



2018/19 CHARTER
REPORT
PARAGON HOUSING
ASSOCIATION

This is our 5th Report on our performance against the Scottish Social Housing Charter. The Charter was reviewed in 2016 with a new Charter being launched in 2017. 14 of the 16 Charter outcomes apply to the Association and in total we provide information on 69 Indicators.



In addition to the report produced by the Scottish Housing Regulator, which we have already put up on our Website, the Association also produces it's own report which looks at our performance in a bit more detail and compares us to some other similar landlords (this is called Benchmarking). We have met with some tenants (our Tenant Scrutiny Panel) and asked them what they think the report should focus on, they told us they were interested in:

HOUSING QUALITY AND MAINTENANCE – how many of our houses meet the Scottish Housing Quality Standard and how good our repairs service is.

EMPTY PROPERTIES – How long it takes us to let them, and who do we let them to.

TENANT SATISFACTION – What do our tenants think of us and the service we provide

VALUE FOR MONEY – how much rent do we collect, what are our average weekly rents, and how do we compare to other landlords

We hope you find the information in this report of interest, but if there is something else you would like to know about, or if you would like to get more involved with the Association then please contact us.

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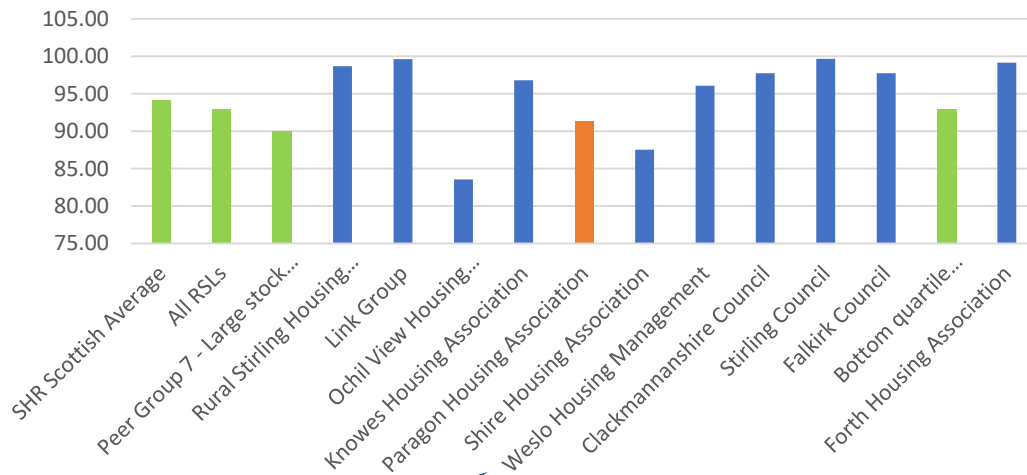
SHR Registration Number : HAL 298
Scottish Charity No: SC 036262
Property Factor Registration No: PF000282

HOUSING QUALITY & MAINTENANCE

We wrote to every tenant in January this year to give them some idea of what investment we had planned for their home over the next five years. Although a high proportion of our stock meet the Scottish Housing Quality Standard (SHQS) and our repairs performance compares well with other landlords, we are disappointed with the level of satisfaction with repairs and are continually working with contractors to improve the service offered.



Properties meeting SHQS April 2019



Properties failing the SHQS are in the main where we have been unable to install door entry systems where there are owners in the blocks of flats who have not agreed to do the work

We talk to owners on a regular basis to try and gain agreement for door entry systems

