

Autumn 2026

Edition 18

doorstep

resident magazine

Movie Edition II
The Sequel



PA Housing

Welcome

Like all good movies, it's fair to say that there have been highs and lows over the past 12 months and I'm proud of the differences we've made to improve things for you. For three years in a row, your positive feedback during our annual door-knocking exercise, the Tenant Satisfaction Measures (TSM) survey, has increased year on year. I'm hopeful that when we come back between 14 - 25 September, you'll tell us we're still heading in the right direction. We've also changed how we communicate with you, and this magazine is a perfect example of that. What was once a stuffy, corporate publication has become a fun and engaging resident-focused magazine that you tell me you look forward to receiving.

In carrying out my role as your Chief Executive, I represent your voice, your concerns, and your wishes. At times, this has been uncomfortable for me to hear but this honesty is paramount and something you told me was missing from PA when I first joined. It

was crucial for me to get out from behind a desk, come and meet you, and sit in your living rooms to understand what it feels like to live in a PA home. Your voice — the resident voice — is strong, so it must continue to be, and must be heard.

I'm pleased that the vast majority of residents have been supportive, kind, and understanding of the challenges I inherited, the journey we have been on, and the improvements we've made.

I hope you enjoy reading this edition of doorstep, packed full of summer blockbusters and more movie puns than I could have thought possible. Remember to enter the competition to win a £100 shopping voucher, and most importantly enjoy reading.

It is my pleasure to be your Chief Executive.

Michael McDonagh
Chief Executive

Paragon Asra Housing Limited is a charitable Community Benefit Society registered under the Co-operative and Community Benefit Societies Act 2014.

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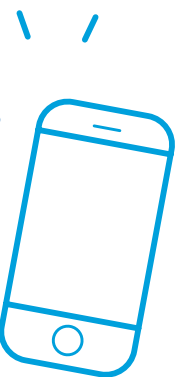
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Do you follow us on social media?

Our social media channels are a great source of information and a way of understanding some of the services we offer to you.

Take a look and follow us today.



@pahousing @PAHousingUK

THE SECRET TO YOUR GARDEN

Entries closed for our gardening competition, PA In Bloom, on Friday 28 August 2026 and we've been blown away by what you've all grown. We have lots of entries to go through now, so thank you for engaging with us.

This competition was not about having a big garden. A few flowers in a pot, a sunflower by your door, herbs on a balcony, plants in an old boot, or a bucket turned into a planter could all be valid entries. This was a celebration of colour, creativity, care, and pride in where you live – whether that's London, the South East, or the Midlands.

Categories included: Best Garden, Best Container or Small Space, Wonderfully Wild, Tallest Sunflower, and Don't Trash It, Transform It (Don't Bin It, Bloom It).

