



2019/20 CHARTER
REPORT
PARAGON HOUSING
ASSOCIATION

This is our 6th 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 and 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 – 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.

We have presented all of the information in this report in bar charts as the Tenant Scrutiny Group have told us it is easy to identify Paragon and compare us with other landlords.



We have used this colour for average figures:



Scottish Average

All RSL Average

Peer Group 7 – these are a group of Housing Associations considered to have similar characteristics to Paragon

Bottom Quartile

We have used this colour for other landlords:



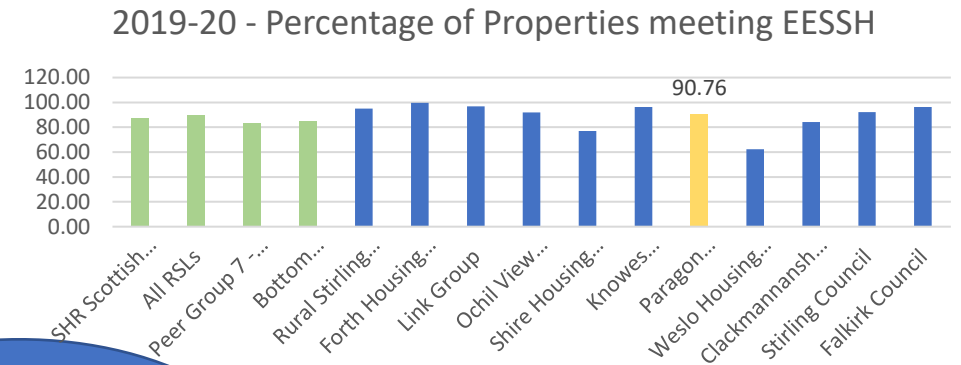
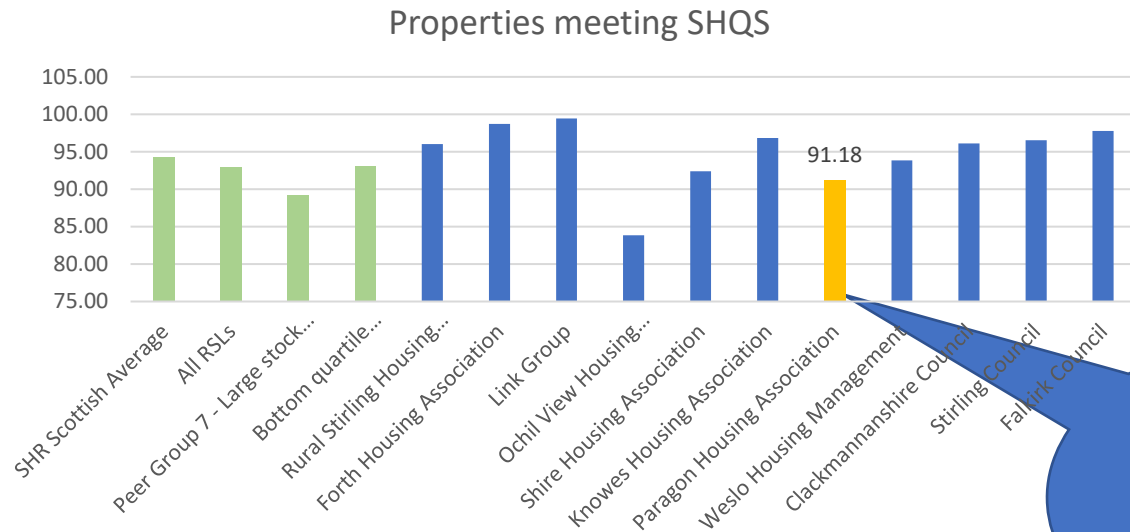
Benchmarking –this is when we compare our performance with other landlords to try and see where we can make improvements

We have used this colour for Paragon. Some of the figures (for example overall satisfaction with performance) given in the ARC are from a survey we carried out in 2018. For a 12 month period (October 2019 to September 2020) we have been collecting new information, because we believe this shows a positive improvement we have included it in this report, using this colour.



