

NOTES FROM PHA OWNERS MEETING 08/03/2022

OWNERS
MEETING
8th March
2022



PARAGON
HOUSING ASSOCIATION LIMITED

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

- INTRODUCTIONS
- Owners Survey
- Grangemouth Community Action Plan
- Post Covid Survey – what happens next
- 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 will be 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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OWNERS SURVEY FEBRUARY 2022

Sent to all 88 Fully Factored Owners and 30 other owners
19 (16.10%) returned.

TABLE A - SUMMARY OF SATISFACTION RESULTS FACTORED OWNER SATISFACTION SURVEY 2022

ARC Indicator	Variable (% measure is very and fairly satisfied unless stated)	Paragon Housing 2016 (base 26)	Paragon Housing 2019 (base 27)	Paragon Housing 2022 (base 19)	Average social landlords (Source ARC –base all RSLs reporting in December 2021)
29	Overall satisfaction with factoring service	64%	67%	58%	61%
-	Keeping owners informed about services and decisions (% very and fairly good)	85%	74%	78%	-
-	Contacting Paragon Housing	78%	62%	47%	-
-	The condition of open spaces	33%	59%	32%	-
-	The communal repair and maintenance service	65%	65%	47%	-
-	Factor charge is good value (% very and fairly good)	65%	63%	37%	-

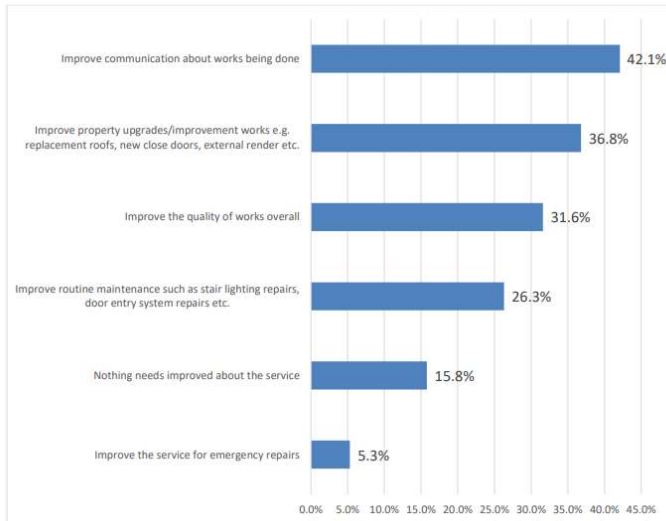
Evelyn took the meeting through a brief presentation and gave the following updates:

Owners Survey results – sent to 118 owners with only a 16.10% return rate it was acknowledged that the results were disappointing if not altogether unexpected.

Q- What if anything should Paragon Housing do to improve its communal repairs & maintenance services? (Tick all that apply)?



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- Reinstate communal repairs survey FOR all communal repairs and not just those over £50
- Communicate with all owners planned maintenance for next 5 years

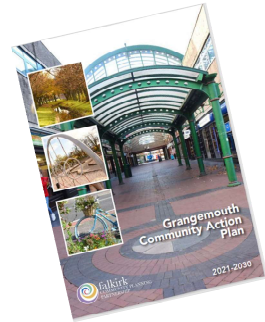
Evelyn expanded a little on some of the issues facing the Association and confirmed that from 1st April, communal repairs survey would be reinstated for all communal repairs and not just those where individual costs were estimated to be over £50.



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GRANGEMOUTH COMMUNITY ACTION FEBRUARY 2022

No.	Action	Who will be involved	This will be achieved by:
1.	Progress a housing masterplan for Grangemouth including public and private landlords to address local housing issues.	Link Housing Association, Paragon Housing Association, FC Housing, Private landlords, Tenants and residents	Starting on a small area basis in 2022 and ongoing
2.	Explore local lettings initiatives in lower demand areas in Grangemouth.	Link Housing Association, Paragon Housing Association, FC Housing, Tenants and Residents	Starting 2022 and ongoing as we roll out regeneration
3.	Explore options for incentives to free up under-occupied social rented housing within Grangemouth.	Link Housing Association, Paragon Housing Association, FC Housing	2022 and ongoing as tenants' circumstances change
4.	Explore and identify the need for small environmental improvement projects. For example CCTV, close meetings, external cleaners, close noticeboards etc.	Link Housing Association, Paragon Housing Association, FC Housing, Tenants and Residents, gLitter team,	2023
5.	Identify local issues with waste, and promote responsible cleansing, recycling, and other preventative measures to waste issues.	Link Housing Association, Paragon Housing Association, FC Housing, FC Waste, Tenants and Residents, gLitter team	2023
6.	Promote the existing small repair service within the area.	FC Housing, Tenants and Residents	2022
7.	Establish links between health and support providers, and social housing providers.	NHS Forth Valley, FC Community Learning and Development, Community	2023
8.	Explore any need for a housing education project for school aged pupils around tenancy sustainment and life skills.	FC Housing, FC Education, FC Community Learning and Development	2023