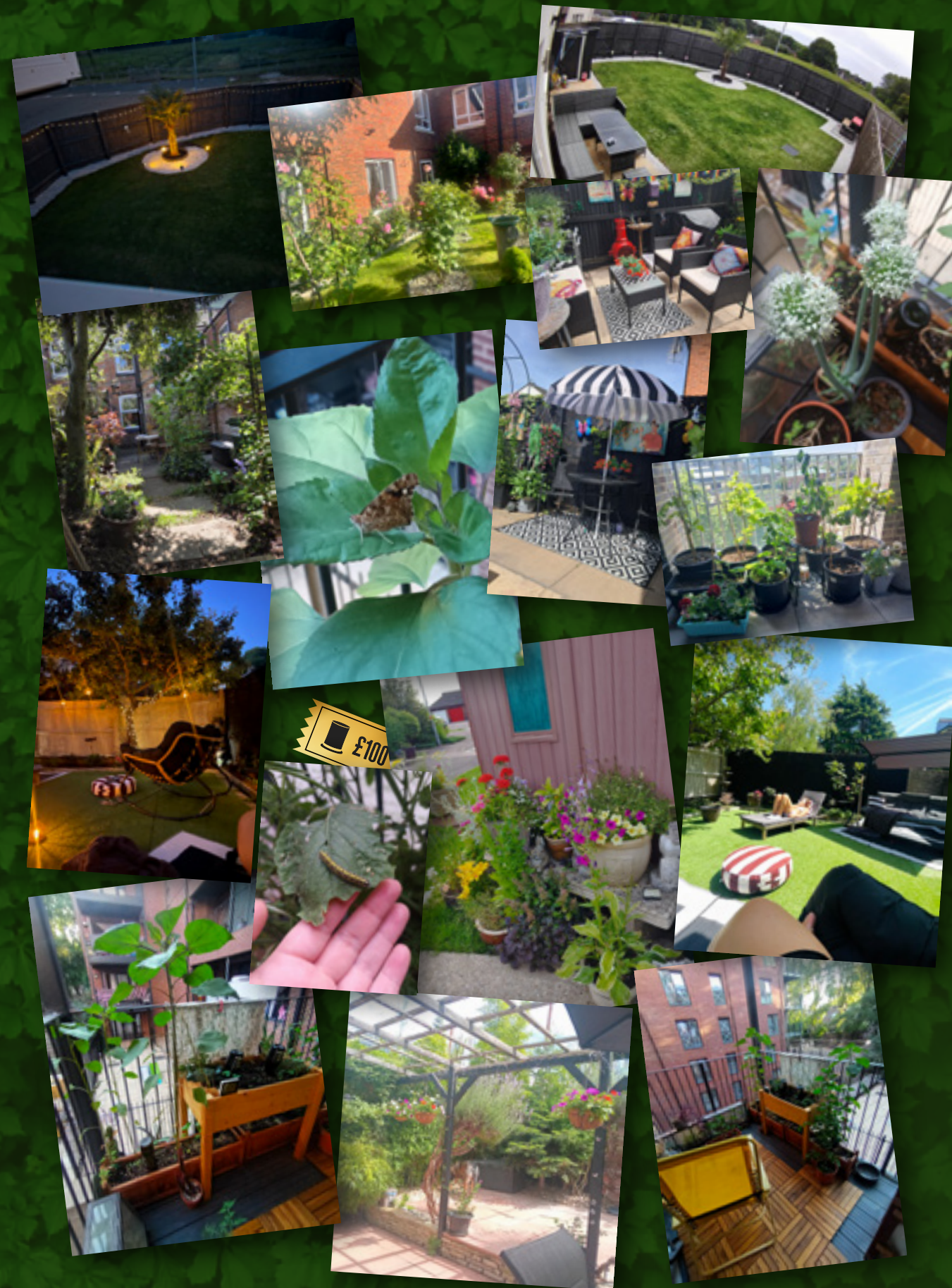
Prize guide for every category:

Regional first place: **£100**
Regional second place: **£50**
Overall category winner: **£200**

We're currently in the process of judging your entries and deciding winners, so be on the lookout for the results on our website and our social media pages. If you're curious to learn what it was all about, you can take a look at the rules and criteria on our website.

pahousing.co.uk/latest-news/latest-news/pa-in-bloom-2026/

Here's a selection of your entries!



YOUR DETAILS MATTER

You are the one we want to hear from. The real you! It's important that we have the most up-to-date information about you and your household, so we can make sure the services we provide meet your needs.

This might include changes such as:

- a new contact number
- changes to your household or names
- changes to your health or support needs.

While that may be the big trinity we're looking for, please let us know about any other significant new details.

Having accurate information means we can:

- understand your accessibility and communication needs
- tailor how we contact you
- support you during repairs, decants, and major work



Scan the QR code or visit the link to update your details. Alternatively, you can contact our Customer Services Team, who can arrange a call back or a visit.

pahousing.co.uk/yourdetailsmatter

THE

METRICS

COMPLAINTS AGAINST THE MACHINE

We know a lot of people now use AI platforms like Copilot or ChatGPT to help them with their day-to-day writing, but it's time we woke up to the limits of these tools.