HOUSING QUALITY & MAINTENANCE

We wrote to every tenant in January 2019 to give them some idea of what investment we had planned for their homes over the next five years. Unsurprisingly 2020 has been a real challenge in terms of delivering both routine repairs and planned improvements. However a high proportion of our stock continues to meet the Scottish Housing Quality Standard (SHQS). We did see a drop in repairs performance in 2019/20 and we are working hard with tenants and contractors to address this.



Scottish Housing Quality Standard (SHQS) –this a standard that all social housing landlord housing stock should meet.

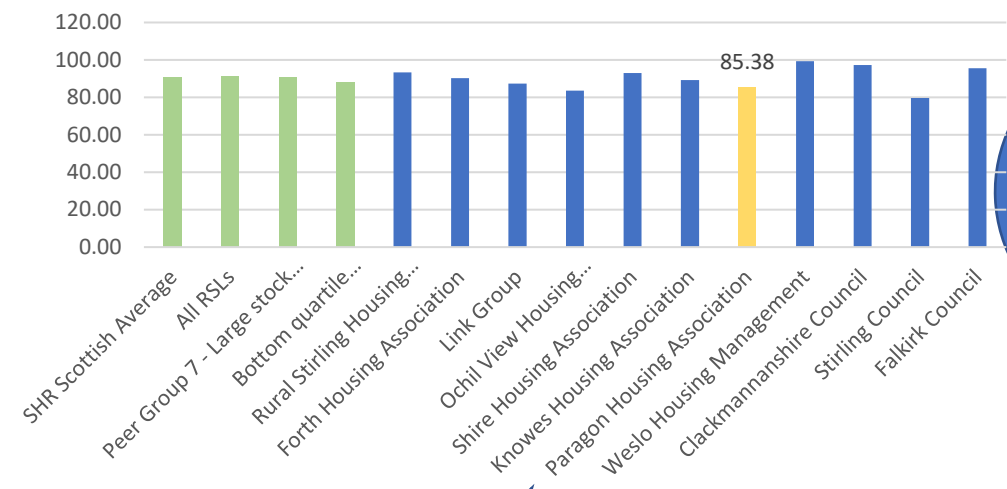
Properties failing the SHQS are in the main where we have been unable to install door entry systems where there are owners in the blocks of flats who have not agreed to do the work

Energy Efficiency Standard for Social Housing (EESH) –this is also standard that all Social Housing should meet.

We had planned to review the Business Plan in 2020 but this was put on hold due to the coronavirus pandemic. The review should go ahead in 2021 and will include consultation on our investment priorities. If you would like to be involved please contact us on 01324 878050 email: enquiries@paragonha.org.uk

HOUSING QUALITY & MAINTENANCE

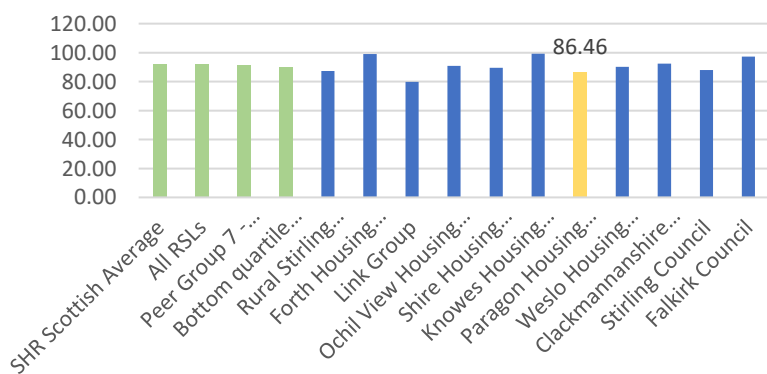
2019-20 Tenant satisfaction with repairs service



Performance with Repairs is not as good we would like and we are working closely with tenants and contractors to improve this.

We have introduced different ways of collecting information on tenant satisfaction with repairs including asking Knowledge Partnership to undertake telephone surveys for us.

