

What do we do?
How do you find out about our services?
How do you access them?

Information for Homeowners

2026

Paradigm



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Section 1 Welcome

We want you to enjoy living in your home. As a shared owner, we have a joint responsibility with you for keeping your home safe and in a good condition. This guide sets out what those responsibilities are, but you will find more information in your lease.

The information in this guide covers all shared ownership leases. Your lease should have been provided to you and explained to you by your solicitor when you bought your home. Please refer to your lease agreement for information about your individual circumstances.

If you have any questions about your lease, or you would like another copy sent to you, please contact the Homeownership team by either calling **0300 303 1010** or emailing them at **HomeOwnershipTeam@ParadigmHousing.co.uk**. Please note there is a fee of £25 to get a copy of your lease.

We also want to make it simple and easy for you to know about our services and how you can contact us.

The information in this guide sets out:

- What you can expect from our services
- How you can use our services and how we will make sure they are easy to access
- The legal responsibilities we have and how you can hold us to account
- A reminder of some of your responsibilities as part of your lease agreement.

It's really important to us that you're happy with the service you get from us, but occasionally things might go wrong. This guide also tells you how you can complain when things don't go quite right. We will continue to update information about our services on our website and you can also contact Customer Services if you have any questions about anything covered in this guide.

settle. *Paradigm*

In October 2025, Paradigm Housing Group merged with Settle. For now, we'll be known as SettleParadigm, until we rebrand with a new name in 2026. Until then, you will still call Paradigm's Contact Centre, see our vans on the road and have Paradigm teams working in your homes.



Section 2

Your lease agreement and responsibilities

Information you should provide to us

We want to make our services easy for you and it is therefore important that we know about any needs you may have. Please also keep us up to date:

- With your contact details, such as email and telephone numbers
- If your circumstances change, please tell us as it may mean that we can put you in touch with services or advice to help you
- If there are any changes to who is living in your household, for instance, if you have a baby.

We're committed to protecting the privacy and data security of any personal data that you share with us, and this is explained more on our website: bit.ly/3wsqd3r

Nominating a representative

You can nominate a representative or advocate who can discuss details of your lease, your rent account, or a complaint with us on your behalf.

We will need a record of your permission to set this up. You can complete the form here: bit.ly/3xYiSjj and send it to us by post or email; or you can contact Customer Services and we will send the form to you.

Using our services

There are several ways you can reach our services. Our Customer Services team is available from 8am to 5.30pm Monday to Friday.

By telephone: 0300 303 1010

By email: ContactUs@ParadigmHousing.co.uk

Face to face: If you would like us to visit you, please contact our team on the telephone number above.

By LiveChat: You can reach a Customer Service Advisor directly through www.ParadigmHousing.co.uk, ask questions and receive real-time advice and information.

MyParadigm portal: You can also use our online portal to report a repair and pay your rent: bit.ly/myparadigmlogin

Need this guide in a different format?

We want to make sure all our residents can access the information they need. If you require this guide - or any of our communications - in a different format or in another language, please let us know. We'll do our best to meet your needs so you can fully understand your rights, responsibilities, and the services we provide.



Section 3

Your home – safety, quality and repairs

The Paradigm Officer responsible for our Safety and Quality Standards is the Executive Director, Property: bit.ly/meet-the-phg-team

Our repairs services

As a shared owner, you are responsible for maintaining your home, but we are responsible for maintaining communal areas and shared facilities. If you need to report a repair for communal areas, you can do so by:

Calling our Customer Services team on

0300 303 1010

Emailing Repairs@ParadigmHousing.co.uk

Using the MyParadigm portal:

bit.ly/myparadigmlogin

Our repairs standards

As a homeowner you are responsible for repairs to your home – please check your lease for more details. We are responsible for communal repairs if we are the freeholder of the block.

In some cases, there may be a Managing Agent who is responsible for communal repairs. You can find more information about which repairs you are responsible for, and which repairs we are responsible for here:

bit.ly/repairsforhomeowners

Where we are responsible, our repairs service is delivered between 8am and 5.30pm Monday to Friday.

- Urgent repairs will be completed within 20 working days. We aim to complete these repairs sooner where we can, in an average of 15 working days.
- Non-urgent repairs will be carried out within 60 working days, except where specialist materials or equipment are needed, when it may take longer. We will keep you informed of any delays.