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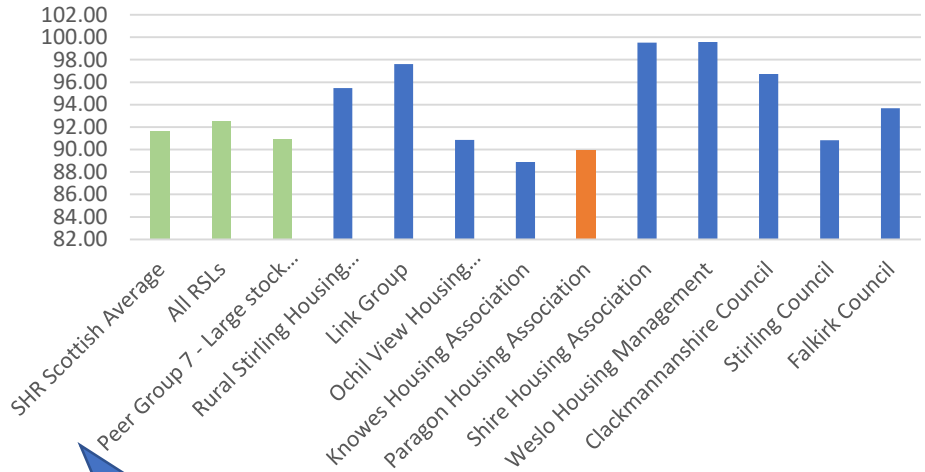
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Next Year we will be reviewing our Business Plan and consulting on investment priorities, if you would like to be involved please contact us on 01324 664966 email: enquiries@paragonha.org.uk

HOUSING QUALITY & MAINTENANCE

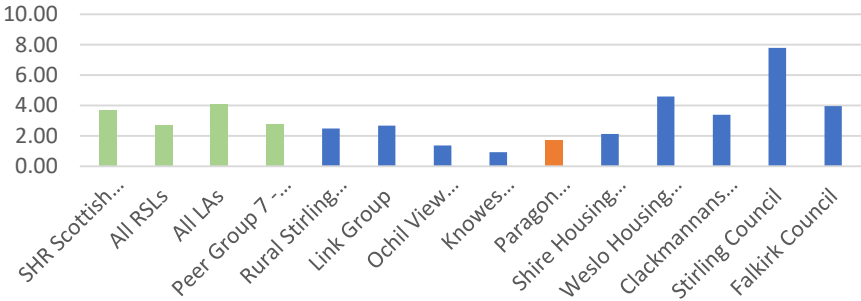


2018-19 Satisfaction with Repairs Service

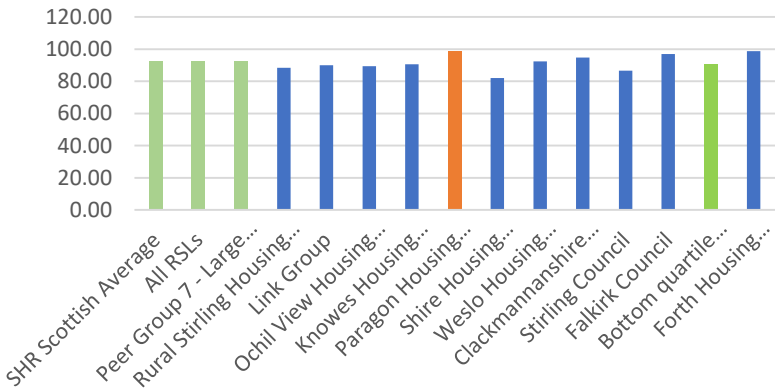


Performance with Repairs remains high, with low response times and high right first time levels.

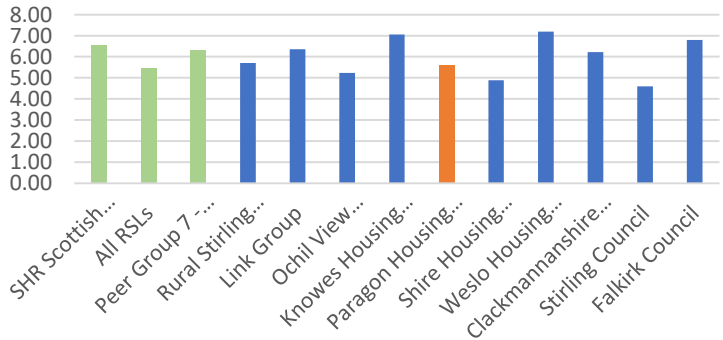
2018-19 Average time Emergency Repairs (hours)