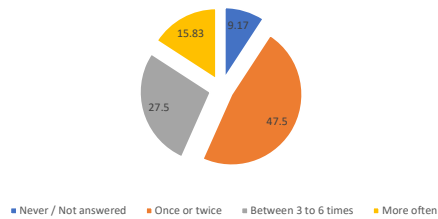
Given that the majority of factored owners live in Grangemouth, Evelyn shared the recently published Grangemouth Community Action Plan with the ,meeting, specifically the actions around housing.



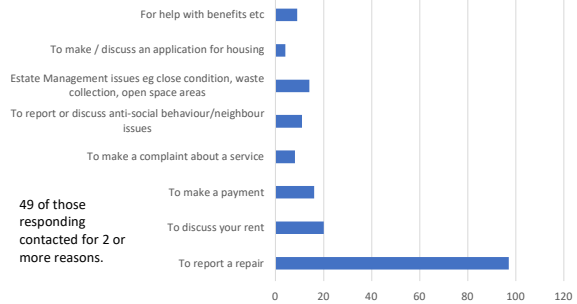
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PHA POST COVID SURVEY – sent to tenants and fully factored owners – 120 response (8.9%)

How often have you contacted Paragon (%)



Why did you contact the Association?



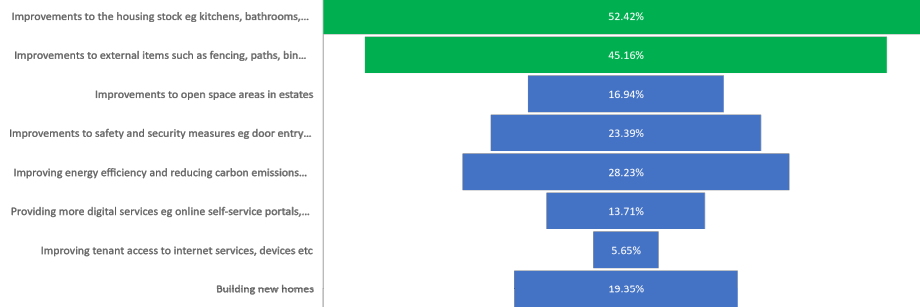
Evelyn also shared some of the findings of the 'post covid' survey with members



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PHA POST COVID SURVEY

What should our investment priorities be moving forward?



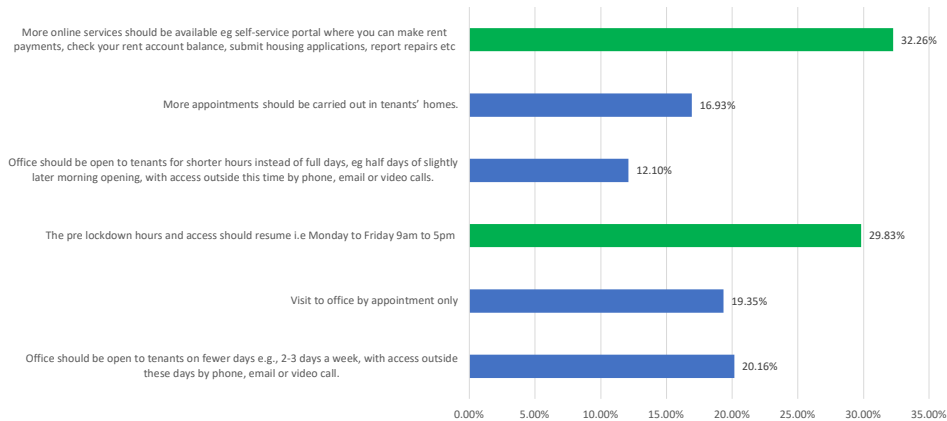
In the survey we also asked what people thought our priorities should be moving forward.



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PHA POST COVID SURVEY

How would you like to see our services made available moving forward?



Finally we asked how people wanted to see our services made available moving forward. It's clear from the responses that whilst people want services to be more accessible online they also want the opportunity to meet staff in the office.



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➤ MOVING FORWARD

Date	What	Focus on
08/03/22	Owner's meeting	Findings of Survey, feedback on consultation, where do we go from here
April	Owner's meeting	Written Statement of Service & Factoring Policy
May	Owners meeting (1)	Your close – planning works for the next 3 to 5 years, review of reactive repairs policy. Insurance, Management Fee / Admin Fee.
	Owners meeting (2)	Open Space Maintenance

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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Facebook – send us a PM

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