

## MAKE A STAND

Our homes, our people,  
our problem.

We've signed the  
**Make a Stand**  
pledge to support  
people experiencing  
domestic abuse.

### Your Summer edition includes:

- Investment Programme update
- Estates Team Focus
- Performance Figures
- How to get involved and make your views known
- What does the HOST Team do?
- Here to help - the work of the Tenancy Sustainment Officer

## We're Making a Stand

Paragon has signed up to the **Make a Stand** pledge, created by the Chartered Institute of Housing in partnership with Women's Aid and the Domestic Abuse Housing Alliance. The pledge aims to encourage organisations to make a commitment to support people experiencing domestic abuse.

Domestic abuse is one of the biggest issues in society today. The true scale of the problem is difficult to determine because a large proportion of domestic abuse goes unreported, but studies suggest many millions of people are affected every year. It can affect anyone.

The Association has signed up to support the campaign to raise awareness of the issues and as part of this we have included some information on where to find help and support.

The organisations listed here provide confidential support, information, help and advice to those who are experiencing or have experienced abusive behaviour in relationships.



21 Wellside Place, Falkirk FK1 5RL  
Phone: **01324 635661** / [www.cea.uk.com](http://www.cea.uk.com)  
Mon to Fri 9.00am-5.00pm  
or outwith these hours by arrangement  
Self Referral - you can phone to make an appointment, text, call or simply drop in.

### women's aid

until women & children are safe  
Unit 7, Stirling Arcade, Stirling FK8 1AX  
Advice Line: **01786 470897**  
[www.stirlingwomensaid.co.uk](http://www.stirlingwomensaid.co.uk)  
Drop in service: Mon to Fri 9.00-4.30pm



Greenfield Lodge, Parkway, Alloa FK10 2AS  
Telephone: **01259 721407**  
[www.clackswomensaid.org.uk](http://www.clackswomensaid.org.uk)  
Mon to Fri 9.30-4.30pm / Sat 9.30-11.30am  
Phone, call in to the office or email  
No appointment necessary.



Help for Male Victims of Domestic Violence and work with men and women who want to stop using abusive behaviour in relationships.  
Help Line: **0808 801 0327** (free from landlines and most mobiles)  
[www.mensadvice.org.uk](http://www.mensadvice.org.uk)  
[www.respectphoneline.org.uk](http://www.respectphoneline.org.uk)  
Open: Mon - Fri 9.00am-5.00pm  
(open until 8pm on Mondays and Wednesdays)



Abused Men in Scotland / Helpline: **0808 800 0024**  
(free from landlines and most UK mobiles, and doesn't appear on itemised phone bills).  
Supports men who are experiencing or have experienced domestic abuse.

# Around the Houses

## INVESTMENT PROGRAMME UPDATE

### On Site

Various projects are currently underway on site or plans in place:

- **External wall insulation, roofing and rendering – Stirling/Denny/Fallin** (phased over 2 yrs - 2018/19 and 2019/20)
- **Electrical Upgrade – 4 Year Framework** (will include new smoke and heat alarms, see below)
- **Boiler Renewals – Procurement Commenced** (Fairburn and Upper Claremount in Alloa, Holbourne in Menstrie, Orkney Place in Hallglen and some other one-off sites)
- **Open Space Maintenance** – ongoing contract in Stirling and Clackmannanshire procurement underway – see how you can get involved below.

### Project Feedback

At the end of any major investment project we carry out a survey on the quality of the work and how well the project has gone.

Recent results have been very positive and it would be really helpful to us if more people could return the survey forms. We provide a prepaid envelope for return or our staff will collect them from you on site.

If there is an investment project that includes your home please don't wait to tell us if you are experiencing any problems during the works. Pauline Ramsay, Contracts Liaison Officer is frequently on site so please contact her on site or in the office, details opposite.



**Just a quick reminder** that we issued an **Investment Programme Special Newsletter** earlier in the year setting out our forward investment plans for each estate by property type. We have had some good feedback on this. If you need another copy or further information please contact Kevin of our Programme and Regeneration Team.