- Emergency repairs to communal areas, (where there is a risk to the health, safety or security of the building, customers, or any other person) will be responded to and made safe within 24 hours. Where possible a full repair will be carried out. In some cases, we may 'make safe' and arrange another appointment to complete the repair.

If you have concerns about damp and mould in your home, it is your responsibility to arrange for a specialist engineer to see if they can identify the cause. If it seems to be coming from a communal area, please contact our Customer Contact Centre on **0300 303 1010**.

Access to your home

We will sometimes need to have access to your home. This could be:

- To inspect any pre-approved alteration works
- To inspect front entrance doors if you live in a flat and we are the freeholder of the block
- If we have reasonable grounds to believe that you are in breach of your lease agreement.

We will always give you notice if we need to visit your home. The only exception to this is if we need to get in due to an emergency such as a fire or flood, where we need to ensure your safety or the safety of others in nearby homes.

Letting us in to your home is a responsibility you have as part of your lease. If we are unable to gain access, we can ask a court to grant this.

Our health and safety responsibilities

We are responsible for making sure your home is safe.

Gas safety - we will make sure your building has a Landlord Gas Safety Record (LGSR).

We will ensure that all gas appliances, flues, and pipe work that we have responsibility for within the communal areas, are installed, maintained and safety checked every year.

Fire risk assessments - are carried out in blocks of flats with internal communal areas that are owned and managed by Paradigm (if there is a Managing Agent they are required to do these). These are carried out on an annual, two- or three-yearly basis, depending on the risk profile of the building. If we are aware of someone in a flat who may struggle to evacuate the building in a fire, for example if they have mobility challenges, we will complete a personal risk assessment.

Fire safety equipment inspections - are also carried out in blocks of flats where there are communal areas. These will cover communal smoke/fire alarms, automatic opening ventilation, pressure systems, misting systems, emergency lighting and dry risers. As part of our estate inspections, we will test fire alarms and emergency lighting monthly and check communal fire doors.

Passenger lifts (in blocks) - we provide a 24-hour 365-day service if people are stuck in a lift, as well as monthly maintenance checks and independent inspections every six months.

Electrical installations – we carry out an Electrical Installation Condition Report (EICR) in communal areas every five years.

Asbestos - we will do appropriate surveys in communal areas and advise you when disruptive works are being completed in a communal area. If you are concerned about potential asbestos in communal areas, or its condition, please let us know straight away. You should not disturb it in any way.

Safety certificates - When you move into your home, you should receive gas safety check certificates for any gas installation and appliances. You will also get a technical inspection of the electrical installation, either in a welcome pack or via your solicitor if buying from a previous homeowner.

You are responsible for:

- Servicing gas appliances and the heating system in your home (where this is a legal requirement) and checking the carbon monoxide alarm associated with the gas appliances, annually
- Servicing any renewable energy appliances or systems in your home annually
- Carrying out an Electrical Installation Condition Report (EICR) to ensure the fixed wiring and electrics are safe in your home, once every five years.

Improvements and alterations to your home

You may want to carry out alterations and improvements to your home. We're usually happy to agree to these, but we will need to check that the changes are safe and not in breach of your lease. We would not recommend that you carry out any alterations in the defects period as you may void your defects liability. To request permission to carry out any changes to your home please contact the Homeownership team at **HomeownershipTeam@ParadigmHousing.co.uk**.

If you live in a block of flats

You will have been provided with information about what to do if there is a fire and there are signs in common areas. As part of our estate inspections, we check these regularly. Please make yourself familiar with the advice on the signs and if you cannot find this information, please contact us.

It's really important that you help all customers in the building be safe by:

- Keeping common areas clear of belongings as this makes it easier for the Fire and Rescue Service or other emergency services to help you.
- Keeping fire doors closed to prevent smoke and fire spreading which makes your escape easier.
- Not tampering with doors and door closers and reporting to us if they are broken or damaged.
- Testing your smoke and carbon monoxide detectors every month so you know they are working. Report to us if they don't work so we can repair them.

Balcony fires can spread quickly, so it's important to know how to keep your balcony safe.

Our full safety advice - including balcony guidance and general home safety tips - is available here:

bit.ly/stayingsafeinyourhome

If you live in a high-rise block of flats

If your flat is in a block which is over 18 metres, which is generally seven storeys high, or more, it is included in the Building Safety Act.