2019-20 - % of Repairs Right First Time

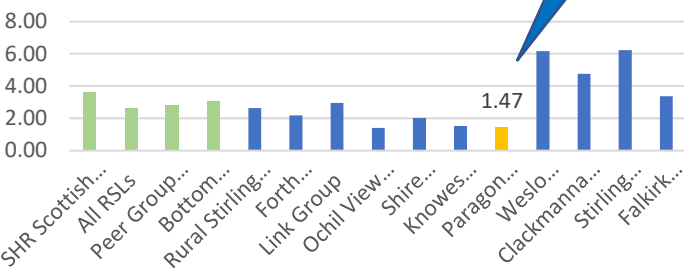


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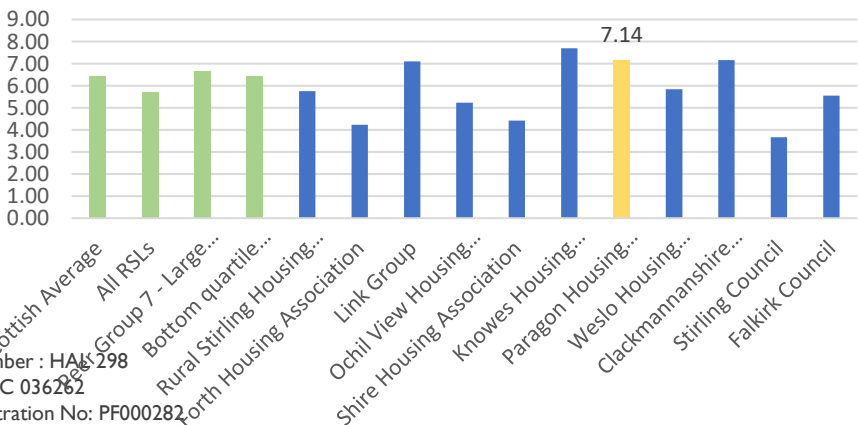
SHR Registration Number : HAK 298
Scottish Charity No: SC 036282
Property Factor Registration No: PF000282

