ARC – 2022/23 Annual Report

What is the Scottish Social housing charter?

2 Purpose of the Charter

2.1 The Charter helps to improve the quality and value of the services that social landlords provide, and supports the Scottish Government's long-term aim of creating a safer and stronger Scotland. It does so by:

- stating clearly what tenants and other customers can expect from social landlords, and helping them to hold landlords to account

- focusing the efforts of social landlords on achieving outcomes that matter to their customers

- providing the basis for the Scottish Housing Regulator to assess and report on how well landlords are performing. This assessment enables the Regulator, social landlords, tenants and other customers to identify areas of strong performance and areas needing improvement.

2.2 The Regulator's reports also help the Scottish Government to ensure that public investment in new social housing goes only to landlords assessed as performing well.

The Scottish Social Housing Charter
April 2017

one scotland

Not all charter standards apply to Housing Associations – for example we don't have to report on gypsy / traveller sites or on performance against some homeless indicators.

The Charter.pdf

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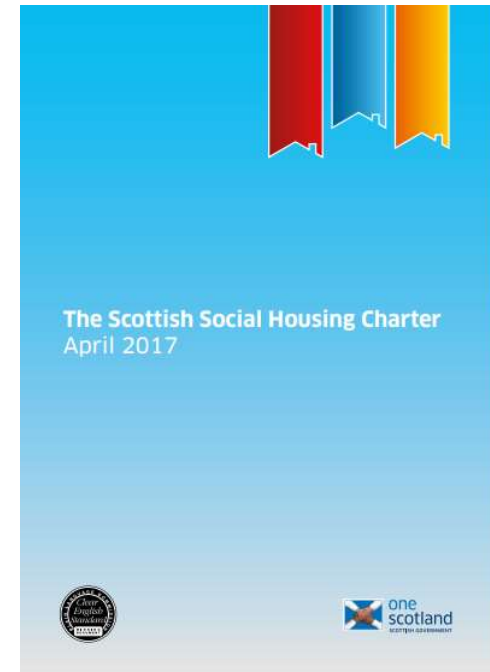
Charter – 7 Sections & 16 Outcomes & standards

Equalilties

The Customer / Landlord Relationship

Housing Quality & Maintenance

Neighbourhood & Community

Access to Housing & Support

Getting good value from rents & service charges

Other Customers

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ARC (Annual Return on Charter)

32 Indicators (3 of which for Local Authorities not RSL)

&

9 Contextual Indicators

When we look at performance

- Consider national context

- Consider local context

- Consider Paragon journey
  - Figures going up or down
  - External factors

Access to Housing

- PHA Average relet times 76 Days (we know why so high compared to sector average)

- 5.47% of stock became vacant (RSL average 7.49%)

- Refusal Rate 16.35% (RSL Average 22.95%)

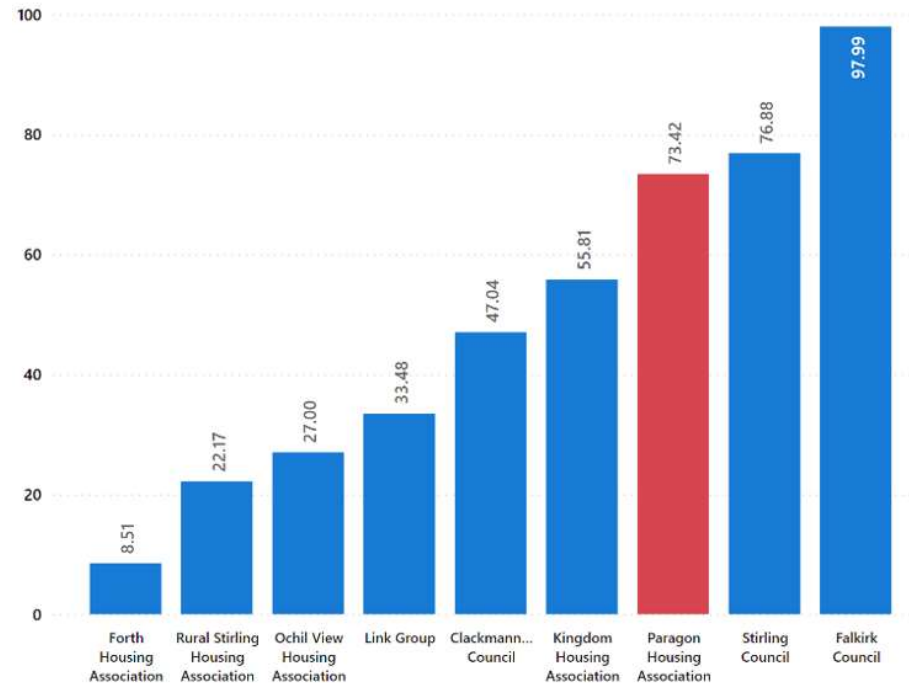- 38.48% lets to Stat homeless (RSL Average for RSLs 34.62%)

Average time to re-let properties

increased to   56 days

LAs **67 days**   RSLs **41 days**

AVERAGE RE-LET TIMES

Organisation Name	20/21	21/22	22/23
Paragon Housing Association	52.69	50.51	73.42
Peer Group 7 - Large stock transfer	54.74	52.38	52.03
All RSLs	53.38	43.90	44.14
SHN Average	56.29	51.58	55.61