The Building Safety Act requires a Responsible Person to be identified to ensure that homes in high-rise buildings meet certain safety conditions. Some of our homeowners live in blocks where another, other than Paradigm, is the Responsible Person.

All these blocks will have an annual front door inspection and quarterly communal fire door inspections. If you are a customer in a high-rise building and would like more information, please contact us.

Who is responsible for managing your block or communal area?

If Paradigm owns (known as being the freeholder) your block or communal area, this means we are responsible for maintaining it and for the health and safety requirements in the block. It also means we are responsible for arranging services, for example, fire safety testing, and for setting service charges. If another organisation or entity is the freeholder of your block or communal area, then they are likely to have appointed a Managing Agent who is responsible for maintaining some or all the communal areas including the health and safety requirements. The Managing Agent will be responsible for arranging services, for example, fire safety testing, and for setting service charges.

If you live in a block with a Managing Agent, we will liaise with them on your behalf to ensure that they are providing the services they should. We include the service charge costs that the Managing Agent sets within your overall service charge.

Your lease will explain to you who the freeholder in your block is and if there is a Managing Agent. If you are not sure or would like further information about your Managing Agent, please contact the Customer Services team on **0300 303 1010** or **ContactUs@ParadigmHousing.co.uk**.

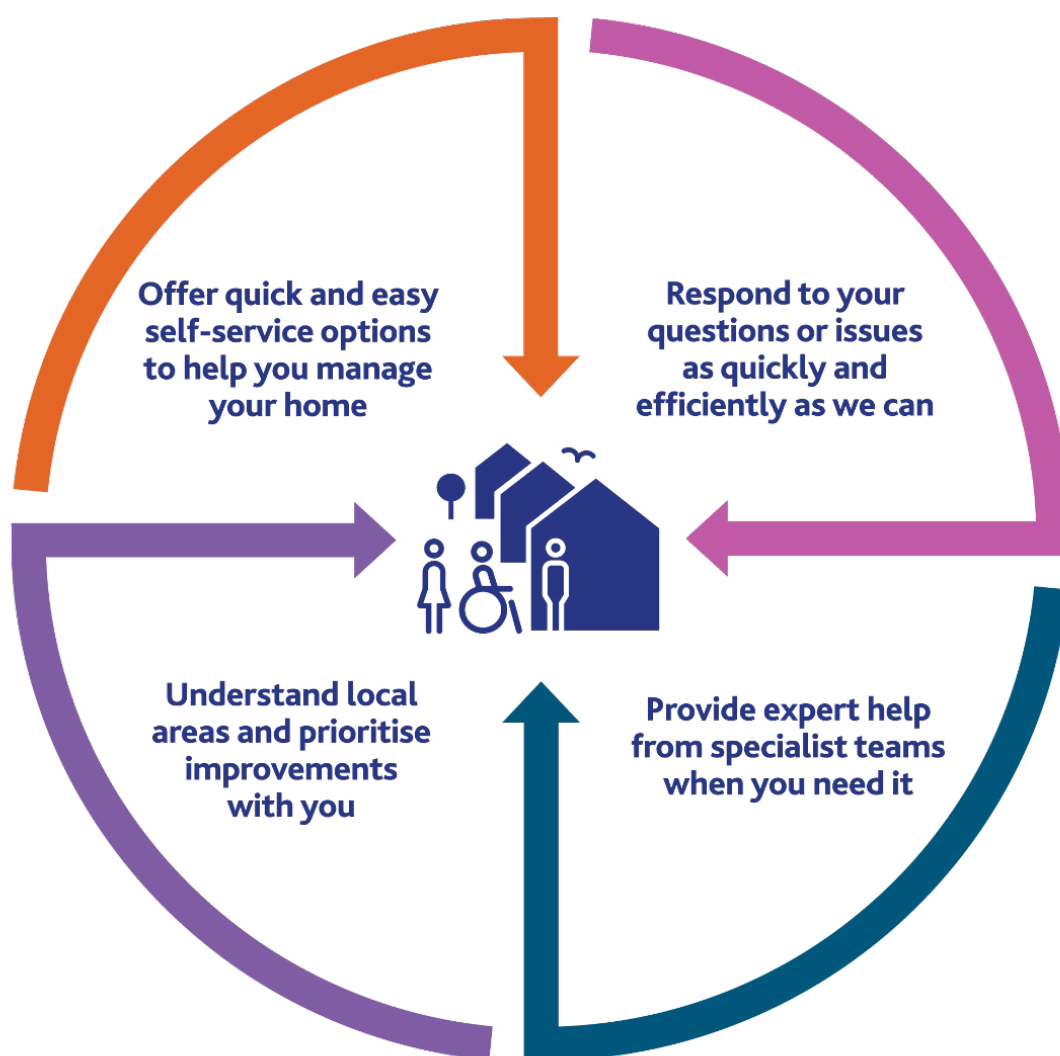


Section 4

Customer care and neighbourhood services

The Paradigm Officer responsible for our Customer Care and Consumer Standards is our Executive Director, Customer: bit.ly/meet-the-phg-team

Our Customer Care Standards set out how we will deliver our services and what you can expect from us.



CUSTOMER CARE STANDARDS



1 No matter what

Whatever you need, you can always expect us to:

Understand you by:



- Listening to you as an individual
- Being aware of your experience with us so far
- Knowing what you need and expect from us

Make it easy for you by:



- Designing our services to be simple and straightforward to use
- Keeping all communications relevant, clear and easy to understand
- Giving you choice about how you access and receive our services based on your preferences

Earn your trust by:



- Always making helping you our priority, taking ownership of your issues, and working with you to resolve them
- Treating you with respect, care and kindness
- Keeping you informed and updated so you are crystal clear on what's happening when

2 Getting in touch

You can contact us in ways that suit you:

Online:



You can go to our website for the latest news, information and advice. You can also access **MyParadigm**, where you can see personalised information relevant to you and your home, make payments, and arrange repairs.

ParadigmHousing.co.uk

Call:



When you call our main number between 8am and 5.30pm, you'll be talking to a member of our team in less than two minutes.

We operate an emergency service outside of these times.

0300 303 1010

Email:



When you email us, you'll get a personal reply within three working days.

ContactUs@ParadigmHousing.co.uk

You can also follow and contact us on social media.



Visiting you:



Call or email to arrange an appointment.

If you'd like to talk to someone face to face, let us know and we'll do our best to make it happen. We'll always try and meet you somewhere that feels safe and fits with you.

Our hours for repairs and home visits are between 8am and 5.30pm, Monday to Friday.

3 Getting things done

However you contact us, we will aim to:

Sort it first time:



Whether you're giving us a call, emailing us, or we're visiting you at home – **we'll aim to get most things sorted there and then.**

Quickly follow up:



If we can't sort it then and there, and need to get back to you, we will do so **within three working days of your initial contact.**

Be clear about next steps:



Some queries will take a little longer to deal with. When this is the case, we'll work hard to resolve the situation as quickly as possible and **keep you informed of progress.**

- We'll tell you which team and colleague will be helping you with your query, and clearly explain the next steps, including when and how we will get back to you
- Someone will get back to you with an update as soon as they can, but in no more than 10 working days from your initial contact
- We'll always aim to resolve things within this time. If we can't do this, we'll let you know why and keep you updated
- Whatever we do, we'll agree it with you and confirm you're clear on the plan

4 Thinking ahead

Whenever things are changing, you can always expect us to:

Give you plenty of notice:



- About any changes to our services that will impact you or your home
- About any financial changes to enable you to plan ahead
- About any planned works we are doing that may impact your local area

Keep you updated:



- Through a range of channels including in-person, on noticeboards, on our website, on our social media channels and through our newsletters

Use your feedback:



- Seeking your opinions at an early stage to guide our decision making
- Getting your views on proposals to make sure that they work for you

Neighbourhood support

We are responsible for the services that are set out in your lease for the neighbourhood you live in.

Enquiries about any of these services can be made to our Home Ownership team.

We will:

- Provide information and advice about your lease, where you live or the services that you receive
- Always aim to answer your questions when you contact us as quickly as we can, within the timelines set out in our Customer Care Standards. When an issue is complicated, we will keep you updated with progress and information until the issue is resolved
- Support you to manage your lease and deal with breaches of lease agreement
- Provide advice on your lease and work with you if you need additional support
- Work with customers in local areas to understand any improvements required, and prioritise them in Local Plans which are shared with customers.

Please read your lease agreement to understand what your rights and responsibilities are. We will always explain why we need to act if you have broken a condition of your lease, and we will do this in a consistent and fair way. If you do not understand your lease agreement, please contact us so that we can help.

