

Landlord performance > Landlords

# Paragon Housing Association Ltd

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## Assurance statement 2019/2020

Each year landlords tell us how they are meeting regulatory requirements

PDF 174KB

## Engagement plan from 31/03/2019 to 29/03/2020

Engagement plans describe our work with each social landlord

PDF 365KB

## Compare this landlord to others

Landlord Comparison Tool

**Landlord report**   Landlord details   Housing stock   Documents



View report by year

2019/2020



## Homes and rents

At 31 March 2020 this landlord owned **1,428 homes**.

The total rent due to this landlord for the year was **£5,932,644**.

The landlord increased its weekly rent on average by **3.1%** from the previous year.

## Average weekly rents

Size of home	Number of homes owned	This landlord	Scottish average	Di
1 apartment	8	£62.02	£73.47	

Size of home	Number of homes owned	This landlord	Scottish average	Di
2 apartment	163	£69.19	£78.02	
3 apartment	695	£76.61	£80.10	
4 apartment	520	£87.73	£87.08	
5 apartment	42	£102.11	£96.18	

## Tenant satisfaction

Of the tenants who responded to this landlord's most recent satisfaction survey:

### Overall service

# 80.0%

89.2% national average

**80.0%** said they were satisfied with the overall service it provided, compared to the Scottish average of **89.2%**.

### Keeping tenants informed

# 87.1%

92.0% national average

**87.1%** felt that this landlord was good at keeping them informed about its services and outcomes compared to the Scottish average of **92.0%**.

## Opportunities to participate

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**70.0%**

87.2% national average

**70.0%** of tenants were satisfied with the opportunities to participate in this landlord's decision making, compared to the Scottish average of **87.2%**.

## Quality and maintenance of homes

### Scottish Housing Quality Standard

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**91.2%**

94.4% national average

**91.2%** of this landlord's homes met the Scottish Housing Quality Standard compared to the Scottish average of **94.4%**.

### Emergency repairs

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**1.5 hours**

3.6 hours national average

The average time this landlord took to complete emergency repairs was **1.5 hours**, compared to the Scottish average of **3.6 hours**.

## Non-emergency repairs

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**7.1 days**

6.4 days national average

The average time this landlord took to complete emergency repairs was **7.1 days**, compared to the Scottish average of **6.4 days**.

## Reactive repairs 'right first time'

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**86.5%**

92.4% national average

This landlord completed **86.5%** of reactive repairs 'right first time' compared to the Scottish average of **92.4%**.

## Repair or maintenance satisfaction

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**85.4%**

91.3% national average

**85.4%** of tenants who had repairs or maintenance carried out were satisfied with the service they received, compared to the Scottish average of **91.3%**.

## Neighbourhoods

### Percentage of anti-social behaviour cases resolved

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**95.7%**

94.1% national average

**95.7%** of anti-social behaviour cases relating to this landlord were resolved, compared to the national average of **94.1%**.

## Value for money

### Total rent collected

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The amount of money this landlord collected for current and past rent was equal to **99.4%** of the total rent it was due in the year, compared to the Scottish average of **99.3%**.

### Rent not collected: empty homes

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It did not collect **0.8%** of rent due because homes were empty, compared to the Scottish average of **1.2%**.

## Re-let homes

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# 25.9 days

31.8 days national average

It took an average of **25.9 days** to re-let homes, compared to the Scottish average of **31.8 days**.

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**Scottish Housing**  
Regulator