#### Contacts

**Kevin Urbanowicz** Programme Co-ordinator

**Pauline Ramsay** Contracts Liaison Officer

Phone **01324 664966**

Email **enquiries@paragonha.org.uk**

| Investment / Area / Return Rate  | Percentage Satisfied   |                                 |   |                              |                            |                               |
|--|------------------------|---------------------------------|---|------------------------------|----------------------------|-------------------------------|
|  | Quality of Information | Contractor's Appointment System | Manner contractor treated you and your home | Time taken to complete works | Quality of completed works | Whole process Start to Finish |
| <b>Work Type:</b> Heating and Boiler Replacement<br><b>Areas:</b> Tillicoultry, New Sauchie and Various<br><b>Return Rate:</b> 32%           | 95%                    | 95%                             | 100%  | 95%                          | 95%                        | 95%                           |
| <b>Work Type:</b> Painterwork<br><b>Areas:</b> Camelon, Hallglen, Laurieston, Menstrie and Tillicoultry<br><b>Return Rate:</b> 11%           | 95%                    | 86%                             | 90%   | 86%                          | 90%                        | 86%                           |
| <b>Work Type:</b> Outhouse Roofs<br><b>Areas:</b> Mar Policies and Alloa<br><b>Return Rate:</b> 12%  | 100%                   | 92%                             | 92%   | 100%                         | 100%                       | 100%                          |
| <b>Work Type:</b> Windows and Doors<br><b>Areas:</b> Swedish Timbers, Denny, Oxbang Rd, Airfield and Tillicoultry<br><b>Return Rate:</b> 21% | 92%                    | 100%                            | 92%   | 92%                          | 85%                        | 92%                           |
| <b>Work Type:</b> Communal Close Lighting<br><b>Areas:</b> Airfield and Grangemouth<br><b>Return Rate:</b> 9%                                | 93%                    | 86%                             | 100%  | 100%                         | 100%                       | 100%                          |

# Heat and Smoke Detector Programme Update

In the Investment Special Newsletter we told you about the Scottish Government's new standards for fire and smoke alarms which are required to be fitted in all homes. Housing Associations have until February 2021 to comply with this and we have now established our forward programme. Work will start this year and will run into next year.

We will do this work on an estate by estate basis and aim to do it alongside other electrical work required to try and keep disruption to a minimum. We will notify tenants directly about the programme for their area.

Please help us out by providing access for this essential work. It is safety work so we will need to get access to your home. Your co-operation would be most appreciated.

## Open Space Maintenance Clackmannanshire and Stirling Progress Report

Most of the landscaped areas in Clackmannanshire and Stirling are currently maintained on our behalf by contractor, Idverde. Tenants' share of the work is paid from rental income and owners receive a bill for their share.

We are due to put this work out to tender and a few tenants and owners have volunteered to be part of the Working Group which

will work towards putting a new contract in place. The Group will influence the standard of the work specified and the appointment of the successful bidding contractor.

The aim is to hold a Working Group meeting on **19th August**. If you are interested in joining the Group contact Pauline Ramsay, Contracts Liaison Officer.



## Development

There are no new build sites on the go at the moment, but we are operating a buy back scheme in the Falkirk Council area with the support of some funding from the Scottish Government.

This is the BBOOM project and it has helped us provide more homes, upgrade these properties and some common facilities where the presence of an owner in the block has stopped

us going ahead. We are mainly purchasing properties in our estates but may consider others.

If any owners in the Falkirk district are interested in selling their properties to the Association please get in touch with Charlene Syme, Senior Housing Officer. There are specific conditions attached, which include the property having vacant possession.