Our Support Hub: bit.ly/paradigm-support provides further information on services for you, your family, your wellbeing and help into work. If you don't have access to the Paradigm website, you can contact us for information about these services.

Anti-social behaviour

We will work with homeowners and other organisations to contribute to the safety and community in neighbourhoods.

We assess all reports of anti-social behaviour (ASB) and take quick and decisive action to tackle and resolve reports of ASB and hate incidents. We have a specialist team to support people experiencing ASB and work with people accused of causing ASB to resolve issues. If we investigate and find that actions have broken conditions of the lease agreement, we can take legal steps, which could include seeking possession of your home and eviction in the most serious cases. Information about ASB, including our policy, can be found here: bit.ly/ASBParadigm

You can report ASB and hate incidents by using the details above.

Estates services – grounds maintenance and communal cleaning

We will provide and manage grounds maintenance and communal cleaning services.

Your grounds maintenance and communal cleaning services are provided by external companies, mostly under contract to Paradigm unless your services are provided by a Managing Agent. We will arrange the contracts for this openly, and accurately set out the costs of providing these within your service charges.

Our Estates Services team monitors the quality and frequency of services as agreed by the contract.

Our current contractors can be found here: bit.ly/3wklNeZ

Helping you when you want to move home

Depending on the terms and conditions of your lease, you can either:

Sell your share - this is also known as a Reassignment of Lease. It's a transfer of the remaining term of the existing lease by the current shared owner to another (qualifying) person, with our consent as landlord. The share cannot be sold for any more than the amount quoted in your valuation, when you find out how much your property is worth, however you can sell for less. You will be responsible for paying all your costs along with our fees.

Sell your property outright - on the open market, with our permission and subject to the terms of the lease.

After you receive a RICS property valuation, you can sell your home. We will take our share based on the valuation price, regardless of the end sale price. If you sell for greater than the valuation price, you will keep the difference. If however you sell for less, you will need to make up the shortfall to cover our share. You will be responsible for paying all your costs along with our fees.

To find out how much your property is worth, you'll need an independent valuation from a RICS-accredited surveyor approved by us. You can find a qualified RICS valuer at www.ricsfirms.com

For more information, to discuss your options or start the process of selling your home, including approval of your preferred surveyor, please contact the Sales Team on **0300 303 8046** or email them at **Sales@ParadigmLiving.co.uk**

Change in management arrangements

To ensure you always receive the best service, we may consider changing your landlord or managing arrangements. Should we feel this is necessary, and if you could be affected by the change, we will consult you on the proposals and take your views into account before any decision is made.

Your right to manage

The Right to Manage is a statutory right provided by the Commonhold & Leasehold Reform Act 2002. It provides flat owners the opportunity to run their own affairs making their own decisions about the management and upkeep of their home. This includes the insurance, repairs and service charges.

It is available to the leaseholders of flats where at least two-thirds of the flats in a block are let to 'qualifying tenants' (long leaseholders) and at least 50% of those leaseholders' become members of the Right to Manage company.

More information can be found on the Leaseholder Advice Centre website here: bit.ly/leaseholdadvicecentre

If you would like to discuss this with us, please contact the Homeownership team.

How we are performing

We publish performance information annually with an update every three months.

The Housing Regulator has introduced Tenant Satisfaction Measures which require all social landlords, like Paradigm, to collect data in the same way. These measures aim to make landlords' performance more visible to customers, help you hold us to account and show how we are doing in comparison to other social landlords. We publish updates every three months on our website, which you can see here: bit.ly/phgtenantsatisfaction

We also publish performance against our Customer Care Standards and an Annual Report to Customers which tells you key information about how well services have been provided and improvements we have made over the year: bit.ly/paradigm-performance

Getting involved and influencing our services

We're keen for our customers to be involved in the key decisions we make. You can get involved with something quick and easy, like a survey about a service you've received, or something more long-term like being a part of our Customer Voice Panel, where you'll help to scrutinise and improve our performance.

Surveys

We use an independent research company to carry out regular surveys which feed into our Tenant Satisfaction Measures. You may receive a phone call, email or text message inviting you to provide feedback on a service that you have received, for example a repair or communal cleaning service; or when you've been in touch with a team member to resolve a query or issue. We may also get in touch to ask you how we can improve your local neighbourhood.

We use all of this feedback to help us understand what we do well and what we need to improve.

Customer involvement groups

We provide a range of opportunities for residents to scrutinise and help shape our services.