2019/20 Average time (hours) -
Emergency Repairs



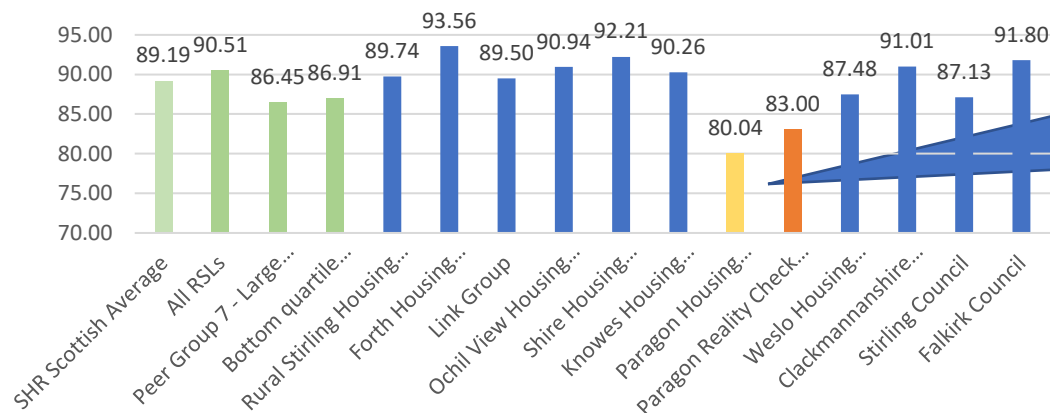
Good performance-
average
under 2 hours

2019-20- Average time (days) - non emergency
repairs



TENANT SATISFACTION

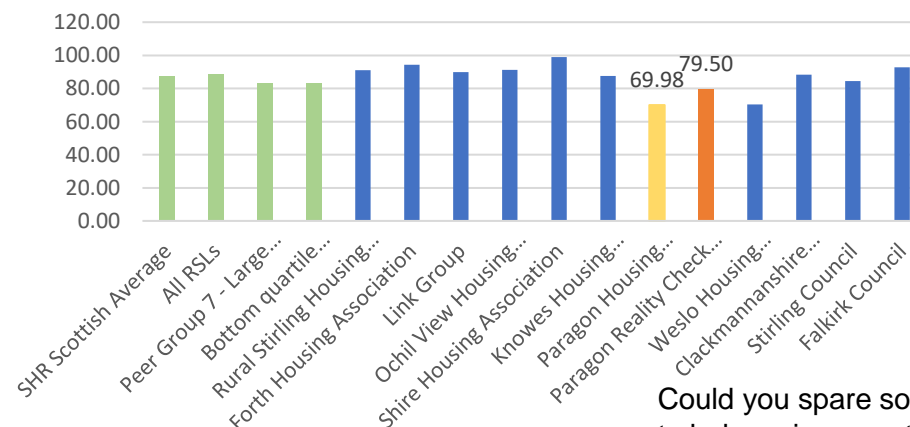
2019/20 -Satisfaction with overall Service



We told you last year we were not happy with this figure, so we would be carrying out monthly phone surveys. We are pleased that the figure has improved slightly and really pleased that the percentage of those satisfied with the opportunities to participate has increased but know there is still work to do.

In July this year we asked Knowledge Partnership to undertake a special survey on our response to Coronavirus pandemic and we were delighted that 93.2% of you told us that you were satisfied with our response.

2019-20 - Satisfaction with opportunities to participate



Could you spare some time to help us improve the service we offer? If so why not come and get involved in our Tenant Scrutiny Group? Phone us on 01324 878050 if you'd like to find out more.

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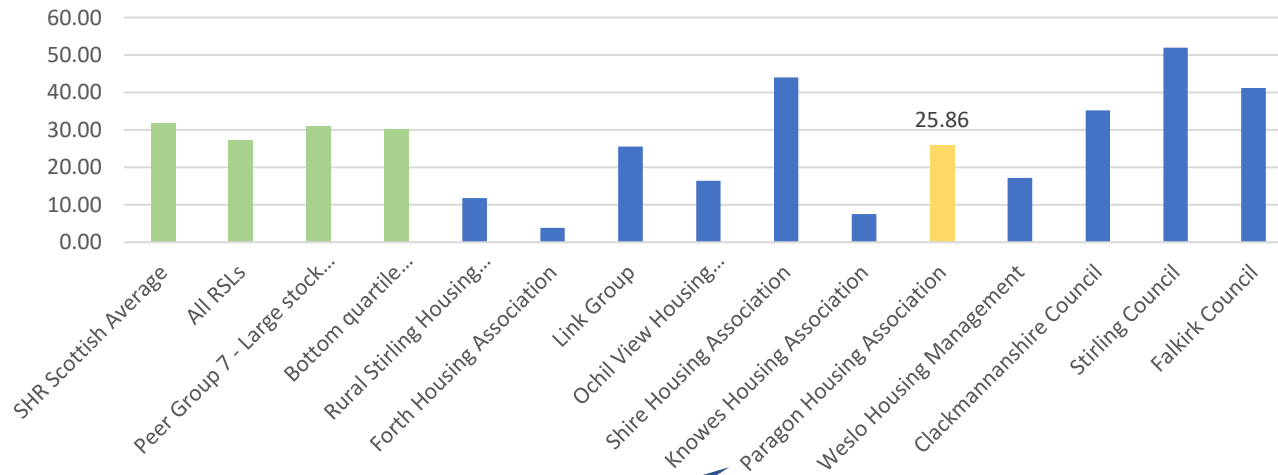
SHR Registration Number : HAL 298
Scottish Charity No: SC 036262
Property Factor Registration No: PF000282