## ESTATES TEAM FOCUS

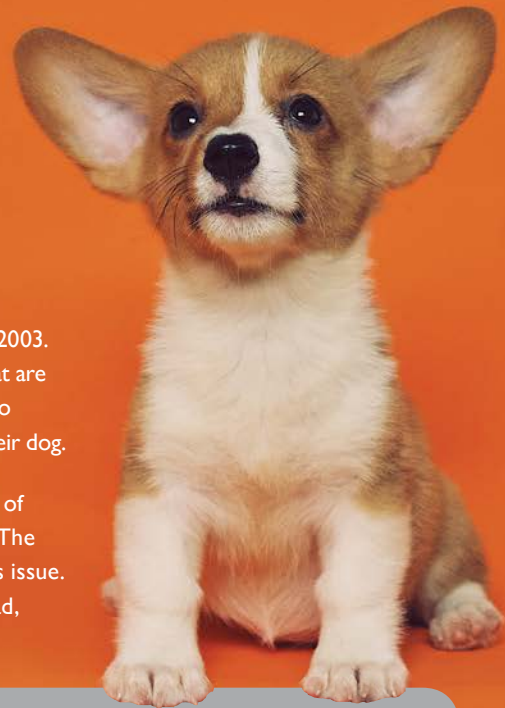
# Be a responsible pet owner

Studies have shown that pet ownership can enhance the owner's mental and physical health and exercise, plus pets make great companions.

However while pets can have a very positive impact on their environment, irresponsibly owned pets can also cause nuisance in the community or to property. Keep Scotland Beautiful undertook research into public attitudes to littering and almost 7 out of 10 people rated dog fouling as the item that bothered them most. With around 820,000 dogs in Scotland producing over 100,000 tons of excrement a year it is easy to see why. Not cleaning up after your dog is also illegal as

a result of The Dog Fouling (Scotland) Act 2003. It's not just the streets and public spaces that are spoiled, a small number of our closes are also affected by residents not picking up after their dog.

We have in the past 2 years run a number of successful roadshows in partnership with The Dogs Trust and will continue to tackle this issue. Look out for the next one in Strowan Road, Grangemouth on 3rd September 2019.



## More than just your home

Much of our Estates Team's working week is spent out on site (look out for the orange vests and the Paragon van) inspecting both closes and the wider estates. With over 650 communal reactive repairs being issued last year, Paragon recognises that keeping estates looking clean and tidy is as much of a responsibility as keeping your home wind and water tight.

Sometimes we are unable to resolve the issue directly – for example in some instances it is the Local Authority who has responsibility for the maintenance of a communal area – we have to work with partners to get things done. In other instances we may be responsible for the works but have to get agreement from owners on the estate who may have a responsibility to meet their share of the cost.



If you see something on your estate that you think needs sorting then you can report it to the Estates Team.

**Claire Rowland** Estates Officer

**Marie McKay** Assistant Estates Officer

**Kirsten Gibson** Housing Mgmt. Support Assistant

Phone **01324 664966**

Email **enquiries@paragonha.org.uk**

## CHAT Visits



### “Call at Home About your Tenancy”

Remember that we also carry out home visits to discuss all aspects of your tenancy. We are aiming to visit each tenant at home for a CHAT visit at least once every 2 years. These don't replace our usual visits if we need to get in touch with you about something, but it is a chance for a more general chat about how things are going. If you have not had your CHAT visit yet and would like to arrange one please **GET IN TOUCH**.

### Interested in becoming a member of the Association or joining the Management Committee?

We recently completed a Rule Change and our thanks go to all our members who turned up at the Special General Meeting in October to pass this. We have completed all the legal formalities and are now operating under these new rules.

Membership of the Association is still £1.00 for life – a bargain! For this you get to take part in the business of the Association including the Annual General Meeting.

The change of rules has meant a reduction of the number of Management Committee members from 17 to 15. We currently have 10 members in post so we are seeking to recruit. We can provide support and training for members so you don't have to be experienced to do it – **WE CAN HELP**.



If you are interested in becoming an ordinary member or in joining the Management Committee you can download a pack from our website **www.paragonha.org.uk**, request one through **enquiries@paragonha.org.uk** or give us a call and we'll send one out.

# Want to be a good neighbour and help save the planet at the same time ?

Do you know how many bins you have, when they are collected and what goes in them? Did you know that if Paragon has to arrange for the uplift of a contaminated bin it can cost upwards of £50?

Please be a good neighbour and help save the planet by disposing of your rubbish and unwanted items by following your local council's guidelines.