We know that our refusal rate is lower than average with most properties being let to the first person to view them. We also know that a change of contractor led to a significant increase in the time taken to bring an empty property to the point where it was ready to relet. We are now working with the new contractor to try and ensure a reduction in relet times in 2023/24

LETS TO HOMELESS HOUSEHOLDS

Organisation Name	20/21	21/22	22/23
Paragon Housing Association	34.48	35.35	38.46
Peer Group 7 - Large stock transfer	37.91	34.05	36.54
All RSLs	38.18	33.14	34.62
SHN Average	43.83	39.24	41.15
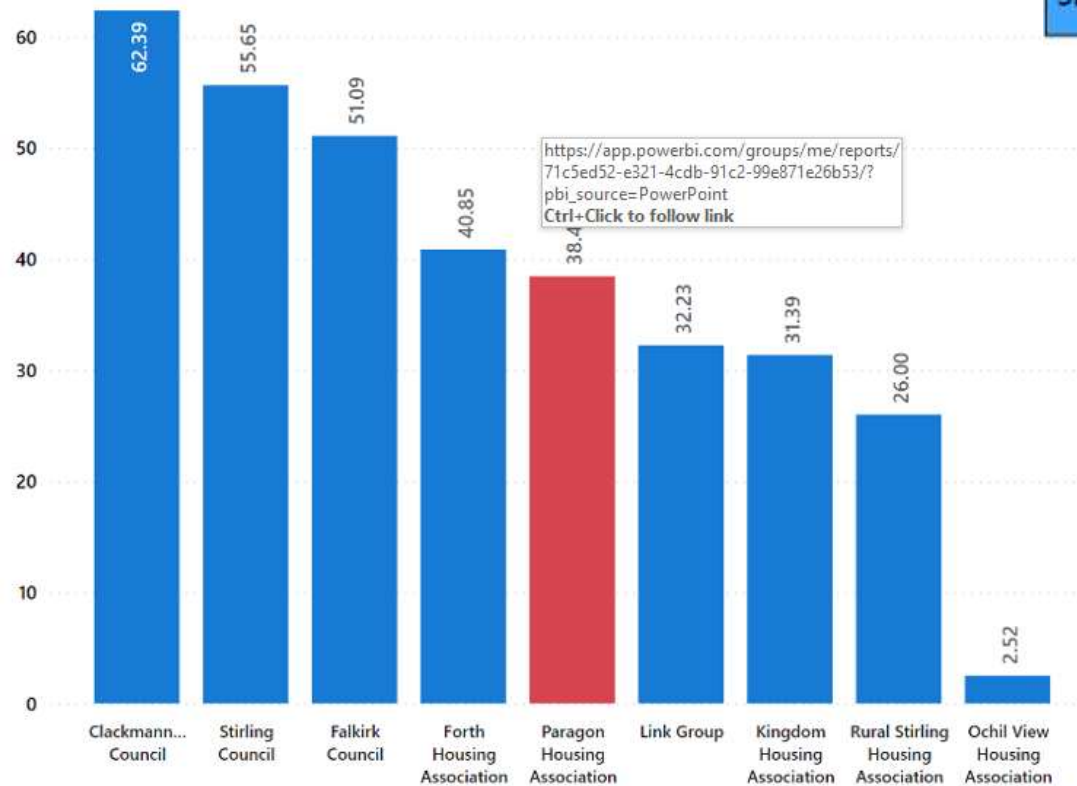
The Association remains committed to housing homeless households both through its own waiting list and through the nomination route.

ARC - Rent

- Current Arrears 3.9% (RSL Average 3.07%)

- Former Tenant Arrears – 2.37% (pre write off) (RSL Average 1.39%)

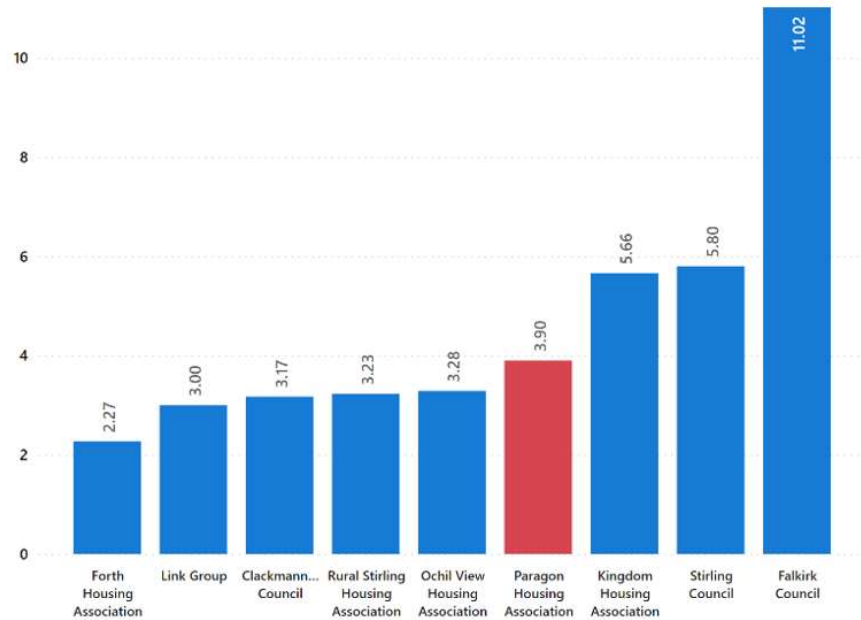- Rent Increase 4% (SHN Average for RSLs 6%)
- Just over