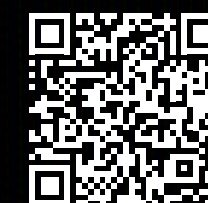
A tool to make your writing sound more professional may seem like a revelation but it's important that any complaints or emails you send to us tell us about you, your experiences, and your feelings. You are the one we want to hear from – not a simulation of you. This may be a tough pill to swallow because it seems so convenient, but AI-generated text can go down strange rabbit holes and make false assumptions about you or your situation. Also, it can sometimes draw from sources outside of the UK. So, when

it quotes things like legal terminology or legislation, these can be incorrect.

Using AI to write your complaint may also increase the amount of time it takes for us respond if we're having to fact check any quoted legislation. In some cases, you may even be asked to resubmit your complaint in your own words, so skipping the AI usage could really help you 'dodge that bullet!'

For more information on how you can submit a complaint, scan the code.

pahousing.co.uk/contact-us/making-a-complaint



Winning Wonga: FIND THE GOLDEN TICKETS

Deadline

31 OCT

Time

12.00PM

Prize

£100 VOUCHER

What would you do with a £100 voucher for a supermarket of your choice? Pick up a few good eggs perhaps, enough blueberries to make you pop, an unreasonable amount of chocolate, or maybe something even wilder – like, I don't know – an air fryer or something. The choice would be entirely up to you, and there are everlasting possibilities!

However, for one lucky PA Housing resident reading this magazine, this won't be a matter of pure imagination. If you'd like to be in with a chance of winning this prize for real, here's what to oompa-loompa doompety do...

Throughout this magazine, we've hidden golden tickets – just waiting to be discovered. Your task is to find them all and to email the correct number of tickets to us at doorstep@pahousing.co.uk

Don't be a shrinking violet and let your chances turn to gloop – get those answers to us by **noon** on **31 October**. Then, we'll put all the valid, correct responses into a bucket and draw out one winner at random.

And if you're the lucky winner, you can treat yourself to that air fryer, or chocolate... or chocolate air fryer. Anything you like!

You must be a PA resident over the age of 18 to submit a response. Children will have to ask a parent or guardian for permission to participate. One entry per household. A winner will be selected at random on the deadline of 12.00pm on Saturday 31 October from all the correct responses. Any entries after this time will not be accepted. Once the winner has been selected, we will be in contact to ask about a preferred supermarket.

Potter spells her way to victory

In the last edition of *doorstep*, we held a competition. The result? Ms. Potter from Leicester won £100 in supermarket vouchers for being a spelling wizard. No golden snitch was required to win this particular game; she simply found all the Scrabble tiles in our board games themed magazine, spelled the correct word ('respect'), and then her name was pulled out of our sorting hat at random.

Ms. Potter was absolutely thunderstruck at winning, but the magic doesn't stop there. We have another competition to try your hand at in this edition. So, get finding those golden tickets and you could WIN (...gardium leviosa)!

WITH SAFE POWER

COMES GREAT RESPONSIBILITY

We're not claiming to be superheroes, but it's part of our mission to make sure you're safe in your homes. For example, from time to time, our surveyors will swing into action to conduct essential gas and electrical safety checks. Along with our fire risk assessments, these are in place to prevent mishaps or dangerous accidents from happening.

In the tangled web of our lives, there are many different reasons why an appointment may be missed. Perhaps you're not in when operatives arrive, you haven't heard the door going, or maybe there's been a mix-up in communication on our side.

When it comes to these essential checks, we'll organise an appointment in advance and won't show up unannounced. If these are continuously missed, it could escalate into a costly legal case which is something that we never want to happen. There's no venom in this; it's simply our legal responsibility to do these

checks and it's in our power to keep you safe.

Missed appointments (for any reason, including repairs) also have a big impact on our ability to deliver our services as the appointment must then go back to the planning team to be rearranged for a later date. This means the operative may need to remain on site until another job – potentially miles away – can be allocated. This can lead to delays for other residents too.

