

TS Panel Meeting

27th August 2025



Agenda

Feedback from Estates Inspections
Feedback on Clacks Community Carnival
Consultation on ASB Policy
Tenant Communication Profile
Changes to SPSO complaints model procedures

Feedback from Estates Inspections – 19th August

- 3 Estates visited
- All agreed Estates generally in reasonable condition
- Found the pre briefing really useful
 - Housemark Photobook
 - Template inspection form
 - Estate Plan

Recommendation to repeat process and invite local tenants to get involved

Feedback on Clacks Community Carnival

Well attended but general feedback was that it had been a bit of a wasted opportunity for more constructive engagement

Consultation on ASB Policy

Ongoing, will make use of AGM as well as email and website promotions

Tenant Communication Profile

Now being piloted and good response so far

Changes to SPSO complaints model procedures

Newly issued statement of principals circulated and confirmation that we would be reviewing policy in light of these in early 2026

Dates for the diary

Tuesday 14 th October	Scottish Housing Network Annual Performance visits – times to be confirmed	Let us know if you'd like to join staff and committee to find out how Paragon performs compared to other landlords.
20 th to 24 th October	Internal audit – performance management ARC – Voids & Allocations	The team will be meeting with members of the TS panel so let us know if there is anything you would like to feed back
Thursday 6 th November	Tenant Information Service – tenant participation summit	Let us know if you'd like to attend and hear about preparations for the Annual Assurance Statement
Friday 14 th November	CIH Scotland – Annual Awards Dinner	Paragon is delighted to have been shortlisted for 2 awards
Wednesday 3 rd December	Meeting of the Housing Management & Investment Sub Committee	Let the TS Panel know if there is anything you would like to feed back to the meeting
Thursday 4 th December	Tenant Information Service – Annual General Meeting	This is an online event and open to the tenants of all member organisations. Let us know if you would like to attend and we will send you details
Tuesday 9 th December	Tenant Scrutiny Panel Meeting	Meeting open to all tenants so let us know if you would like to attend and we will send you details