Current arrears percentage of rent due

increased to   **5%**

LAs **7%**   RSLs **3%**

ARREARS LEVELS

Comparatively high arrears levels reflect the high proportion of Paragon tenants not in receipt of assistance with housing costs (benefits) and the ongoing impact of the cost of living crisis.

The Association's Warm Welcome initiatives went some way to mitigate the impact of the cost of living crisis but the Association continues to look at ways to help tenants whilst minimising arrears.
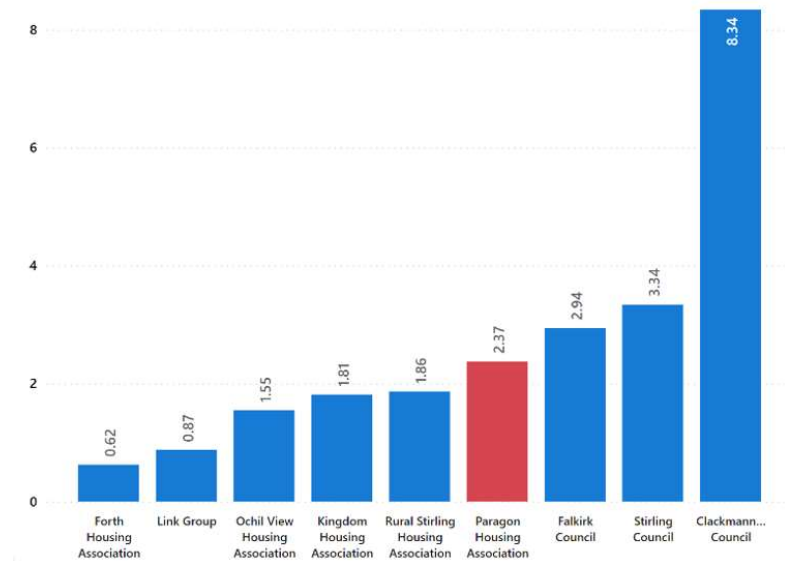
ARC - Sustainability

100% of lets to homeless households in 2021/22 were sustained for a year or more and this is a great result for our Warm Welcome initiatives. Tenancy sustainment was high with all sources of let.
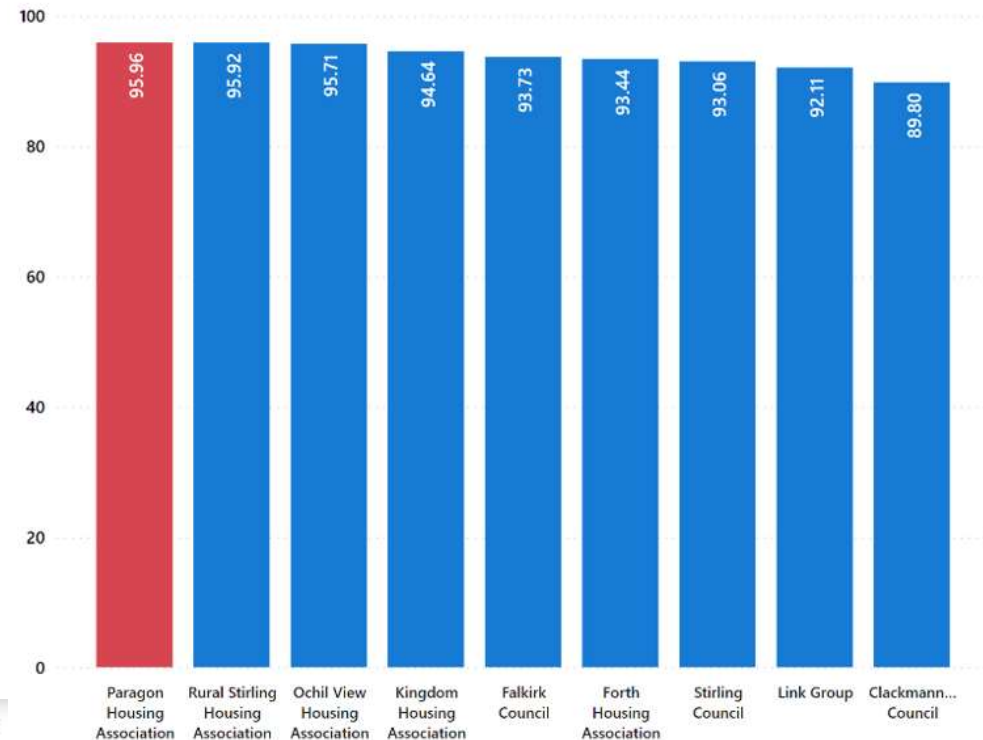

Organisation Name	20/21	21/22	22/23
Paragon Housing Association	93.50	89.66	95.96
Peer Group 7 - Large stock transfer	89.92	90.88	91.19
All RSLs	90.48	90.51	91.07
SHN Average	90.89	90.74	91.22

ARC - Satisfaction Levels

- Overall satisfaction 83.11% (data collected monthly – although a slight dip general trend is one of improvement). National trend one of falling satisfaction

- 88.91% satisfaction with being kept informed (again nation trend is one of falling satisfaction.