## CLACKMANNANSHIRE

Clackmannanshire Council is currently making changes to waste collection arrangements so please look out for any information from them.

|                    |   |
|--------------------|---|
| <b>Blue Bin</b>    | Collected fortnightly for paper, cardboard, plastic, tins, cans   |
| <b>Blue Box</b>    | Glass, small electricals and batteries – <b>no longer collected unless you receive an assisted collection</b> |
| <b>Plastic Bag</b> | Collected weekly for textiles and shoes   |
| <b>Grey Caddy</b>  | Collected weekly for food   |
| <b>Brown Bin</b>   | Seasonal for garden material  |
| <b>Green Bin</b>   | Material that cannot be recycled.   |

## FALKIRK COUNCIL

|                                  |  |
|----------------------------------|--|
| <b>Blue Bin</b>                  | Collected every four weeks for plastics cans and cartons – you need to wash them out |
| <b>Burgundy Bin</b>              | Collected every four weeks for clean paper, card and cardboard                       |
| <b>Green Bin</b>                 | Collected every four weeks for non recyclable materials                              |
| <b>Brown Bin</b>                 | Seasonal every four weeks for garden waste – don't put soil in it                    |
| <b>Grey Caddy</b>                | Food waste every week  |
| <b>Black Box and Textile Bag</b> | Every 2 weeks, glass, small electricals (box), textiles and shoes (bag).             |

## STIRLING

|                  |   |
|------------------|---|
| <b>Blue Bin</b>  | Collected every two weeks plastics, aerosols, tin foil, cartons |
| <b>Green Bin</b> | Collected every four weeks for paper and cardboard              |
| <b>Brown Bin</b> | Collected every two weeks garden waste and food                 |
| <b>Blue Box</b>  | Collected every four weeks for rinsed glass bottles and jars    |
| <b>Grey Bin</b>  | Collected every two weeks for non recyclables.                  |

## Too BIG for the Bin ?

Local councils operate schemes for bulky uplifts and charges may be applied. They have local recycling facilities – otherwise known as the “tip” where you can dispose of your rubbish if you take it along. Check your local council's web site for details of these schemes in your area.

There are possible alternatives to using these facilities:

- Check out Zero Waste Scotland's main website and find out how your junk could be reused [www.zerowastescotland.org.uk](http://www.zerowastescotland.org.uk)
- Visit Recycle For Scotland [www.recycleforscotland.com](http://www.recycleforscotland.com) - you can fill in an online form or give them a call on 0800 0665 820 and you may be able to get items uplifted for free.



# Tenant Satisfaction Survey

The Association undertakes a full tenant satisfaction survey every three years.

The last survey was undertaken between November 2018 and January 2019.

These results are used to report to the Scottish Housing Regulator in respect of the Annual Return on the Charter - ARC.

The report on Tenant Satisfaction shows that overall tenant satisfaction has fallen slightly to 80%. The table gives the key results from the survey.



| ARC Indicator | Variable (% measure is very and fairly satisfied unless stated)                     | PHA 2016/17 | PHA 2017/18 | PHA 2018/19 | Average RSL 2017-18 (2018/19 still to be published) |
|---------------|---|-------------|-------------|-------------|---|
| 1             | Overall satisfaction with services  | 83%         | 82%         | 80%         | 91%   |
| 3             | Keeping tenants informed about services and decisions (% very good and fairly good) | 86%         | 84%         | 87%         | 93%   |
| 6             | Satisfaction with opportunities to participate                                      | 84%         | 66%         | 70%         | 86%   |
| 10            | Satisfaction with Housing Quality   | 82%         | 72%         | 76%         | 89%   |
| 17            | Satisfaction with neighbourhood management  | 82%         | 74%         | 73%         | 89%   |
| 28            | Rent is value for money (% very and fairly good)                                    | 80%         | 69%         | 70%         | 83%   |

**The overall figure for Tenant Satisfaction doesn't tell the full story as there are wide variances within the results both in terms of geography and household composition (age, size of household etc). Further work is being done to look at the numbers to help us develop actions in response to the results.**

We are disappointed with the figures in the survey and are not sure that a postal survey undertaken every three years is the best way to find out what tenants really think about the Association on an ongoing basis. So we have put some new arrangements in place so we can hear from you quicker and react quicker.

From September 2019, Knowledge Partnership, who carry out our surveys on our behalf, will be undertaking phone surveys on a monthly basis. We are looking to contact 100 tenants a month with the aim to provide us with up to date information. If you receive a phone-call from Knowledge Partnership it would be great if you give up 10 minutes of your time to answer their questions.

