

Paragon Win Award for Excellence in Customer Service

Paragon won the Chartered Institute of Housing Excellence in Customer Service award at their annual Scotland Housing Awards for their Tenant Communication Profile which aims to use information from tenants.



Paragon Housing Association and its Tenant Scrutiny Panel created a Tenant Communication Profile – a new tool aimed at improving accessibility, inclusion, and personalisation in tenant engagement. This joint work was recognised at the Chartered Institute of Housing's Scotland Housing Awards in November by winning the Excellence in Customer Service Award. Panel members, Committee Members and staff attended the dinner in Glasgow to receive the award.