- Although satisfaction with opportunities to participate has increased to 77.48% this is still low compared to other landlords.

- Value for Money 74.83% (SHN Average 86%)

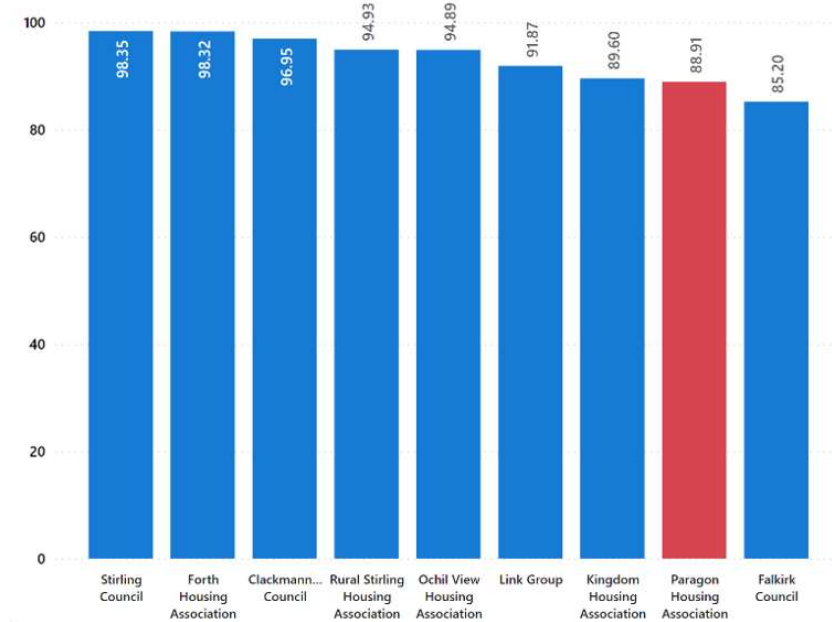- Satisfaction with Quality of Home 80.63% (SHN Average for RSLs 85%)
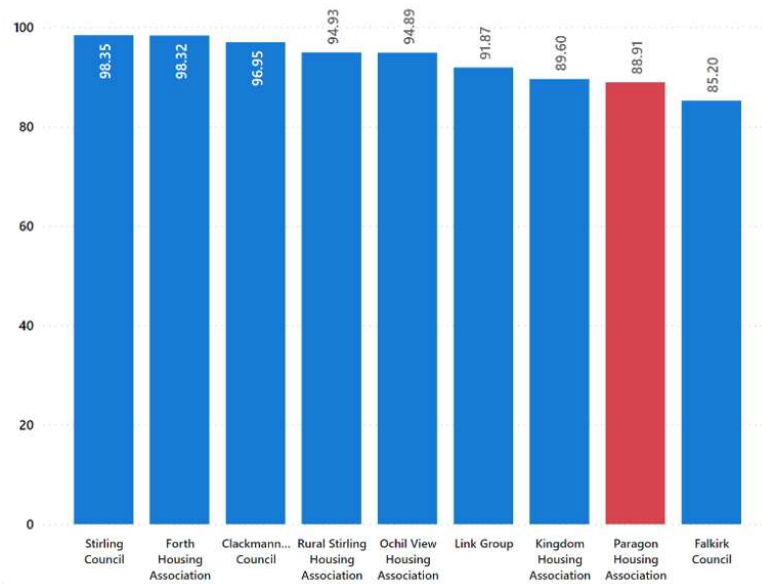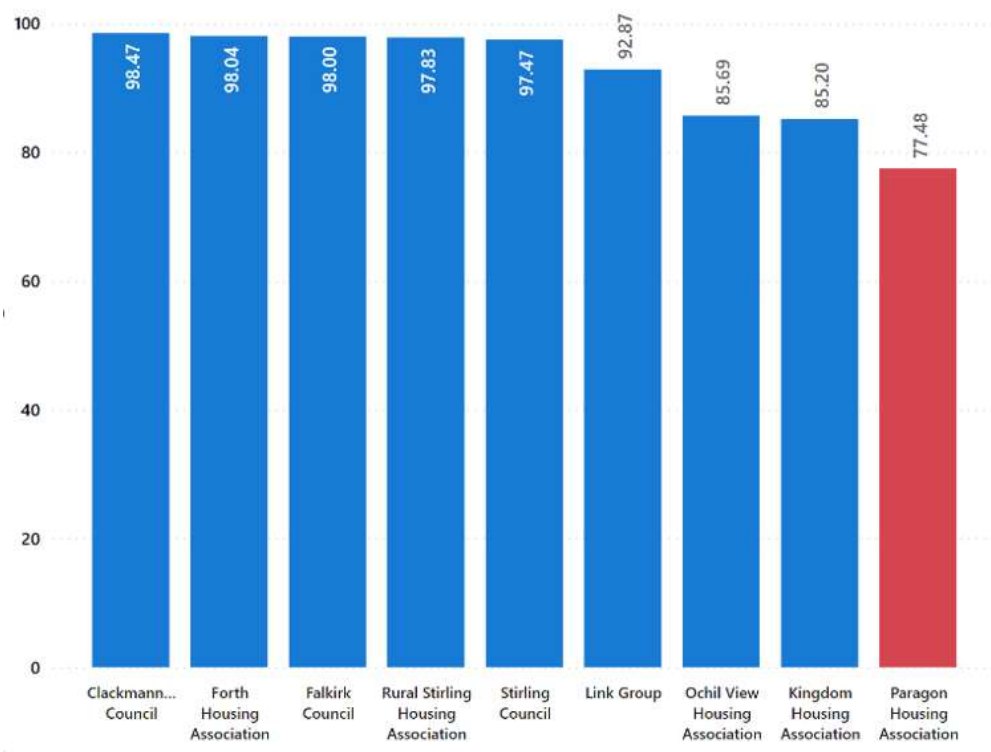
Overall satisfaction