EMPTY PROPERTIES

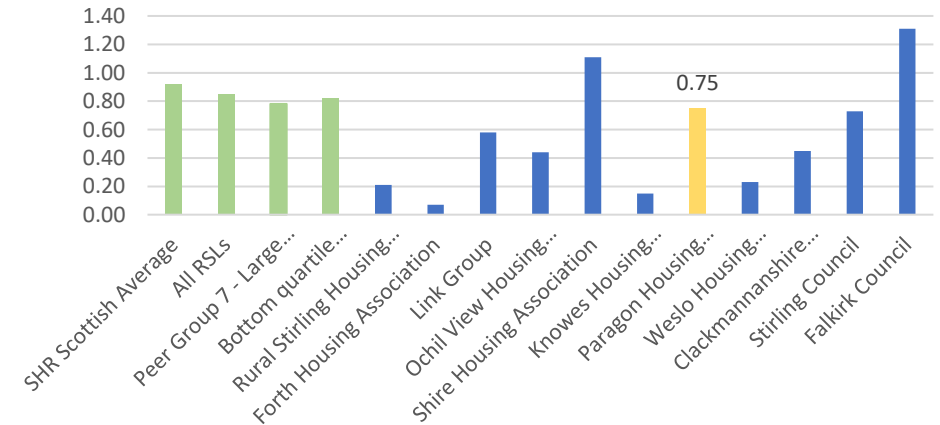
We've been working hard to reduce the length of time it takes us to let an empty property without lowering the standard properties have to reach before they are let.



2019-20 - Average re let time



2019-20- Percentage Rent loss due to empty properties



Average re-let times have fallen consistently over the past couple of years and in 2019/20 we bettered our target of 28 days and still maintained a good level of performance despite the impact of Coronavirus at the end of Year 2019/20

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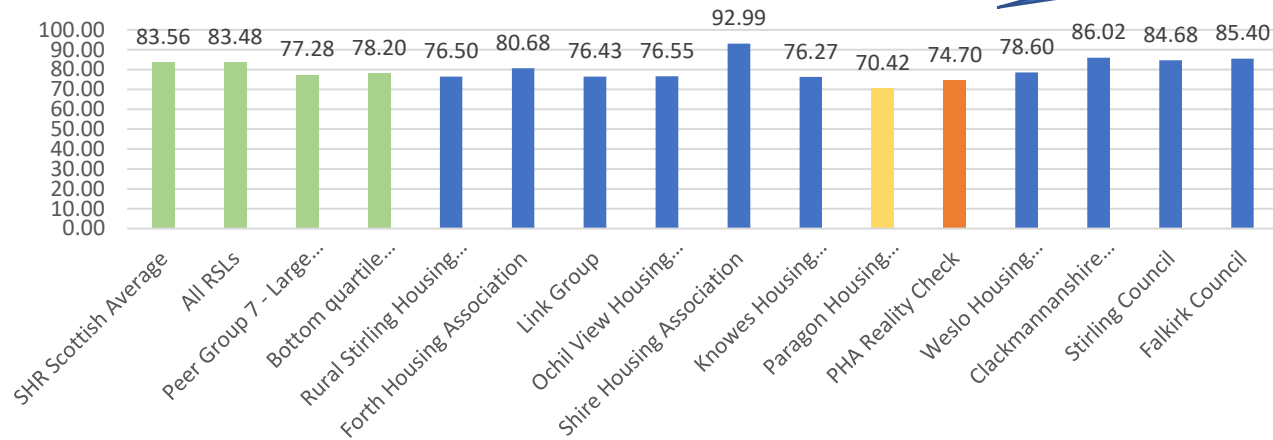
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VALUE FOR MONEY

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 continuing to look closely at this indicator and as part of our rent consultation this year we will once again be looking closely at affordability and the relative cost of the Housing Services we provide.