So, before you think about going far from home and letting your appointment peter out, park that thought, and make sure you can open the door to your friendly neighbourhood surveyors. If you're unsure of the date or time of your appointment, please call us on 0300 123 2221 and a member of the team will be happy to let you know. If it doesn't suit you, we can even reschedule for a brand new day.

Thank you for your continued support. When we work together, it can be truly amazing – spectacular even!

RE-CEPTION

There's nothing to be confused about – here's how we're making sure our reception runs like a dream. The receptions at both our Leicester and Walton-on-Thames offices are now open 13 hours a week.

Here's the idea: over the past 12 months, we've seen a

sharp decline in the number of residents visiting our offices, with many of you preferring to either call us or use our online services instead.

Because of this, we've made the decision to reduce our reception opening times.

When you come and see us at one of our offices, you'll be

asked to sign-in at reception where you'll receive a visitors' badge for you to wear throughout your time with us. Without an appointment, we can't guarantee that you'll be able to meet with a member of the team.

The new reception opening times for both offices are:

MONDAY - CLOSED
TUESDAY - 9.00AM - 1.30PM
WEDNESDAY - 12.00PM - 4.00PM
THURSDAY - 9.00AM - 1.30PM
FRIDAY - CLOSED
SATURDAY - CLOSED
SUNDAY - CLOSED

These opening times are only for the receptions at our offices. Our telephone opening times will not be changed.

See our telephone opening times
pahousing.co.uk/contact-us/give-us-a-call

ARE YOU NOT MAINTAINED?

The world of grounds maintenance contractors is a competitive arena – but we’re listening to you to make sure our services get a thumbs up.

Our 2024 Tenant Satisfaction Measures (TSM) survey told us that some of our residents were unhappy with the grounds maintenance services in their neighbourhoods, and so we’ve listened.

Over the last 18 months, we’ve been speaking to our Resident Champions, a group of involved residents who work alongside our Neighbourhood Coordinators. They have been attending contractor meetings and reviewing their performance to help improve how we manage our contractors. Now, having started on 1 February 2026, Just Ask is the new grounds maintenance contractor for our residents in London. Just Ask already delivers grounds maintenance

services across our Surrey neighbourhoods, and we regularly receive positive feedback about their work, so our aim is to have a service that is in line with our neighbourhood standards across London.

While our residents can expect some changes like seeing the purple and black uniforms of Just Ask’s operatives and eco-friendly vehicles (vans, not chariots) in their neighbourhoods. Their grounds maintenance services will continue without interruption and at no additional charge.

Be a champion for local services

We’ve already begun reviewing our service charges for next year which includes our cleaning, grounds maintenance, and window

cleaning services, but we want to hear from you to make sure we get things right!

Your opinion matters. Help us design services that really work for residents.

Scan the QR code to read more:



STAR STUDDED REVIEWS

We know we’re not perfect as an organisation and we’re always striving to be better, but we have a 3.6 rating on Trustpilot which is above average. We’d like to take this moment to spotlight some of the lovely reviews you’ve left us over the past year, so we can say thank you back.



“The whole team were all amazing, from communication about who was coming and when to the sign off, they all did their jobs extremely well and at a good spec. Very polite workmen and communication team. To be honest, I’m blown away with the end result. Thank you very much!”



“I have just had a new kitchen fitted and it’s amazing, everyone involved has been fantastic, extremely helpful, couldn’t do enough for me. This company is the best company I’ve been with, and it’s been nearly 20 years.”



“Since I have moved into a flat with PA Housing, the lads who came out to do repairs went over and beyond to help me. A lovely lady in finance was so empathetic, caring and helpful so was able to set up and a plan for paying my deposit as well as kept to her word about getting back in contact with me, such a lovely lady. Overall, my experience so far has been amazing. Thank you so, so much!”



