	82.3%
2	Keeping tenants informed about services and decisions (% very and fairly good)	87.1%	88.3%	88.3%	91.5%	80.1%	86.7%	89.7%	88.1%
5	Satisfaction with opportunities to participate	70.0%	79.5%	65.0%	68.4%	71.1%	68.3%	73.6%	69.5%
7	Satisfaction with housing quality	75.8%	80.1%	78.3%	80.3%	78.6%	81.7%	83.8%	81.7%
12	Satisfaction with repairs (last year)	73.1%	76.9%	78.4%	83.0%	76.5%	76.9%	87.0%	81.4%
13	Satisfaction with contribution to neighbourhood management	72.5%	81.3%	73.3%	67.9%	66.9%	66.7%	65.3%	68.9%
25	Rent is value for money (% very and fairly good)	70.4%	74.7%	70.0%	73.1%	69.6%	70.0%	79.5%	73.5%

The table showed the response to key ARC indicator questions over time. In general terms there was an improving trend, but clearly satisfaction with the neighbourhood was something needing to be monitored closely in the coming months.

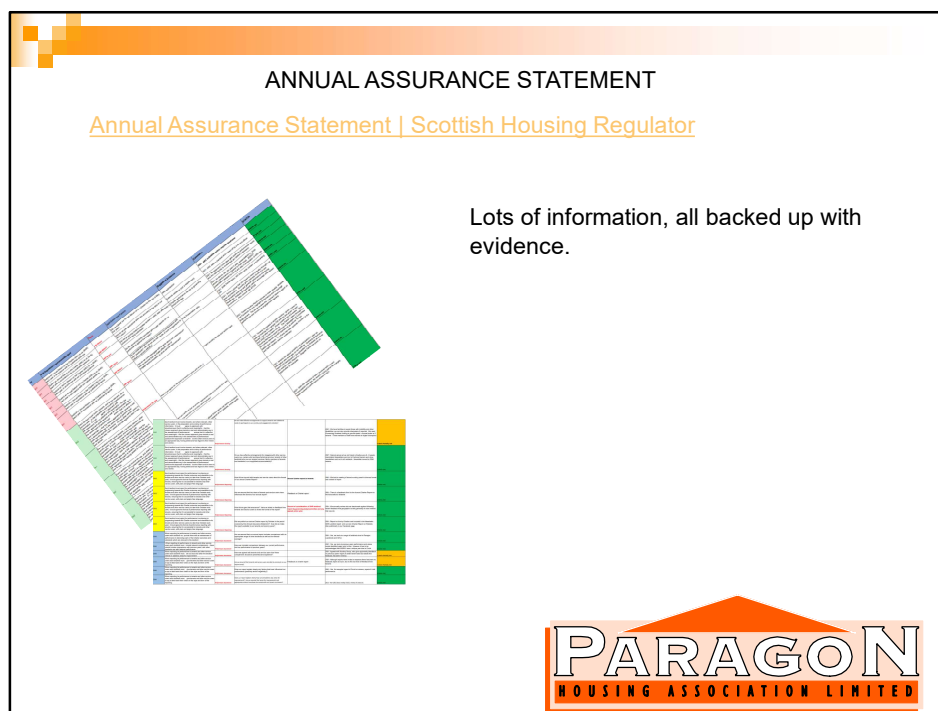
## Repair Satisfaction Surveys

Email & Postal Combined as at 8/10/21			JUST POSTAL			JUST EMAIL		
	Number	Percentage		Number	Percentage		Number	Percentage
Very dissatisfied	17	9.71	Very dissatisfied	4	4.49	Very dissatisfied	15	17.05
Fairly dissatisfied	8	4.57	Fairly dissatisfied	1	1.12	Fairly dissatisfied	7	7.95
Neither nor	14	8.00	Neither nor	4	4.49	Neither nor	10	11.36
fairly satisfied	31	17.71	fairly satisfied	13	19.40	fairly satisfied	18	20.45
very satisfied	105	60.00	very satisfied	67	75.28	very satisfied	38	43.18
<b>TOTAL RESPONSES</b>	<b>175</b>		<b>TOTAL RESPONSES</b>	<b>89</b>		<b>TOTAL RESPONSES</b>	<b>88</b>	
<b>TOTAL SATISFIED</b>	<b>136</b>	<b>77.71</b>	<b>TOTAL SATISFIED</b>	<b>80</b>	<b>89.89</b>	<b>TOTAL SATISFIED</b>	<b>56</b>	<b>63.64</b>

Rolling survey 81.4% (up to 87% in September)



Evelyn talked the group through some anomalies in repair satisfaction survey returns and explained how the Association was going to look into this in more detail in the next couple of weeks.



Evelyn took the group through the 'Toolkit' set up to detail the Association's preparation for the Annual Assurance Statement. There was a general discussion about the level of work involved with one member commenting that from a tenant's perspective it was hard to get excited about yet more spreadsheets, leaflets and words in general. It was also discussed that this is perhaps one reason why so many tenants choose not to get involved because some stuff is quite frankly boring and they can't relate to it.

Overall however the group was happy with the information provided to them in terms of providing Assurance that the Association was meeting all its regulatory requirements.

Moving forward it was suggested that the Association consider trying to find a more visual way to present this information to the group and other tenants.

## WHAT's NEXT

- <file:///C:/Users/remote02/Documents/HM%20Report%20for%20TS%20Panel.pdf>
- Rent Harmonisation
- Rent Consultation
- Wider Tenant Engagement & Consultation
- Review of PHA Complaints Process

### Next meetings:

12<sup>th</sup> November – Zoom Meeting: Focus on TP Strategy and Policy, and how we can engage with wider tenant [owners & applicants] base.

17<sup>th</sup> December – Scrutiny Panel Christmas get together, no promises but let's try and get together in person.



Evelyn briefly made reference to the Monthly Housing Managers report and current performance, highlighting the improvement in arrears levels.

Moving forward she reminded them that we would soon be in rent consultation territory.

The group agreed that the next meeting (12<sup>th</sup> November) would focus on planning for the new TP Strategy and Policy and that we would try and hold an 'in person' meeting in December.