

## Paragon HA Housing Management – HTT - Team of the Year

We were truly delighted that the work of our Housing Management Team was recognised when they were announced as winners of the HTT Team of the Year in March 2023. The Team is very much involved in delivering frontline housing services and using tools to reach everyone in our tenant community is something they have been working hard to improve on.

The Team provides a wide range of services including reception services, allocations, lettings, rent collection, tenancy sustainment, repairs and more. Taking an inclusive approach, they use tools such as the HTT toolkit, HTT app, Language Line and the services of a local social enterprise, Forth Valley Language Support for face-to-face interpreting. Making an application for housing or taking on the responsibility for a tenancy can be daunting so having the tools to assist our service users is great.

The cost-of-living crisis has brought new challenges for everyone and as the result of receiving external funding, we have been able to provide new services through our Warm Welcome Home Project. This has included the provision of food and fuel support together with practical measures such as issuing air fryers, heavy tog duvets, thermal curtains and more. Taking an inclusive approach has helped the Team to include harder to reach tenants in the programme so our language tools are important to help us understand what people need and for us to be able to deliver what we can offer.

We are not complacent about what we do and we are constantly trying to improve. One recent first was the attendance of an Arabic interpreter to assist one of our newer tenants at a face-to-face consultation event on Rent Harmonisation.

We have also used the award to raise awareness of inclusion and effective engagement. We had a visit from Gillan MacKay one of our local MSP's and celebrated the success with members and guests at our recent AGM.