“I had a really positive experience with PA Housing. The team was professional, responsive, and helpful throughout the process. Any questions or issues I had were dealt with quickly and clearly, and communication was always respectful and efficient. I appreciate the support and the effort staff put into helping residents feel listened to and supported. Thank you for the excellent service.”

Let us know if you’ve had a positive experience of our services, we always appreciate your lovely comments.

WHEN WOLSEY



One of our residents, Mrs Shah, joined our virtual residents call in person back in February 2026. After the meeting, she approached our Chief Executive, Michael McDonagh and asked him to visit Wolsey and Abbey Mill Extra Care Scheme in Leicester.

Alongside Sally-Anne Underhill, our Director of Neighbourhoods, Michael visited in April – demonstrating ‘You said, we did.’ Plus, listening to residents and acting on their feedback is an important part of our TSM surveys.

It was decided that the visit should be informal. Thankfully, it coincided with the residents’ morning activities: board games, crafts, and a cuppa which helped to make it more of a relaxed visit.

On arrival, Michael took time to sit on our Welcome Bench, installed at last summer’s ‘Starts at Home’ event. This was an initiative we introduced to give residents the chance to sit for a while and chat.

Then, Michael accepted Mrs Shah’s challenge to a game of darts, and they were joined by some other residents. Mrs Shah was delighted to showcase her skills and love of the game. Michael was a little rusty, but he still stepped up to the oche.

Sally decided on the more therapeutic activity of colouring while chatting over a cuppa and discovering the hidden

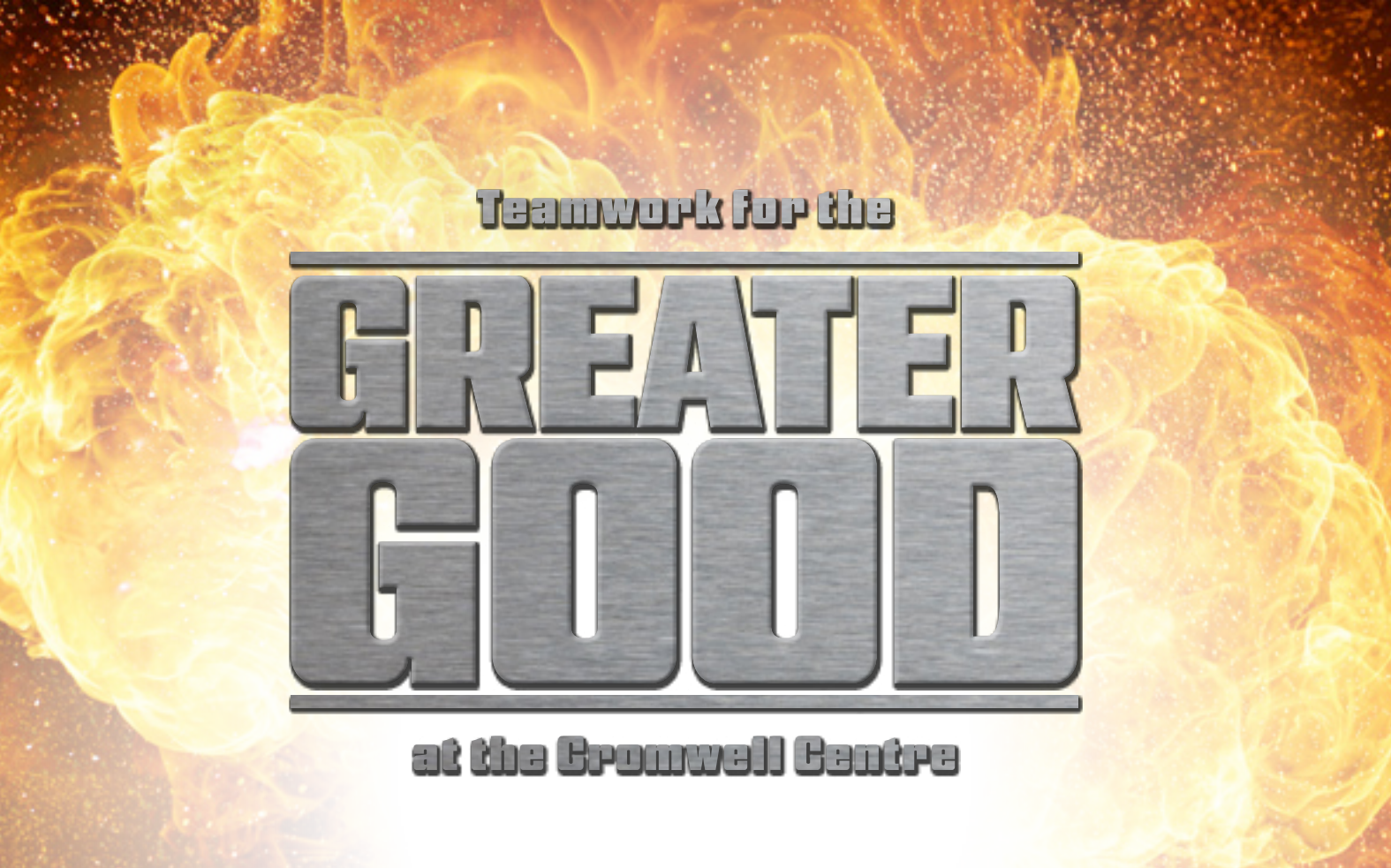
MET SALLY (AND MIKE)