Again, Paragon seems to be moving in the opposite direction to other RSL's when it comes to keeping tenants informed, however we will continue to look at ways of improving how we communicate with you.
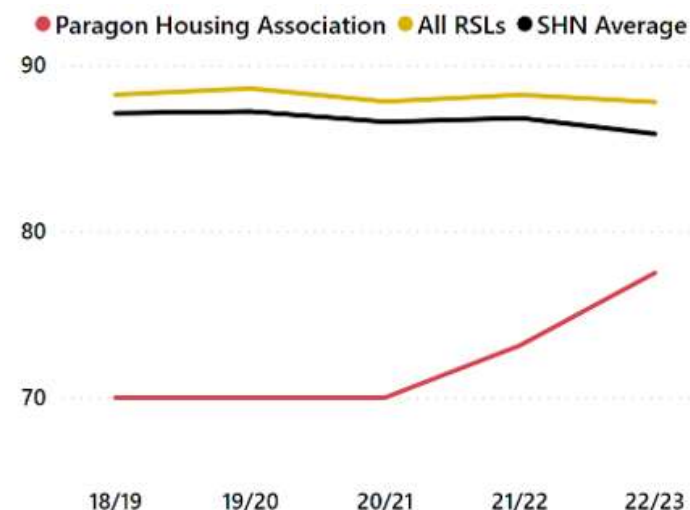
Keeping informed

Opportunities to Participate

Organisation Name	20/21	21/22	22/23
Paragon Housing Association	69.98	73.12	77.48
Peer Group 7 - Large stock transfer	81.87	82.49	82.76
All RSLs	87.81	88.21	87.76
SHN Average	86.57	86.81	85.86

We have recently consulted on a Draft Tenant Participation Policy and as part of the accompanying action plan will be looking at the range of opportunities to participate offered to tenants and other stakeholders

ARC – Management of Neighbourhood
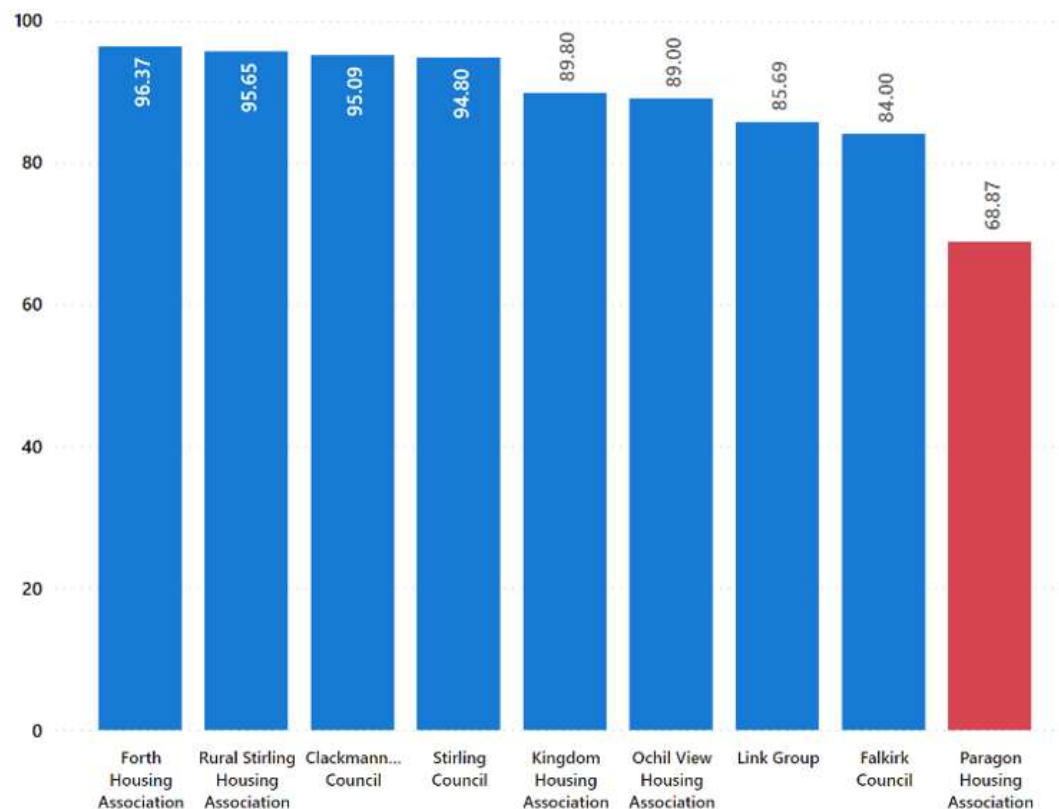
Organisation Name	20/21	21/22	22/23
Paragon Housing Association	72.45	71.04	68.87
Peer Group 7 - Large stock transfer	81.42	80.74	80.65
All RSLs	86.53	85.83	84.68
SHN Average	86.08	85.09	84.30