RIGHT FIRST TIME 2018-19



2018-19 Average time non emergency repairs



Given the good performance with repairs we are disappointed that tenant satisfaction is not higher. We are working with contractors to address this. From October Knowledge Partnership have been undertaking monthly surveys on our behalf and we have simplified our own repair satisfaction survey

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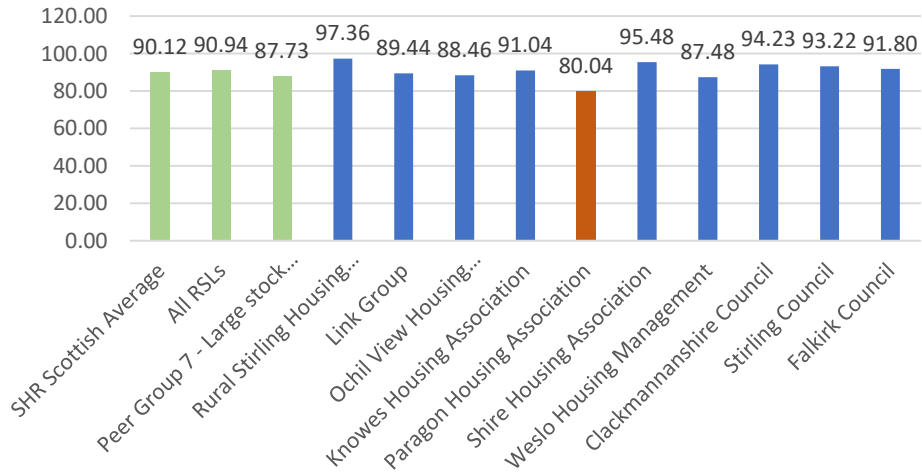
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TENANT SATISFACTION