You don't have to wait to be contacted for a survey - if there is anything you would like to tell us, good or bad, then please use our **GET IN TOUCH** contacts – see below – they will be happy to discuss it with you or arrange a CHAT visit to your home by one of our officers. We are also thinking about the idea of conversation cafés - let us know what you think.

If you would like to be involved in our wider tenant participation look at the details of our current programmes in this newsletter. There is lots going on and hopefully there will be something to suit you. If you have any other ideas about involvement **GET IN TOUCH** – we'd love to hear your ideas.

## GET IN TOUCH

### Tenant Participation Contacts

**Evelyn Mathershaw**  
Housing Manager

**Charlene Syme**  
Senior Housing Officer

Phone **01324 664966**

Email **enquiries@paragonha.org.uk**

### Conversation Café - What's that?

Get together in an informal setting with our staff as hosts to discuss things affecting your neighbourhood and coming up with ideas to improve things – and there is tea and coffee! Good idea? Bad idea?

**GET IN TOUCH** and let us know what you think.



## Tenant Scrutiny

### NEXT STEPS

**In our last newsletter we told you that we were successful in applying to take part the Scottish Government's "Next Steps Programme".**

It is delivered by the independent Tenant's Information Service (TIS) and the Tenant Participation Advisory Service (TPAS). It is aimed at helping housing associations and council landlords to review and update their tenant engagement offering.



This has been a very positive experience for the Association and we hope those tenants who came along and shared their views and ideas found it useful. Our thanks go to all of you who took part.

We are currently awaiting the final Action Plan from TIS and will share this with you.

## TENANT PARTICIPATION STRATEGY (TP STRATEGY)

The current TP Strategy requires updating. It covers all our areas – Clackmannanshire, Falkirk and Stirling. As with previous TP Strategies we are proposing to produce this one in partnership with Clackmannanshire Council and Clackmannanshire Tenants and Residents Federation so we can share resources. We will also be speaking to groups in the other areas too.

The work that the Association has carried out as part of the Next Steps Programme is a strong platform to build the TP Strategy from. We are hoping to have a draft strategy in place by October 2019 and there will be plenty of opportunities for you to have your say, including a stand at this year's AGM.

In the meantime if you would like to get involved in the production of the Strategy or indeed with wider Tenant Participation Activities, then please **GET IN TOUCH**.

## TENANT SCRUTINY

On Friday 12th July we had a very successful meeting of the Tenant Scrutiny Panel. Currently 7 tenants have come forward and indicated they are interested in being members of the panel, but we are always looking for new recruits and happy to welcome members to the panel. A series of meetings have been set up for 2019/20 and these are detailed below:

### Friday 16th August – Scrutiny Panel Meeting

- Thursday 22nd August – TIS meeting – Introduction to Rapid Rehousing
- Friday 30th August – Review of Customer Care Policy and Performance
- Friday 20th September – ARC report and 'editorial meeting' for winter newsletter

### Friday 4th October – Scrutiny Panel Meeting

- Friday 25th October – Reactive Repairs Review of Policy and Performance
- Friday 8th November – Reactive Repairs Review of Policy and Performance

### Friday 6th December – Scrutiny Panel Meeting

- Monday 10th January - Rent Consultation Focus Group

### Friday 7th February – Scrutiny Panel Meeting

Even if you don't fancy the idea of coming along to meetings or maybe you just don't have the time, then we have another option and that is the introduction of the 'Armchair Scrutineer'. We see this as a tenant who is interested in what the Association is doing and willing to spend an hour or so a month looking over policies and procedures and feeding back comments and suggestions to the Scrutiny Panel.

If you would like to get involved, or just want a bit more information before making a decision then please **GET IN TOUCH**.

## Take A Sneaky Peek

All housing association and council landlords are required to make a return to the Scottish Housing Regulator once a year. These are submitted in May and the full results are not usually available until August but we thought you'd like wee peek at what we have submitted before we give you more information later in the year.

