

Housing
Ombudsman Service

LANDLORD PERFORMANCE REPORT

2022/2023

Paragon Asra Housing Limited

Landlord: Paragon Asra Housing Limited

Landlord Homes: 22,829

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



Determinations

36



Findings

75



Maladministration Findings

49



Orders Made

97



Recommendations

32



CHFOs

0



Compensation

£19,430



Maladministration
Rate

68%

PERFORMANCE 2021-2022



Determinations

29



Orders Made

34



Compensation

£6,675



Maladministration
Rate

44%

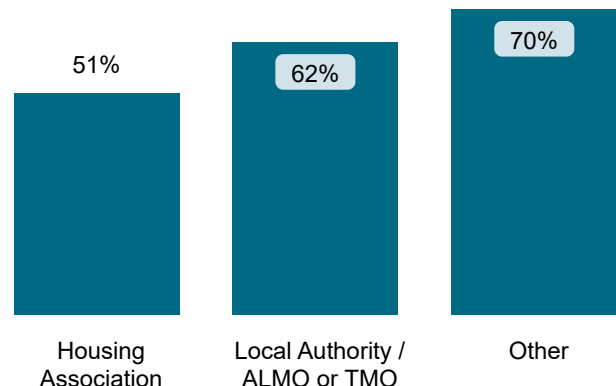
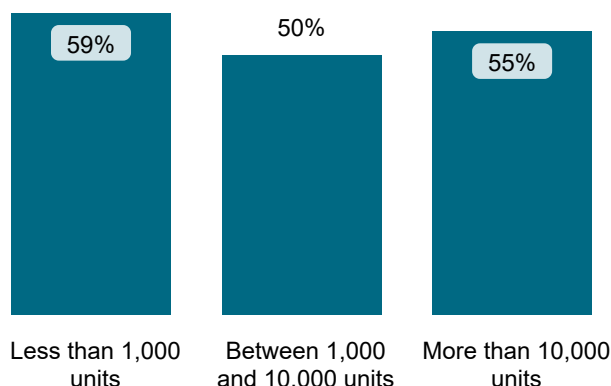
Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

NATIONAL MALADMINISTRATION RATE: 55%

The landlord performed poorly when compared to similar landlords by size and type.

National Mal Rate by Landlord Size: Table 1.1

by Landlord Type: Table 1.2



Findings Comparison | Cases determined between April 2022 - March 2023

National Performance by Landlord Size: Table 2.1

Outcome	Less than 1,000 units	Between 1,000 and 10,000 units	More than 10,000 units	Total
Severe Maladministration	5%	2%	3%	3%
Maladministration	29%	21%	27%	26%
Service failure	19%	25%	22%	23%
Mediation	0%	1%	2%	2%
Redress	8%	12%	17%	16%
No maladministration	30%	34%	23%	25%
Outside Jurisdiction	9%	6%	5%	5%
Withdrawn	0%	0%	0%	0%

Paragon Asra Housing Limited	
Outcome	% Findings
Severe Maladministration	4%
Maladministration	37%
Service failure	24%
Mediation	4%
Redress	8%
No maladministration	19%
Outside Jurisdiction	4%
Withdrawn	0%

National Performance by Landlord Type: Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	Total
Severe Maladministration	2%	4%	6%	3%
Maladministration	24%	30%	35%	26%
Service failure	22%	24%	26%	23%
Mediation	2%	1%	3%	2%
Redress	20%	9%	3%	16%
No maladministration	25%	26%	23%	25%
Outside Jurisdiction	5%	6%	3%	6%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	4%
Maladministration	37%
Service failure	24%
Mediation	4%
Redress	8%
No maladministration	19%
Outside Jurisdiction	4%
Withdrawn	0%

Landlord Findings by Category | Cases determined between April 2022 - March 2023

Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Property Condition	2	14	6	3	3	3	0	0	31
Complaints Handling	1	8	7	0	2	1	0	0	19
Anti-Social Behaviour	0	3	3	0	0	3	1	0	10
Staff	0	1	0	0	1	2	1	0	5
Moving to a Property	0	1	1	0	0	2	0	0	4
Reimbursement and Payments	0	0	0	0	0	2	1	0	3
Estate Management	0	0	1	0	0	0	0	0	1
Information and data management	0	1	0	0	0	0	0	0	1
Occupancy Rights	0	0	0	0	0	1	0	0	1
Total	3	28	18	3	6	14	3	0	75

Findings by Category Comparison | Cases determined between April 2022 - March 2023

Top Categories for Paragon Asra Housing Limited

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	31	71%	54%
Complaints Handling	19	84%	76%
Anti-Social Behaviour	9	67%	41%

National Maladministration Rate by Landlord Size:

Table 3.2

Category	Less than 1,000 units	Between 1,000 and 10,000 units	More than 10,000 units	% Landlord Maladministration
Anti-Social Behaviour	33%	38%	41%	67%
Complaints Handling	96%	75%	76%	84%
Property Condition	48%	54%	54%	71%

National Maladministration Rate by Landlord Type:

Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Anti-Social Behaviour	39%	43%	0%	67%
Complaints Handling	71%	87%	100%	84%
Property Condition	50%	64%	63%	71%

Findings by Sub-Category | Cases Determined between April 2022 - March 2023

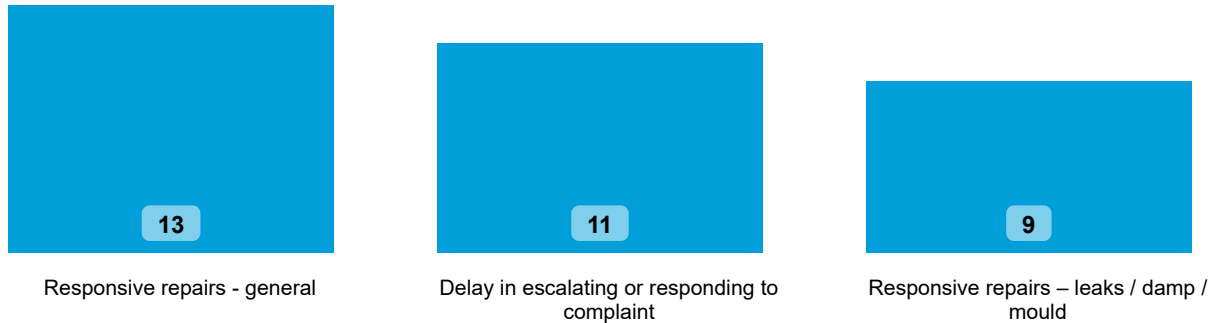
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	1	8	2	1	1	0	0	0	13
Responsive repairs – leaks / damp / mould	1	4	2	0	1	1	0	0	9
Staff conduct	0	1	0	0	1	2	1	0	5
Responsive repairs – heating and hot water	0	0	1	2	0	0	0	0	3
Noise	0	1	0	0	0	0	1	0	2
Pest control (within property)	0	0	0	0	0	2	0	0	2
District heating systems / Heat Networks	0	0	0	0	1	0	0		1
Total	2	14	5	3	4	5	2	0	35

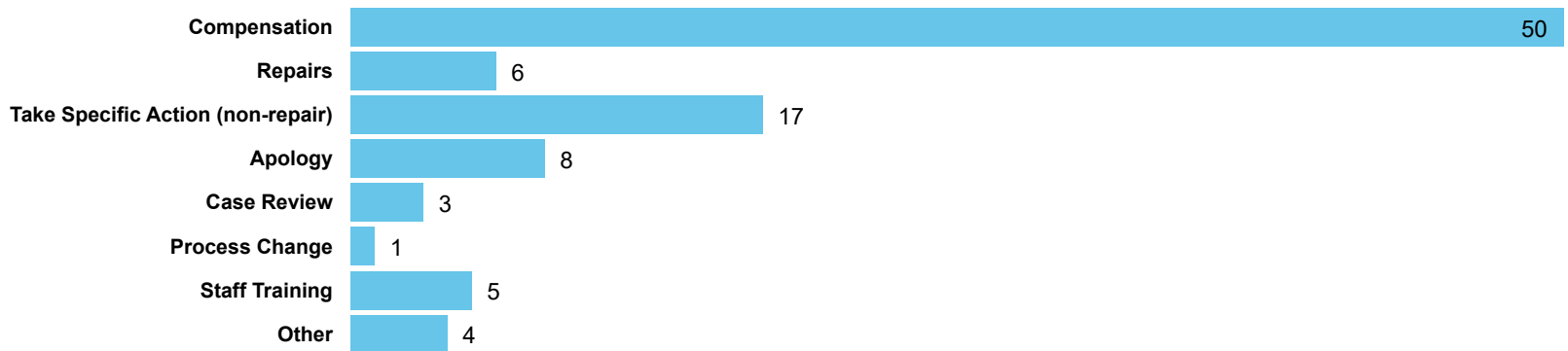
Top Sub-Categories | Cases determined between April 2022 - March 2023

Table 3.5



Orders Made by Type | Orders on cases determined between April 2022 - March 2023

Table 4.1



Order Compliance | Order target dates between April 2022 - March 2023

Table 4.2

Order	Within 3 Months	
Complete?	Count	%
Complied	97	100%
Total	97	100%

Compensation Ordered | Cases Determined between April 2022 - March 2023

Table 5.1

● Ordered ● Recommended