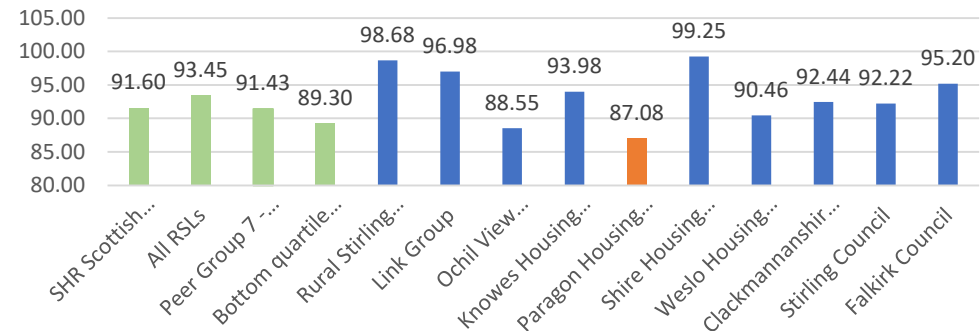


2018-19 - Satisfaction with overall service

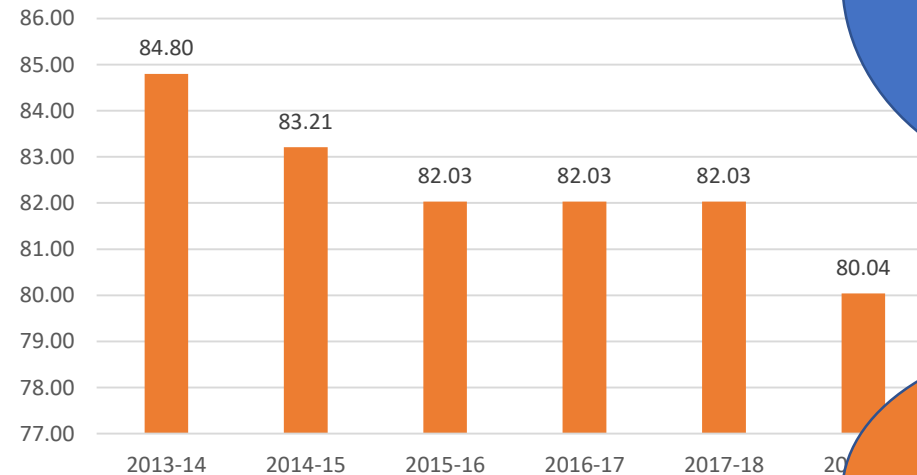


These figures have come from a postal tenant satisfaction survey. We are disappointed with the figures and are not sure that this kind of survey is the best way to collect information.

2018-19 - satisfaction with keeping informed



Satisfaction with overall service



From September 2019 Knowledge partnership will be undertaking phone surveys on a monthly basis.

Think we could do better? Why not come and get involved in our Tenant Scrutiny Group? Phone us on 01324 664966 if you'd like to find out more

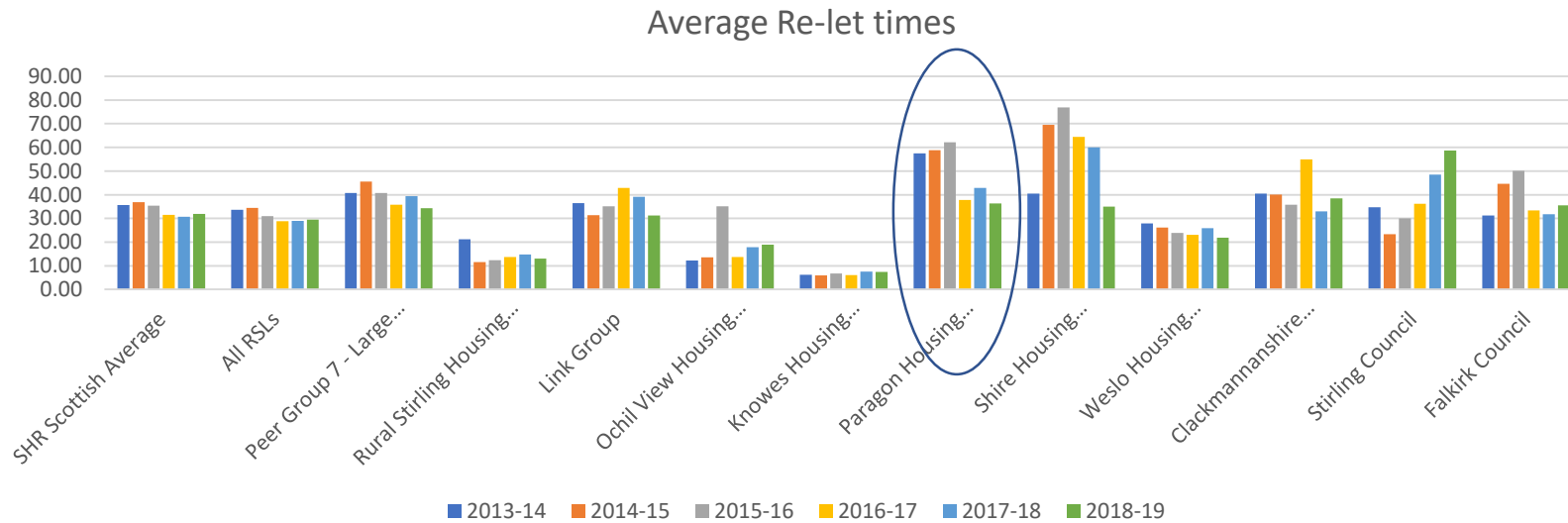
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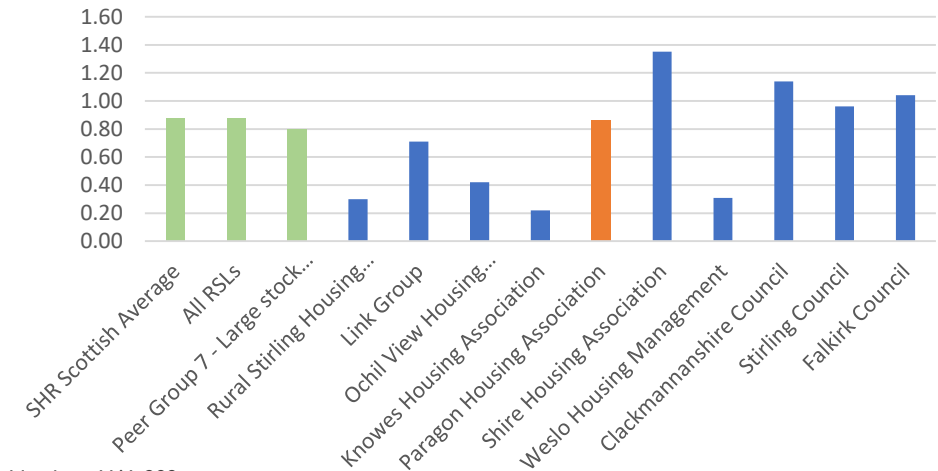
EMPTY PROPERTIES