We are currently consulting on draft Estate Management Strategy and would welcome any ideas you may have on how we might improve our contribution to the management of your neighbourhood.

Repairs

- Satisfaction with repairs 77.25%

- Emergency Repairs 2.01hrs (RSL average 3.6hrs

- Non Emergency Repairs 10.02 days (RSL Average 7.9 days)

- Right First Time 96.35% (RSL Average 87.49%)
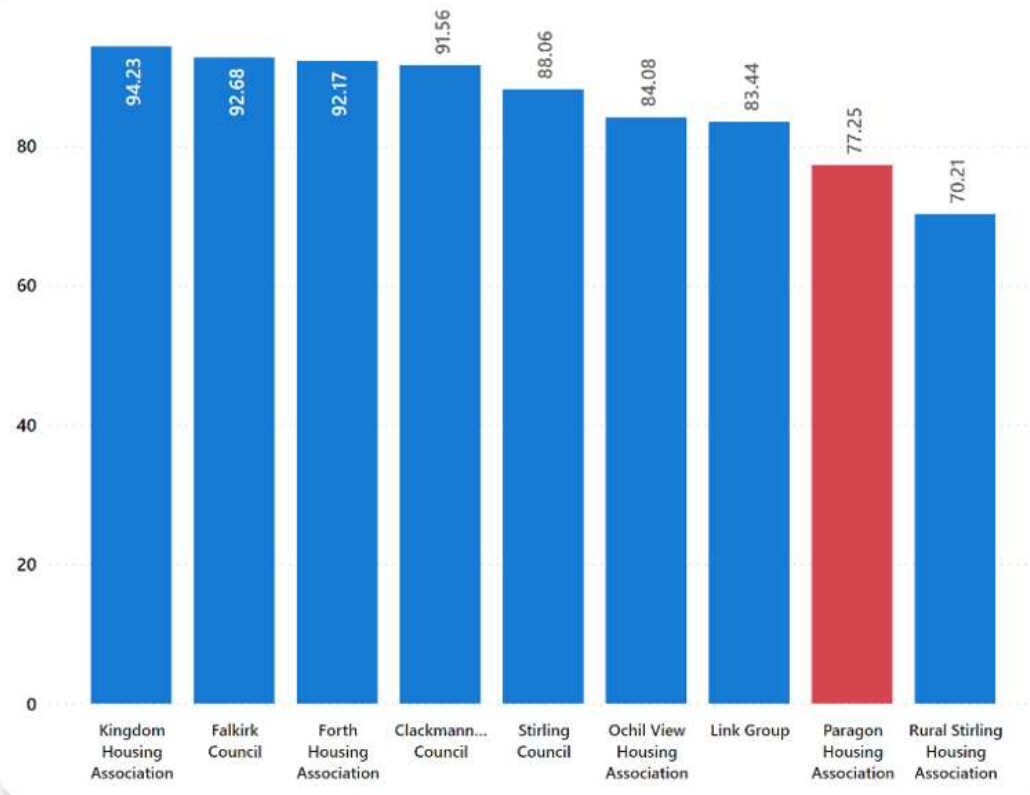
Existing tenants satisfied with repairs service

reduced to   87%

LAs **89%**   RSLs **87%**

Repair Satisfaction

Chart values:
- Kingdom Housing Association: 94.23
- Falkirk Council: 92.68
- Forth Housing Association: 92.17
- Clackmann... Council: 91.56
- Stirling Council: 88.06
- Ochil View Housing Association: 84.08
- Link Group: 83.44
- Paragon Housing Association: 77.25
- Rural Stirling Housing Association: 70.21

Improving satisfaction with repairs remains an absolute priority for the Association. As well as asking the repairs satisfaction question as part of our monthly tenant satisfaction surveys we also send tenants out a survey after repairs are completed. Two key areas of dissatisfaction have been around communication and no accesses. We are working with staff and all our contractors to improve the position.

We'd love to hear from you if you have any ideas of how we might improve our repairs service.

