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Tenant Login

OAK TREE

HOUSING ASSOCIATION

Rent

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New Development

Some of the finest homes you will ever see on the banks of the River Clyde

Planned Maintenance >>

Whats going on in Oak Tree

What you should know

Lost and found

Find out who saved the day

Coffee anyone?

Coffee Corner morning meetup

Jack & Victor

Park up and make new friends

Repairs Down

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Sunflower City

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Freshen Your Day

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View all noticeboard stories

How We Have Performed

What you should know

94.8% said they were satisfied with the overall service provided, compared to the Scottish average of 87.7%.

89.2% felt that ng homes were good at keeping them informed about its services and out-comes compared to the Scottish average of 91.2%.

92.3% of tenants were satisfied with the opportunities to participate in our decision making, compared to the Scottish average of 86.8%.

87.9% of tenants felt that the rent for their property represents good value for money.

97.5% of new tenants were happy with the standard of their home when moving in.

71.7% of tenants are satisfied with the quality of their home.

93.2% of tenants are satisfied with the management of the neighbourhood they live in.

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

4 tenants were evicted for rent arrears (2021 result: 1 evicted due to anti-social behaviour)

Total rent arrears as % of rent due was 5.3% (2021 result: 5.8%)

Opening Times

Monday 9:00AM - 5:00PM
Tuesday 9:00AM - 5:00PM
Wednesday 9:00AM - 5:00PM
Thursday 9:00AM - 6:00PM
Friday 9:00AM - 4:00PM
Saturday & Sunday Closed

Contact Us

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

admin@paisleyha.org.uk
0141 889 7105

Legal Info

Registered Scottish Charity No. SC035589
Registered with the Scottish Housing Regulator,
registration no.HCB166
FCA Ref No. 2171R(S)
ICO No. Z6517872

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Paisley

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Repairs & Maintenance

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Report a Repair Online

Repairs Response Times

Rechargeable Repairs

Safety in the Home

Alterations & Improvements

Adaptations

Major Repairs and Cyclical

Asset Management

Policies & Procedures

Damp and Mould

Repairs Response Times

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 repairs.

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 undertake continuous 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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