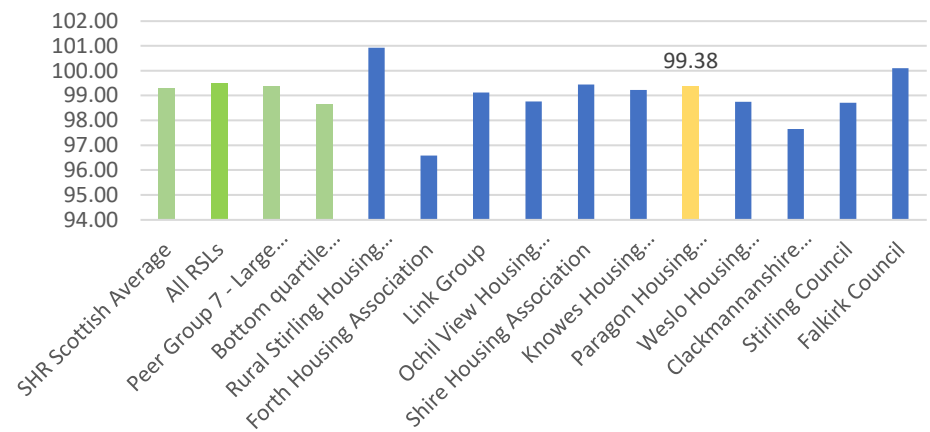
We had planned a rent harmonisation exercise for 2020 but have had to postpone this due to the coronavirus pandemic. We still think this is very important and will prioritise it in 2021

2019-20 - percentage of tenants who feel their rent represents good value for money

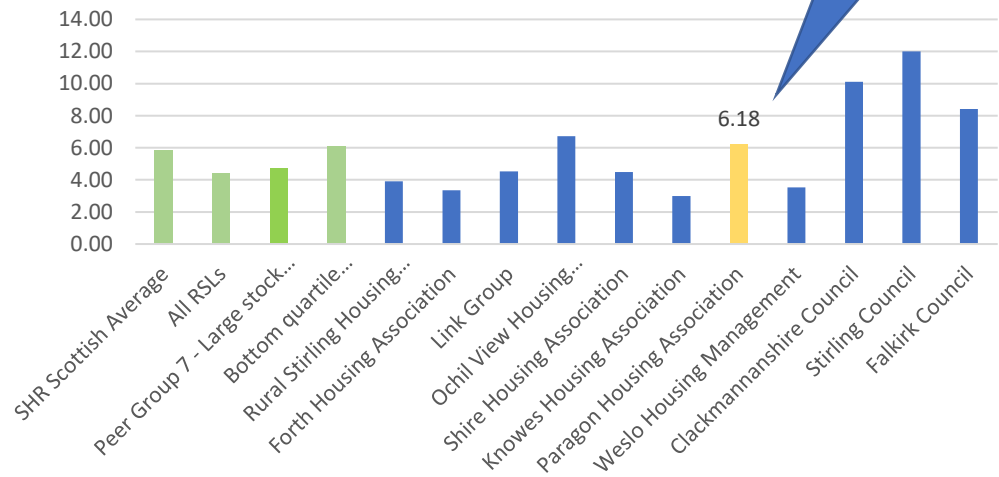


RENT COLLECTION

2019-20 - Rent Collected as a percentage of rent due



2019-20 - Rent Arrears as a percentage of rent due



Universal Credit has continued to have a big impact on our arrears levels. We have continued to place a strong emphasis on tenancy sustainment through working with tenants in arrears to reach an affordable arrangement wherever possible.

WHAT NEXT ?



If there is anything in this report you would like more information on, or if there is an area of performance we have not covered that you would like to know about then please contact us on 01324 878050 or email us at enquiries@paragonha.org.uk or you could fill in the enquiries form on our website- www.paragonha.org.uk

You can also visit the web site of the Scottish Housing Regulator to view our full ARC submission or compare us to other landlords [SHR Comparison Tool](#)

With everything that has been going on in 2020 we expect next year's Annual Report on the Charter to be very different and will unfortunately see some impact on performance due to Coronavirus (for example average re-let days). However the emphasis is on providing the best service to tenants that we can along with a determination to improve things that need improving. We are delighted that we were able to continue with our consultation activities despite lockdown restrictions. We are always looking for tenants to help us with this and if you would like to get involved in any way with the Association then please contact us and ask to speak to our Housing Manager Evelyn Mathershaw.

We thank the members of the Tenant Scrutiny Panel for helping us to put this report together. They did a great job !