talents of our residents. For example, Ms Gajjar's exceptional painting skills and her love of sewing and embroidery. Ms Gajjar was excited to show her paintings – which she had won prizes for. Her pride in these sparked another idea in Sally. PA will now look into ways to showcase the hidden talents of our residents within our schemes. We'll also think about how we can use residents’ skills to facilitate other activities. Taking the time to chat for 5 minutes can make a massive difference!

Activities are an important part of the service we offer in our schemes. Our aim is to provide opportunities for inclusion in the community, to break down barriers, and to prevent social isolation. We hold a minimum of 3 activities per week at The Wolsey Building, such as a gardening group, arts and crafts, cake decorating, bingo, seated exercises, quiz nights, karaoke, jigsaw club, and card games to name a few. Whether just one resident attends a session or there’s a full house, it really doesn’t matter because it's about residents having some meaningful social interaction while doing something that they enjoy.

On the whole, it was great how a bit of downtime for Sally and Michael amounted to a truly valuable experience for the residents at Wolsey. It also fulfilled a promise to a resident, showing that we do listen and act on your feedback.



It was hot and there was a real buzz around the Cromwell Centre in Walton following the redecoration of the space.

PiLON, a contractor delivering PA Housing's kitchen and bathroom programme, supported both the refurbishment of the community centre and the delivery of the event as part of their social value commitments. This has helped to create a more welcoming environment for residents.

The event provided an opportunity to welcome residents into the community centre and engage them in shaping how the space would be used going forward. It was encouraging to see strong attendance and valuable

feedback from the local community, helping to make sure the centre continues to reflect their needs and priorities.

This was no time for 'swanning' about. Colleagues from our ASB Team, Neighbourhoods, and Resident Involvement were hard at work and were joined by a range of external partners, including Surrey Police, Jobcentre Plus, Citizens Advice, Home-Start, and the Repairs Café. Working collaboratively in this way helps to bring together a wide range of support and opportunities for residents, strengthening the impact we can achieve collectively. Last year's TSM results told us that our 61% of our

residents thought that we made a positive contribution to their neighbourhoods. This is something that PA would like to see improve in this year's survey, so we hope that events like this one can demonstrate that positive contribution and impact.

It was great to see so many residents enjoying the day with activities including face painting, colouring, and refreshments – all supported by some welcome sunshine. It was proper Cornetto weather! Events such as this show the value of community investment and social value in practice, ensuring residents are at the heart of what we do and that local spaces continue to work for the greater good of our communities.