We've been working hard to reduce the length of time it takes us to let an empty property without lowering the standard properties have to reach before they are let.



Think we could do better still? Why not get involved in our Tenant Participation and tell us how? Phone us on 01324 664966 if you'd like to find out more

Rent loss through properties being empty



We now have a Void Improvement Action Plan which the tenant scrutiny were involved in developing. At the end of Q2 this year we were meeting (and indeed beating) our target of 28 days.

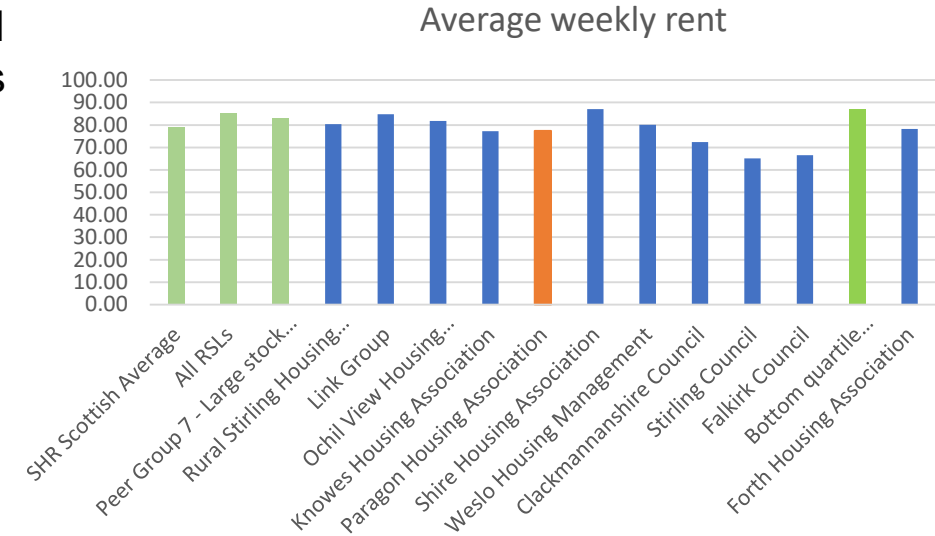
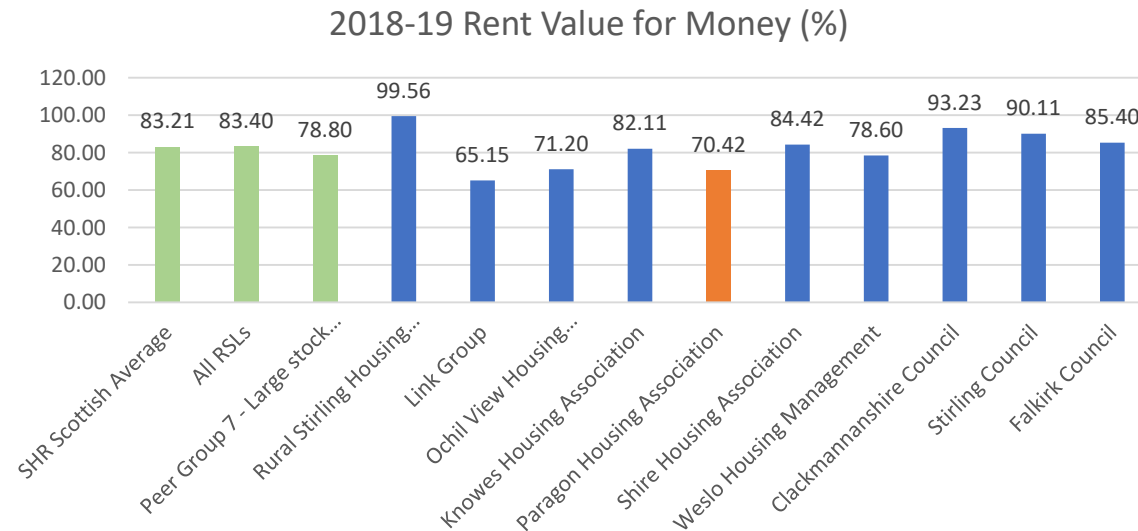
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VALUE FOR MONEY