Our Customer Voice Panel works closely with us to help improve the quality of our services. Acting as a critical friend, the panel keeps us on track by reviewing our performance, sharing valuable insights, and examining our services in detail. Their work ensures the customer perspective is heard at the highest levels, as they regularly report their findings and recommendations to our Customer Voice Committee and the Board.

Service review groups help us improve and shape the way we deliver our services. By working together, we take a deep dive into our services and customer communications, explore customer insights, and develop practical recommendations for change. These groups also play a key role in designing new, innovative services that better suit our customers' needs.

We also have other panels looking into specific areas such as complaints, policies and communications.

We provide a range of support to ensure everyone can get involved; from evening sessions for those who work, to face-to-face for those who prefer in-person, and online for those who find it easier or don't have the time or means to travel. We also assist customers who need help to get involved digitally with training and equipment.

To see further information on these opportunities to get involved, please visit our website: bit.ly/4aXaYyl

How to make a complaint and how we will manage it

We know that sometimes things will not go well and when this happens:

- We will make it easy for you to make a complaint
- We will be consistent, fair and transparent in how we manage your complaint
- We will keep you updated throughout the complaint process
- We will use complaints to make improvements.

We have a two-stage process to try to resolve complaints – our complaints process can be found here: bit.ly/3weFvJd

You can make a complaint by telephoning or emailing us using the details above, by telling one of our colleagues face-to-face, or by completing this form: bit.ly/4dkJzrY

If you remain dissatisfied with how we have delivered the service or handled your complaint, you can refer your case to the Housing Ombudsman Service.

As a member of the Housing Ombudsman Scheme, we follow their Complaints Code. More information about this can be found on their website here: bit.ly/chc-phg



Section 5

Rent and service charges

How we will calculate annual increases

The amount of rent you pay is worked out following strict guidelines, using a formula that is set by the government.

Your lease will tell you:

- The service charges that apply for your home
- What actions we might take if you have rent arrears. If you fall behind on your payments, you risk losing your home.

How to pay

Your rent and service charges must be paid regularly and in advance.

- Online, through the MyParadigm portal: bit.ly/myparadigmlogin
- By Direct Debit by calling 0300 303 8048
- By phone by calling 0300 303 1010 and choosing Option 1
- At a Post Office, with your Paradigm Rent Card
- At a Payzone outlet, which you can search for here: storelocator.payzone.co.uk

You can see a copy of your rent and service charge statement by logging onto MyParadigm, or by contacting us.

Annual rent increases

Your rent will be reviewed annually from 1 April of each year. We will write to you at least four weeks beforehand to let you know what your new rent will be.

Service charges

You may pay a charge for services provided by Paradigm or by a Managing Agent if:

- You live in a home which is part of a block of flats which has communal areas
- You live in a house which is part of an estate which has communal areas or services and requires management or maintenance.

Your lease agreement will set out the services provided. These may include cleaning communal areas, looking after outside space, lift maintenance and communal lighting.

Annual service charge increases

Your service charges will be reviewed annually, usually from April.

- We will write to you at least four weeks before this date with notice of the change. Your service charge is set as a weekly charge.

If you claim Universal Credit, you must report rent and service charge changes to the Department for Work and Pensions (DWP) by 'confirming your housing cost' on your Universal Credit journal. Please do this after the new charges start.

If you claim housing benefit, you should report the rent and service charge changes to your local council housing benefit team, by providing them with a copy of your rent notice and service charge letters.

Rent and service charge arrears – act promptly

We act as a responsible landlord by requiring you to pay your rent and service charge, and taking quick and clear action if you fail to pay. Letting you get into arrears which you cannot afford to repay, or which means you risk losing your home would not be responsible.

We have a clear, consistent and fair approach to recovering rent and service charge arrears. Failure to pay may lead to eviction and losing your home. You should contact us if you run into financial difficulty that affects the payment of your rent and service charges. It's important to seek help quickly to avoid losing your home.

We will contact you if you miss a payment to discuss how you will repay the arrears and make a clear arrangement with you if you need to pay these in instalments. If we do not hear from you or you do not make the agreed payments, we will have to take legal action, beginning with serving a 'Notice of Seeking Possession' and we can then apply to court to make an order that requires you to pay, or evict you.