We are members of Scotland's Housing Network so have some provisional average figures to look at for comparison, but these may change as other landlords update their information.



|   | Paragon Performance 2018/19 | Paragon Performance 2017/18 | Scottish Average 2018/19 - taken from Scottish Housing Network and may change once full Charter returns published |
|---|-----------------------------|-----------------------------|---|
| Housing Stock Numbers   | 1422                        | 1396                        | --  |
| Average Rents –weekly average                                     | £77.44                      | £75.16                      | Information not yet available   |
| Rent Collected as % Total Rent Due                                | 101.13%                     | 101.1%                      | 99.12%  |
| Repair Satisfaction   | 89.97%                      | 92.41%                      | 91.56%  |
| Average Number of Days to complete non emergency repairs          | 5.58 days                   | 5.22 days                   | 6.43 days   |
| Average number of Days to relet empty properties                  | 36.31 days                  | 42.9 days                   | 32.26 days  |
| Average Weekly rent increase percentage                           | 2.9%                        | 2.19%                       | Housing Associations 3.05%<br>Local Authorities 2.79%   |
| Percentage of ASB cases resolved within locally agreed timeframes | 91.2%                       | 84.52%                      | 87.88%  |





HOUSING OPERATIONS  
SUPPORT TEAM

# Host Team Spotlight

For most tenants and owners contacting the Association, our **HOST Team** will be their first port of call.

The HOST Team (Housing Management Operations Support Team) answer most of our telephone calls on the main switchboard and meet all our visitors to the office.

They are a busy Team dealing with a wide range of services including taking rent payments by phone or at the counter, dealing with repairs, housing applications, allocating properties and all general enquiries.

## The current Team is

|                         |                             |
|-------------------------|-----------------------------|
| <b>Marie Bowie</b>      | Team Leader                 |
| <b>Karen Strathie</b>   | Housing Assistant           |
| <b>Sebastian Pinn</b>   | Customer Services Assistant |
| <b>Colleen Howieson</b> | Customer Services Assistant |

The Team has a wide range of responsibilities so each Team Member has tried to give you a flavour of what they do and how things are going currently.

## MARIE

### Contact Management

Marie Bowie is the Team Leader. Here she explains her background and role:

"I have worked in housing for 29 years and have had a wide range of responsibilities. I joined Paragon in 2017 and have been involved in a whole range of things - estate management, housing officer role and more so I have a good level of knowledge of our housing stock and the services we deliver. I have now taken up the **HOST** Team leader post and my aim is to ensure that the Team delivers excellent customer service and achieves a high level of performance.

We are always on the lookout on how to improve things and we have introduced a Contact Management System as part of our IT system. All customer contacts are logged and all staff have set targets for getting back to people so if you contact us on the frontline our staff will log the contact and either deal with it there and then or make sure it gets to the right person to respond.

| Action  | Timescale  | Comments  |  |  |
|---|--|---|--|--|
| Request home visit  | Acknowledge request same or next day<br><br>5 Working Days to carry out visit                    | Normally acknowledge by same method as received   |  |  |
| Return Telephone Call   | Same or next working day   |   |  |  |
| Follow up phone call from above where issue cannot be dealt with at first contact | Within 5 days to complete from return to dealing with issue or phone with update                 | When providing an update staff will give a clear indication when full response will be made or next update will be given. |  |  |
| Mail - Post   | Acknowledge receipt same or next working day<br><br>Full response or postal update within 5 days | When providing an update staff will give a clear indication when full response will be made or next update will be given  |  |  |
| E Mail/Text monitored boxes – please use enquiries@paragonha.org.uk               | Acknowledge receipt same or next working day<br><br>Full response or email update within 5 days  | When providing an update staff will give a clear indication when full response will be made or next update will be given. |  |  |
| Request office appointment  | Acknowledge request same or next day<br><br>Within 5 days of request                             |   |  |  |
| Neighbour Complaints / Anti Social Behaviour                                      | All reports acknowledged within 1 day  | Extreme Behaviour<br><br>Aim to investigate within 3 working days and resolve in 60 days                                  | Serious Behaviour<br><br>Aim to investigate within 5 working days and resolve in 40 days | Nuisance / Other Tenancy Breaches<br><br>Aim to investigate within 5 working days and resolve in 20 days |



# How Do I Get A House?

Karen Strathie is the Housing Assistant in the Team and she explains how housing allocations operate. Karen says "One of the most common questions we get in **HOST** is 'how do I get a Paragon house?'"