Although Council Rents are traditionally lower than Housing Association Rents, Paragon's continue to compare well with other Housing Association's in the area. However our Value for Money score (in the Tenant Satisfaction Survey) is lower than we would like. We are working with Scottish Housing Network to look at Value for Money Indicators and as part of our rent consultation this year will be looking closely at affordability and the relative cost of the Housing Services we provide.



We take Value for money very seriously and have been doing so benchmarking with the Scottish Housing Network. If you would like to find out more please contact us

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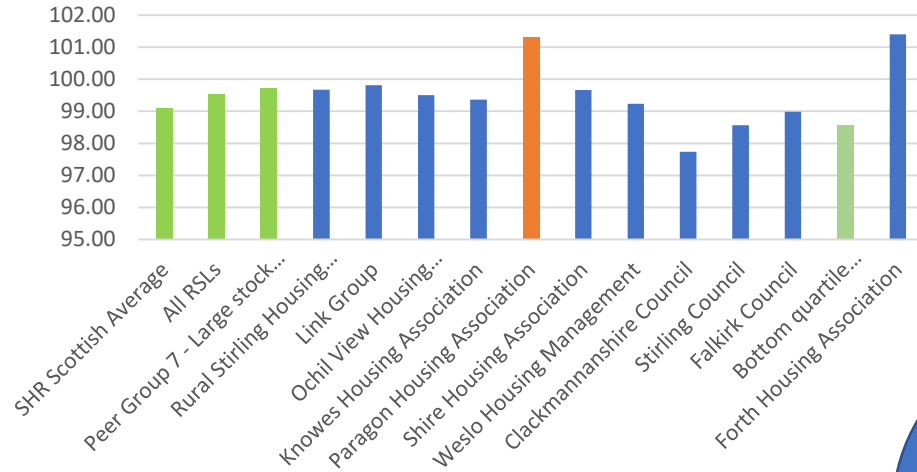
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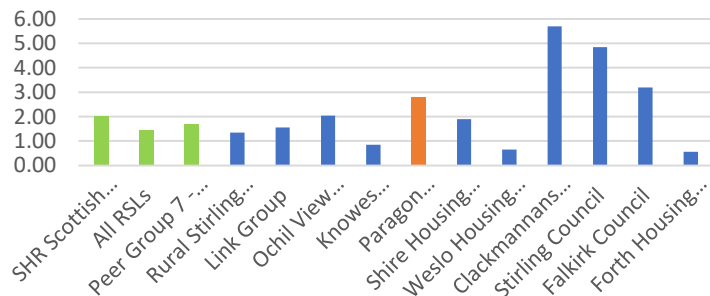
RENT COLLECTION