Section 6

How we are regulated

Regulator of Social Housing

We are regulated by the Regulator of Social Housing (RSH). This is a governing body which sets specific standards which all registered providers must meet. The standards cover how we run our business, how we manage risk, how we maintain our financial viability and how we ensure value for money connected to the services we provide.

Housing Ombudsman

We are required to be a member of the Housing Ombudsman Scheme. The Housing Ombudsman Service is an independent body that investigates complaints and resolves disputes for tenants of social housing providers in the UK.



Section 7 Glossary

Access to your home: Permission needed by the landlord to enter your home for repairs, safety checks, and emergencies.

Annual rent increases: The process by which your rent is reviewed and possibly increased each year, starting from April.

Anti-Social Behaviour (ASB): Actions by residents or visitors that cause distress or nuisance to others, which can lead to intervention by the landlord.

Asbestos surveys: Inspections carried out to detect and manage asbestos in homes built before 2000.

Carbon monoxide alarm: A device to detect dangerous levels of carbon monoxide gas in the home.

Communal areas: Shared spaces in a block of flats or estate, such as hallways, stairwells, and gardens.

Complaint process: Steps to follow if you need to report a problem with the services provided by your landlord.

Customer Care Standards: Guidelines on how services should be delivered to tenants to ensure satisfaction.

Decent Homes Standard: Government-set conditions that Paradigm homes must meet, including safety, repair standards, and modern facilities.

Disabled Facilities Grant: A grant from the local council to help cover the cost of major adaptations for disabled individuals.

Electrical Installation Condition Report (EICR): An assessment of the electrical wiring and systems in your home, conducted every five years.

Emergency repairs: Repairs needed urgently due to risk to health, safety, or security, typically addressed within 24 hours.

Fire Risk Assessments: Evaluations of fire safety in communal areas of blocks of flats, conducted annually, biannually, or every three years.

Gas Safety Record (LGSR): Documentation confirming annual checks and maintenance of gas appliances, flues, and pipework.

Grounds maintenance: Services to maintain the outdoor areas around your home, including gardens and communal spaces.

Health and safety responsibilities: Obligations of the landlord to ensure that your home meets safety standards.

Housing Ombudsman Service: An independent organisation that tenants can contact if they are dissatisfied with how their complaint was handled.

Legal responsibilities: Duties mandated by law for both the landlord and tenant, as specified in the tenancy agreement.

Managing Agent: An organisation appointed by the freeholder to manage communal areas and services in blocks of flats.

MyParadigm Portal: An online platform for tenants to report repairs, pay rent, and access other services.

Nominating a representative: Designating someone to discuss your tenancy details or handle complaints on your behalf.

Occupational Therapist: A professional who assesses needs for major adaptations to help individuals live independently.

Personal risk assessment: An evaluation of individual needs, particularly regarding fire safety for tenants with mobility or other health issues.

Rent and service charges: The costs associated with living in a Paradigm property, including the rent and fees for communal services.

Service charges: Fees for additional services provided by the landlord or managing agent, such as cleaning and maintenance of communal areas.

Stock condition surveys: Inspections conducted every five years to assess the condition of properties and plan for necessary improvements.

Support hub: A resource offering information on services for tenants, including wellbeing and employment support.

Tenancy Agreement: A legal document outlining the terms and conditions of your rental arrangement, including responsibilities of both landlord and tenant.

Tenant Satisfaction Measures: Metrics used to evaluate and report on the quality of services provided to tenants.

Universal Credit: A government benefit that may cover housing costs, which tenants must update with rent and service charge changes.

Urgent repairs: Repairs that are important but not immediately dangerous, typically completed within 20 working days.

Website: Paradigm's online resource for updated information on services and contact details.

Email

For all general enquiries – including complaints and compliments – please email:

ContactUs@ParadigmHousing.co.uk

Telephone

You can reach our Customer Services team by telephone on **0300 303 1010**.

Our telephone lines are open Monday to Friday 8am – 5.30pm.

Please be aware that calls are recorded for training purposes.

Post

Paradigm Housing Group

1 Glory Park Avenue

Wooburn Green

Buckinghamshire

HP10 0DF

LiveChat

You can reach a Customer Service Advisor directly through www.ParadigmHousing.co.uk and ask questions and receive real-time advice and information.

The logo consists of a blue speech bubble shape pointing downwards and to the left. Inside the bubble, the word "Paradigm" is written in a white, italicized, sans-serif font.

Paradigm