We work with a housing application from and operate a points system which aims to give those in greatest need the highest priority. Point ranges range from 100 for anyone assessed as statutorily homeless by the Local Authority to 10 points for registration. Anyone applying gets advised of the number of points they have been allocated. We have a handy leaflet that summarises the Allocations Policy and you can get that from the office or from our web site. We currently have over 800 applicants on our housing waiting list and generally have around 125 houses and flats becoming vacant each year.

We allow applicants to choose where they would like to live to street level but we will only consider people for suitable properties eg we will not allow overcrowding.

**KAREN**

My best tips if you are looking to be housed or are looking for a transfer are:

- **To think about where would like to live and visit the area to have a look before applying.**
- **Keep your choice of area as wide as possible to increase your chances.**
- **Keep us updated if you have a change of circumstances.**

The **HOST** Team are more than happy to help people to complete the application form and advise them about their prospects.

**SEBASTIAN**

## Reletting Empty Homes

Sebastian Pinn is a Customer Services Assistant in the Team. He tells us about the improvements made in the timescales for reletting empty homes. Seb says "Getting homes relet quickly is important for 2 main reasons – people on the housing list get a house quicker and it reduces rent loss. We usually measure how well we are performing by looking at the average number of days it takes from when a tenancy ends until a new tenancy starts.

Recently we have made some changes to the way we monitor and progress voids and to the timings of accompanied viewing. For example in some cases we have shown prospective tenants the property before it is ready to let. These changes have seen average relet days fall from 42.9 days as at March 2018 to 26.5 days as at 30th June 2019.

**COLLEEN**

## Repairs

Colleen Howieson is a Customer Services Assistant and the newest recruit to the Team. Colleen says "We take most repairs requests by telephone and log them on to our IT system so we know what has been ordered, when it was ordered, due to be completed and which contractor has been given the work to complete. We tell tenants what the target response time is for the work and make access arrangements.

Response times for repairs has always compared favourably with other social landlords with over 95% of repairs being undertaken within target time and right first time.

Our target response times for repairs are:

Emergency Repair/ Callout: Within 2 hours

Right To Repair: 24 hours (1 working day)

Urgent Repair: 3 working days

Routine Repair: 5-10 working days

Call the **HOST** Team a call if you need any help or information: **01342 664966**

# Here To Help<sup>+</sup>

We offer the services of a Tenancy Sustainment Officer, Sarah Nicolson and she can help with a whole range of issues.

## Tenancy Sustainment

We want tenants to be able to stay in their homes and offer “tenancy sustainment” services to minimise tenancy breakdown, prevent homelessness and promote stable and sustainable communities.

We try to do this through:

- **Prevention** – help prospective and new tenants understand what it means to hold a tenancy and help them get set up including making sure access to the right benefits
- **Tenancy Support** – ensuring that all tenants are supported throughout their tenancy
- **Partnership working** – working with other agencies to try to provide support tenants.

Tenancy Sustainment Officer

**Sarah Nicolson**

Phone **01324 664966**

E mail **[enquiries@paragonha.org.uk](mailto:enquiries@paragonha.org.uk)**

## Navigating Through Benefits

Sarah has an important role to play in achieving this by giving advice on all kinds of benefits or she can just carry out a benefits check with you.

Current benefits include:

- Universal Credit
- Income-related benefits such as Employment & Support Allowance, Jobseeker’s Allowance, Income Support, and Pension Credit
- The Scottish Welfare Fund
- Child and Working Tax Credits
- Housing Benefit and Council Tax Reduction
- Personal Independence Payment (PIP) / Disability Living Allowance (DLA)
- Attendance Allowance
- Carer’s Allowance



# Universal Credit

(Scottish Choices)

In the past couple of years Paragon has seen approximately 15% of our tenants claiming Universal Credit. This figure is increasing month on month.

Universal Credit is a UK-wide benefit reserved to the UK Government. It is a single monthly payment that's replaced the following six benefits:

- Income-related Employment and Support Allowance (ESA)
- Income-based Jobseeker's Allowance (JSA)
- Housing Benefit
- Working Tax Credit
- Child Tax Credit
- Income Support

The roll-out of Universal Credit for new claims was completed in December 2018. People still receiving one or more of the older benefits listed above will be switched to Universal Credit by the end of 2023. Please note this date is subject to change.