★★★★★
“FANTASTIC”

THE CONTRACTOR'S APPRENTICE

Alongside improving homes and bringing communities together with social value work, our contractors also offer work experience and apprenticeship opportunities for residents. For example, PA Housing resident, Dhruvi was recently employed by our contractor, PiLON, as a Customer Service Apprentice.

Since starting her apprenticeship, Dhruvi has become a valued member of the team. She has adapted quickly to the role, which has allowed her to build confidence, develop new skills, and take on new responsibilities.

Reflecting on her experience, Dhruvi said:

“Every day brings something new to learn, and I’m excited to keep growing in this role.”

Just magical! PiLON will also be advertising for a Quantity Surveyor Apprentice role to PA residents in London and the South East soon. You can see what opportunities are available on our website. Mop them up while you can!

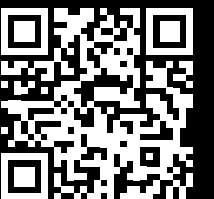
www.pahousing.co.uk/work-with-us/opportunities-for-residents/

IT'S NOT OK.

We know we get things wrong sometimes; we know that residents may feel upset, frustrated, and even angry with us, and we know that residents sometimes feel let down by us.

But it's not ok for those feelings to turn into abusive and threatening behaviour towards our teams.

Find out more on our website.



Tell me more! How to STAY COOL on those summer nights

We know that some homes can get very hot in the summer – as many homes are designed to keep heat in rather than out in the UK. So, if you feel like you're losin' control of your home's temperature, here are some tips to avoid feeling too hot, greasy, and uncomfortable in summer.

What you can do to prepare:

- If you have a ventilation system in your home, switch it on and make sure it's on 'summer mode' if it has one – that's the one that you want.
- It's worth double checking that your fridge, freezer, and fans are working properly in advance.
- If you have a garden or a balcony, growing plants outside can provide shade in front of south-facing windows. Having plants

inside can also help cool and dehumidify the air.

- Planning on having lots of people over? It may be worth hosting get-togethers elsewhere or outside as overcrowding can lead to homes becoming hotter or more humid.

Lightning-fast things you can do on the day

When the hot weather arrives, here are some steps that we can take to stay cool:

- Turn off lights and electrical equipment that aren't in use – and you're not hopelessly devoted to keeping on – as these can generate heat.
- Shade or cover windows.
- Consider cooking at cooler times of the day.
- Prop open internal doors (not fire doors).
- When it's safe to do so, and the air feels cooler outside,

get air flowing through your home by opening windows.

- If the air temperature is below 35°C, try using an electric fan.
- Check that your heating is turned off.
- If possible, move to a cooler part of your home, especially for sleeping.
- It may be cooler outside in the shade or in a public building (such as places of worship, local libraries, or supermarkets) so consider a visit as a way to cool down if you're able to safely travel there.

We hope our advice will have you feeling peachy keen on those hot days and summer nights. However, if your home is still excessively warm over an extended period of time – even after taking these steps – please contact us at hello@pahousing.co.uk

YOUR HOME. IN YOUR TIME. IN YOUR POCKET.

Download **MyPA** today.

FINANCIAL SUPPORT

IN A FLASH! A-AHH

The Lightning Reach portal's alive! Our partners at Lightning Reach can check if you're eligible for a wide range of grants and schemes from various charities and providers.

While we can't guarantee that they'll save every one of us money, and the amounts will vary from person to person, there's a good chance that you could be blessed with some financial support. Previously,

residents in need of new kitchen appliances have been able to get new ones through the scheme, so it's certainly worth a try.

Simply follow the QR code, fill out a form, and Lightning Reach will do all the checks for you. They're not here to judge, only to give you a helping hand in becoming the (money) savers of the universe!



During Antisocial Behaviour (ASB) Week, which ran from Monday 29 June 2026 till Friday 3 July 2026, the ASB

Team have been partnering with agencies like the police and community safety teams across all our regions – targeting areas with higher levels of ASB and illegal activities.