To find out more about the work we are doing to improve the repairs service contact us on 01324 664966 or email enquiries@paragonha.org.uk or message us on Facebook

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ARC - SHQS
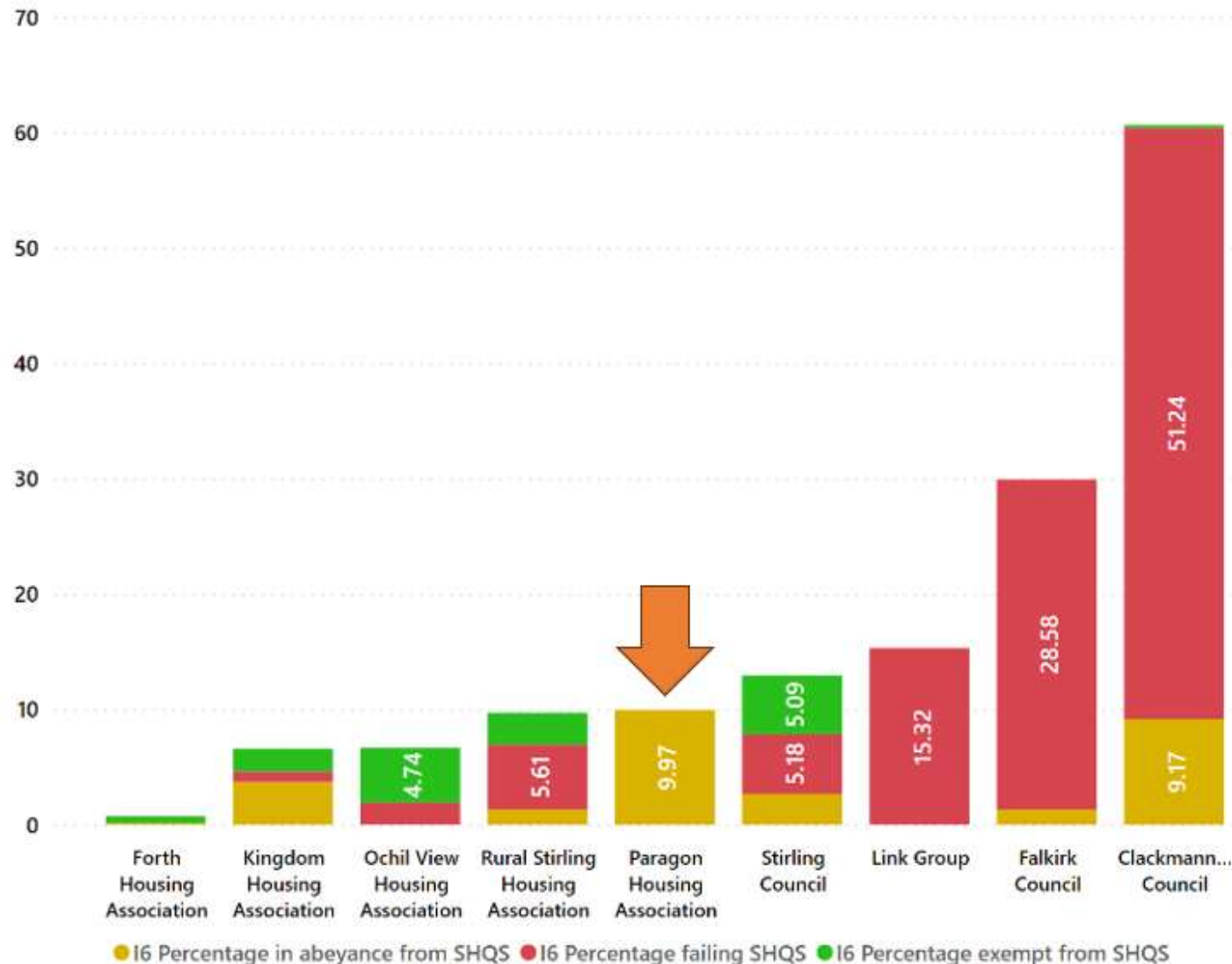
Performance in achieving the Scottish Housing Quality Standard remains high with no properties failing the standard and only 9.97% in abeyance. Abeyances are largely due to the absence of Door Entry Systems in some of our flatted properties.

ARC - Complaints

- 11 complaints per 100 houses (RSL average 8.21)

- 4.18 days the average to deal with a stage 1 (Frontline) Complaint

- 17.83 days the average to deal with a stage 2 (Investigative) Complaint

The Association actively welcomes complaints and is not concerned that the number of complaints we receive seems to be higher than the RSL Average. With frontline complaints we always try to resolve complaint so that the complainant is happy with the outcome but we recognise that this is not always possible.

The tenant scrutiny panel recently reviewed the Association's response to complaints and their report can be found on our website. Or you you can email us enquiries@paragonha.org.uk and we will send you a copy.