Rent collected as percentage of rent due

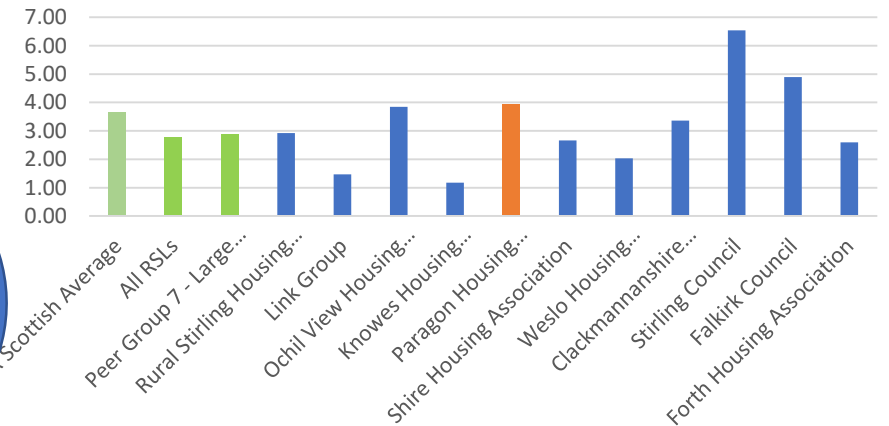


Former Tenant Arrears as percentage of rent due 2018/19



Universal Credit continues to have a big impact on our arrears levels. We place a strong emphasis on tenancy sustainment and have a Tenancy Sustainment Officer who is always happy to help tenants with benefit claims and other financial issues

Current Tenant Arrears as percentage of rent due 2018/19



Have you heard about 'HoME' the new tenancy sustainment project we are running with Link Housing Association? Phone 01324 664966 if you'd like to know more

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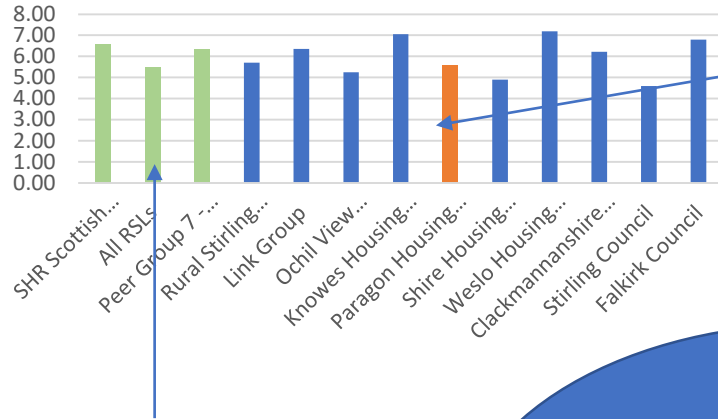
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ABOUT THIS REPORT

What do the graphs mean?



2018-19 Average time non emergency repairs



Paragon is always orange so you can easily pick us out and see where we sit compared to others.

What do we mean by?

Benchmarking – this is when we compare our performance with other landlords to try and see where we can make improvements

Scottish Housing Quality Standard (SHQS) – this a standard that all Social Housing should meet.

A green bar means that this is an average figure taken from a group of landlords. For example Peer Group 7 is the group of landlords that we are put in for benchmarking

Want to know more?

If you want more information on our Performance or want to discuss some of the figures in more detail then please contact Evelyn Mathershaw or Charlene Syme on 01324 664966

We are continually looking at ways in which we can improve the service we offer? If you have some ideas why not get involved in our Tenant Participation and tell us how? Phone us on 01324 664966 if you'd like to find out more

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