In last year's annual Tenant Satisfaction Measures (TSM) survey, just 52% of residents said they were satisfied with how we deal with ASB. This is why it's so important for us to get out there and improve our approach in the hope that residents will have a better experience of our services.

For example, we've been visiting residents who have been illegally consuming substances, causing a nuisance or annoyance to other residents while also providing support in cases of cuckooing and signposting to other agencies.

Most recently, the ASB Team – together with Daventry Police and Community Safety Team – visited a property where complaints were received about it being illegally occupied. The occupants were causing ASB by way of noise, shouting, drinking in communal areas, and generally affecting the peace and quiet of neighbours with families.

Collaborating and supporting the Neighbourhood

Coordinator for the area, we gained entry and secured the property from further ASB and damage with Sitex (metal screens).

Another day was spent with the police's local neighbourhood team who regularly deal with ASB and Corby Council's community safety. A stall was set in the middle of town where free items and information about ASB were distributed to members of the public.

ASB Week is an intensive but productive time that is used to its best as it shows that we're present and willing to work alongside partner agencies to deal with antisocial behaviour.

Your home

What we've achieved in 2025-26

Our business is not about properties. It's about the people who live in our homes and the neighbourhoods and communities they live in. While it's our mission to create safe, comfortable, and affordable homes, it's about providing a place for people to build their lives.

Resident safety

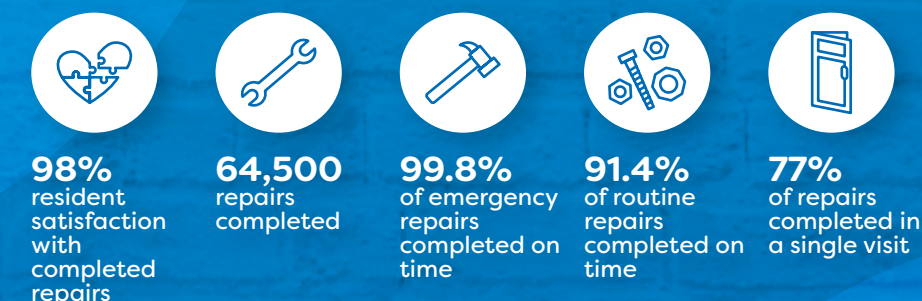
Keeping residents safe is our first priority

This year, we're at our strongest performance ever in making your homes safe:



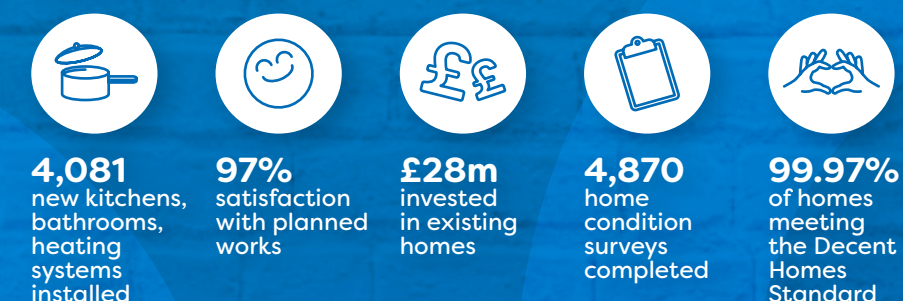
Repairing your homes

We know how important a reliable repairs service is to residents. This year we delivered:



Improving your homes

We continued to invest in modern, safe, and good quality homes:



Questions about your home?
We're here to help

Whether its a repair, safety concern, or a general enquiry, get in touch with our team.

Call us on
0300 123 2222

Or visit
pahousing.co.uk



We're making a habit of these TSM Surveys

Expect a knock on the door, or a ring, from a PA Housing colleague this September. We're not here to confuse you with riddles, and it won't drag on, we just want to ask you a few quick questions about whether you're satisfied with our services.

**TSM Surveys: Coming to your
'shire very soon!**