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ARC - Factoring
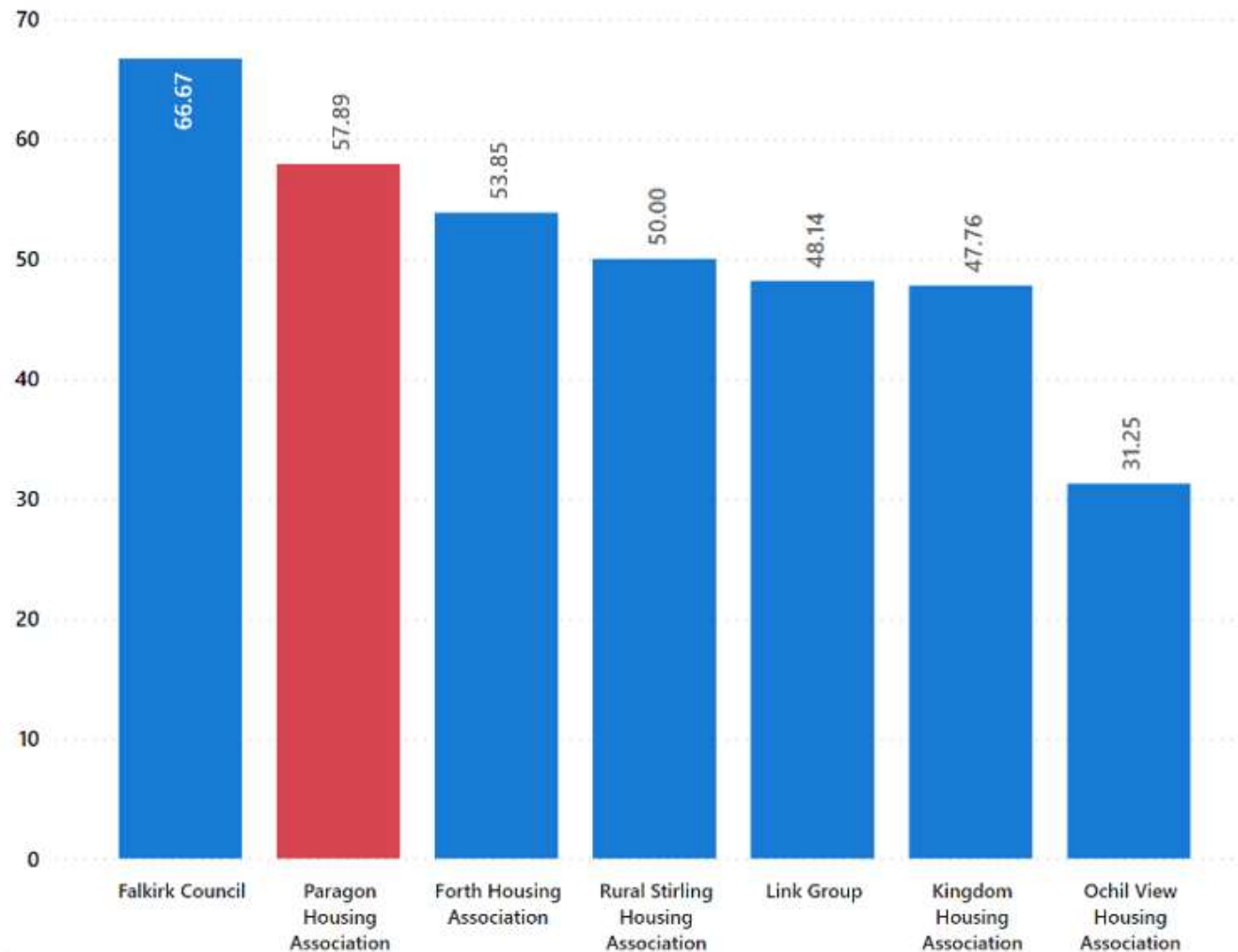
Although performance compares well to other local social landlords that also act as Factor for some owners we are currently reviewing performance and working to build and improve our relationship with all owners on Paragon Estates.

ARC – other performance areas

- 1 Gas fail (Annual Gas Service not undertaken before the anniversary date)

- 80.63% of tenants satisfied with quality of home (RSL average 84.64%)

- 74.83% of tenants considered their rent to be value for money, this is compared to a Peer Group 7 average of 76.64%

- 4.15 ASB cases per 100 homes, RSL average 7.84 cases per 100 homes

ARC – The Positives

- Good performance in achieving the SHQS

- Prompt emergency response times

- Continuing low levels of refusals

- Increased proportions of lets to homeless households

- Strong tenancy sustainment performance

- Reducing numbers of ASB cases

ARC – We're working on it

- Although some improvement, satisfaction remains relatively low across most indicators.

- Repairs – routine repair times higher than others and relatively low levels of satisfaction with repairs

- Average Re-let times remain high

We're constantly looking for ways to improve the services we offer and welcome tenant involvement at a level you feel comfortable with. If you would like to know more about the report or any other aspect of Tenant Engagement please contact us on tel: 01324 664966, email enquiries@paragonha.org.uk or contact us via the Website or our Facebook page and Evelyn Mathershaw (Housing Manager) will contact you.

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What does that mean?

RSL – Registered Social Landlord / Housing Association

LA – Local Authority Council Housing

SHQS – Scottish Housing Quality Standard

Benchmarking – measuring our performance against that of other similar organisations.

Peer Group 9 – this is a group of similar Housing Association properties (Large Scale Voluntary Transfer) that we benchmark ourselves against.

ASB – Anti-Social Behaviour