

Whats going on in Oak Tree

What you should know



Lost and found Find out who saved the day \rightarrow



Coffee anyone? Coffee Corner morning meetup



Jack & Victor Park up and make new friends

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Repairs Down Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. \rightarrow



Sunflower City Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.



Freshen Your Day Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

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How We Have Performed

What you should know

they were satisfied with the overall service provided, compared to the Scottish average of 87.7%.



that ng homes were good at keeping them informed about its services and out-comes compared to the Scottish average of 91.2%.





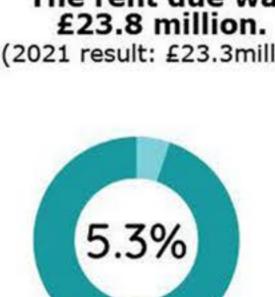




tenants are satisfied with the quality of their home. tenants are satisfied with the management of the neighbourhood they live in.



The rent due was £23.8 million. (2021 result: £23.3million)



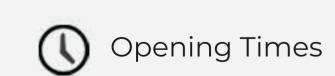
Total rent arrears as





View all performance

Oak Tree Housing Association



9:00AM - 5:00PM Monday Tuesday Wednesday Thursday Friday

Saturday & Sunday Closed

9:00AM - 5:00PM 9:00AM - 5:00PM 9:00AM - 6:00PM 9:00AM - 4:00PM Contact Us

Assurance House 2 Lawn Street,

admin@paisleyha.org.uk

Paisley Housing Association Paisley, PA1 1HA

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Registered Scottish Charity No. SC035589 Registered with the Scottish Housing Regulator, registration no.HCB166 FCA Ref No. 2171R(S)

1 Legal Info

ICO No. Z6517872

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Adaptations Major Repairs and Cyclical Asset Management

Policies & Procedures Damp and Mould

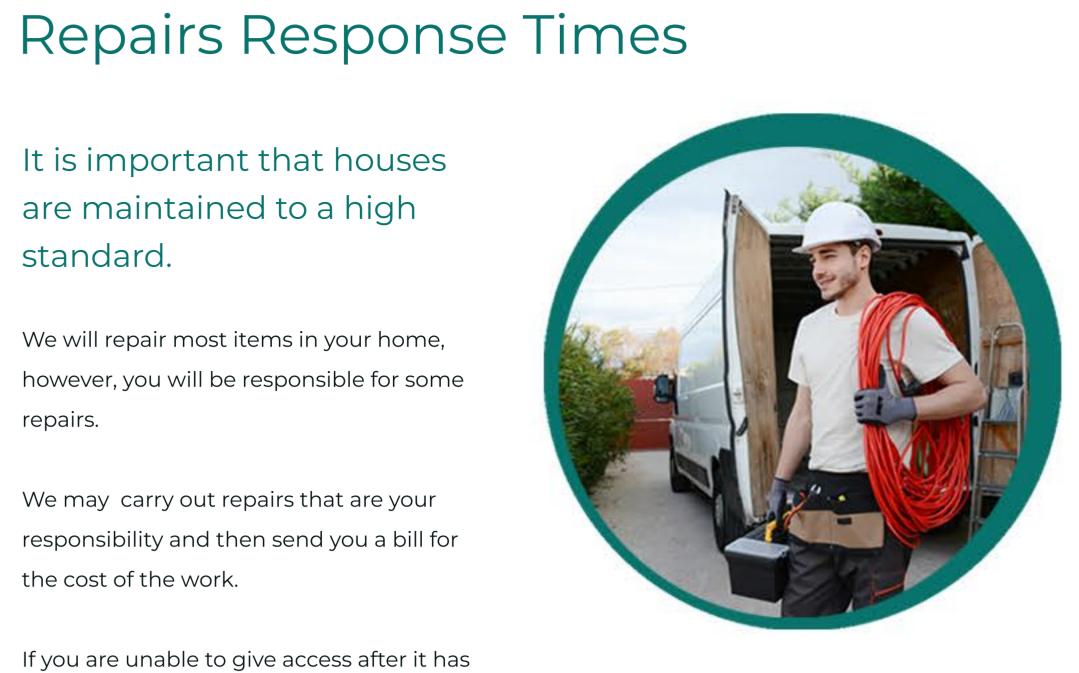
It is important that houses are maintained to a high

standard.

We will repair most items in your home, however, you will be responsible for some

We may carry out repairs that are your responsibility and then send you a bill for the cost of the work.

If you are unable to give access after it has been arranged but you do not cancel the appointment.



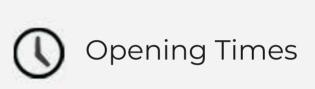
Quality of Service



Making sure repairs are done properly is important and we want to ensure that we provide a high-quality repairs service. We monitor our own performance and the performance of our contractors to ensure you get good quality of service. We do this by carrying out a number of post inspections to assess the quality of work undertaken and we also regularly meet with contractors to discuss any issues.

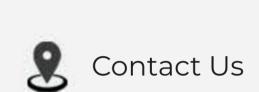
We also untertake continous customer satisfaction surveys, through an independent company Research Resource. Research Resource contact a sample of tenants who have recieved a repair in the previous month and ask a number of questions about the quality of service recieved.

These findings are then passed to us so we can improve services where required.



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Saturday & Sunday Closed



Paisley Housing Association Assurance House 2 Lawn Street, Paisley, PA1 1HA

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