

Paragon HA Charter Report Summary 2025-26



How We Did and What's Next



The **Charter Report** for 2025/26 helps tenants see how well Paragon is doing. We send this to the Scottish Housing Regulator every year.



Tenants can compare Paragon's performance with other landlords.



The report also shows areas needing improvement, like **communication** and **complaints**.



Paragon is doing well with **repairs**, **income**, and **home quality**.



Repairs are completed well the first time and **tenancies** are being sustained.



Satisfaction with repairs and keeping **good homes** has improved.



Paragon works with tenants to make the report easy to understand.



Paragon compares performance with eight local landlords.



Average time for **emergency repairs** is very good for Paragon.



Paragon meets often with contractors to ensure good **repairs**.



The **rent collection** and **tenancies** are improving.



Paragon offers help with energy costs through **Energy Action Scotland**.



New **tenancies** are being sustained longer.



Paragon has officers to help tenants with **financial support**.



Paragon is doing better than the local average for **rent arrears**.



If tenants struggle with **rent**, they can talk to Paragon for help.



Lower **rent loss** is a big improvement.



Paragon is working on a new **Anti-Social Behaviour Policy**.



Overall **satisfaction** is high, but some areas like communication need work.



Paragon listens to tenants' feedback to improve **services**.



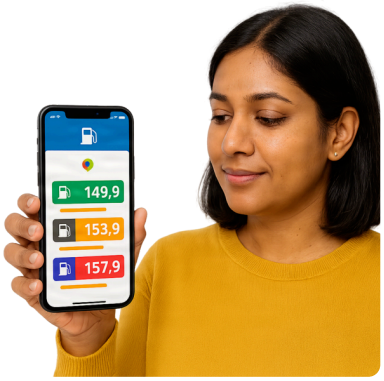
If you're a tenant, consider joining the **Tenant Scrutiny Panel**.



Paragon welcomes feedback through an **online form** or by email. Or come along to a Tenant Scrutiny Panel Meeting.



The full **Charter Report** is on Paragon's website.



Use the **SHR tool** to compare landlord performance.



Paragon is committed to improving areas like **factoring service**.



Paragon encourages everyone to get involved with the **Association**.



Owners and private tenants can join in discussions too.



Published by Paragon Housing Assocation Limited Invergrange House, Grangemouth FK3 8DG
Phone 01324 664966 /
enquiries@paragonha.org.uk
www.paragonha.org.uk
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