# UC Universal Credit

## Scottish Choices – We Can Help

Universal Credit 'Scottish Choices' give people living in Scotland the option of:

- Being paid Universal Credit twice a month rather than monthly
- Having their Universal Credit housing costs element being paid directly to their landlords

Universal Credit Scottish Choices have been available to people making new claims in full service Universal Credit areas since 4th of October 2017 and have been extended to everyone receiving Universal Credit from 31st of January 2018. The Department for Work and Pensions (DWP) deliver Universal Credit Scottish Choices on behalf of the Scottish Government.

There are particular rules around using the Scottish Choices Option and Sarah can guide you through these. If you are in receipt of Universal Credit and are considering having your housing costs paid directly to us to help you budget then she can help.

Contact Tenancy Sustainment Officer / Sarah Nicolson on 01324 664966 or email [enquiries@paragonha.org.uk](mailto:enquiries@paragonha.org.uk)

## Making Rent Payments

There are various ways to make rent payments:

- At the post office using Allpay
- At any paypoint outlet using Allpay
- By bank standing order if you have a bank account
- By online banking
- By cash or cheque at the office
- By cheque through the post - we will send you a receipt
- By debit card in the office or by phone

If you have a bank account that allows you to use Standing Orders or have access to online banking you can use this method to pay. Contact us and a Bank Standing Order Form will be sent out to you.

Please remember to change your Standing Order each year if your rent increases otherwise your account may fall into arrears.





# CONTACTS

## QUICK GUIDE



### OPENING HOURS

The emergency service operates around the clock every day. Our office is open 9.00am – 5.00pm Monday to Friday, excluding public holidays as detailed below. If the weather is bad and disrupts services then check the web site for updates or listen to the message on our answer machine.

### NEXT PUBLIC HOLIDAYS

#### Office Closed

Friday 27th September 2019

Monday 30th September 2019

**Please Note:** Only emergency repairs will be dealt with when the office is closed. If you are unsure what constitutes an emergency repair then please check your Tenants Handbook. We will recharge anyone who abuses the system.



|  |   |
|--|---|
| <b>Paragon Housing Association</b>   | Telephone: 01324 664966<br>Website: <a href="http://www.paragonha.org.uk">www.paragonha.org.uk</a><br>Email: <a href="mailto:enquiries@paragonha.org.uk">enquiries@paragonha.org.uk</a> |
| <b>Out of Hours Emergency Reactive Repairs</b><br>The McDougall Group  | 0800 975 1234   |
| <b>Out of Hours Gas Repairs</b><br>City Technical Services   | 0333 202 0708   |
| <b>For Gas Leaks</b><br>National Grid Emergency Services   | 0800 111 999  |
| <b>Scottish Water</b><br>Helpline  | <a href="http://www.scottishwater.co.uk">www.scottishwater.co.uk</a><br>0800 0778 778   |
| <b>Flooding warnings and advice</b><br>SEPA Floodline  | <a href="http://www.sepa.org.uk">www.sepa.org.uk</a><br>0345 9881 188   |
| <b>Electricity Suppliers - may vary by area</b>  |   |
| Scottish Power Energy Networks   | Landline: 0800 092 9290<br>or Freephone 105   |
| Scottish Hydro   | 0800 300 999  |
| Note some phones lines may be free from a landline but not from a mobile. Some companies offer online reporting facilities - visit their web sites for more information.   |   |
| <b>Council Bulk / Special Uplifts</b><br>Please note that arrangement and charges differ in each council area so please contact them direct if you need an uplift. The Estates Team can also provide you with advice on refuse collection and special uplifts. |   |
| <b>Clackmannanshire Council</b>  | 01259 450000  |
| <b>Falkirk Council</b>   | 01324 506070  |
| <b>Stirling Council</b>  | 01786 404040  |

Paragon Housing Association Limited  
Invergrange House, Station Road,  
Grangemouth FK3 8DG

Telephone: 01324 664966  
Email: [enquiries@paragonha.org.uk](mailto:enquiries@paragonha.org.uk)  
[www.paragonha.org.uk](http://www.paragonha.org.uk)

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