

## Paragon Housing Association Ltd

### Regulatory Status:

We have not included a regulatory status in this box. After we receive the first annual Assurance Statements in October 2019 from all landlords and complete our annual risk assessment we will give Registered Social Landlords (RSLs) a regulatory status in line with our Regulatory Framework.

### Why we are engaging with Paragon Housing Association Ltd (Paragon)

We are engaging with Paragon about its **service quality**.

To assess the risk to social landlord services we have reviewed and compared the 2017/18 performance of all social landlords to identify the weakest performing landlords. Paragon is in the bottom quartile for all social landlords in relation to:

- satisfaction with the overall service;
- tenants who feel the landlord is good at keeping them informed about services and decisions;
- tenants satisfied with the opportunities to participate in landlords decision making;
- tenants satisfied with the quality of home;
- tenants who feel the rent for their property represents value for money;
- lets to homeless people; and
- average days to re-let properties.

### What Paragon must do

Paragon must deliver improvements in its services to tenants in the areas we have highlighted in this engagement plan.

### What we will do

We will review Paragon's Annual Return on the Charter in June 2019 and engage with it about the service quality areas we have highlighted in this engagement plan.

### Regulatory returns

Paragon must provide us with the following annual regulatory returns and alert us to notifiable events as appropriate:

- Annual Assurance Statement;
- audited financial statements and external auditor's management letter;
- loan portfolio return;
- five year financial projections;
- Annual Return on the Charter; and
- the return on the Energy Efficiency Standard for Social Housing.



**[Read more about Paragon Housing Association Ltd >](#)**

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