

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Paragon Asra Housing Limited

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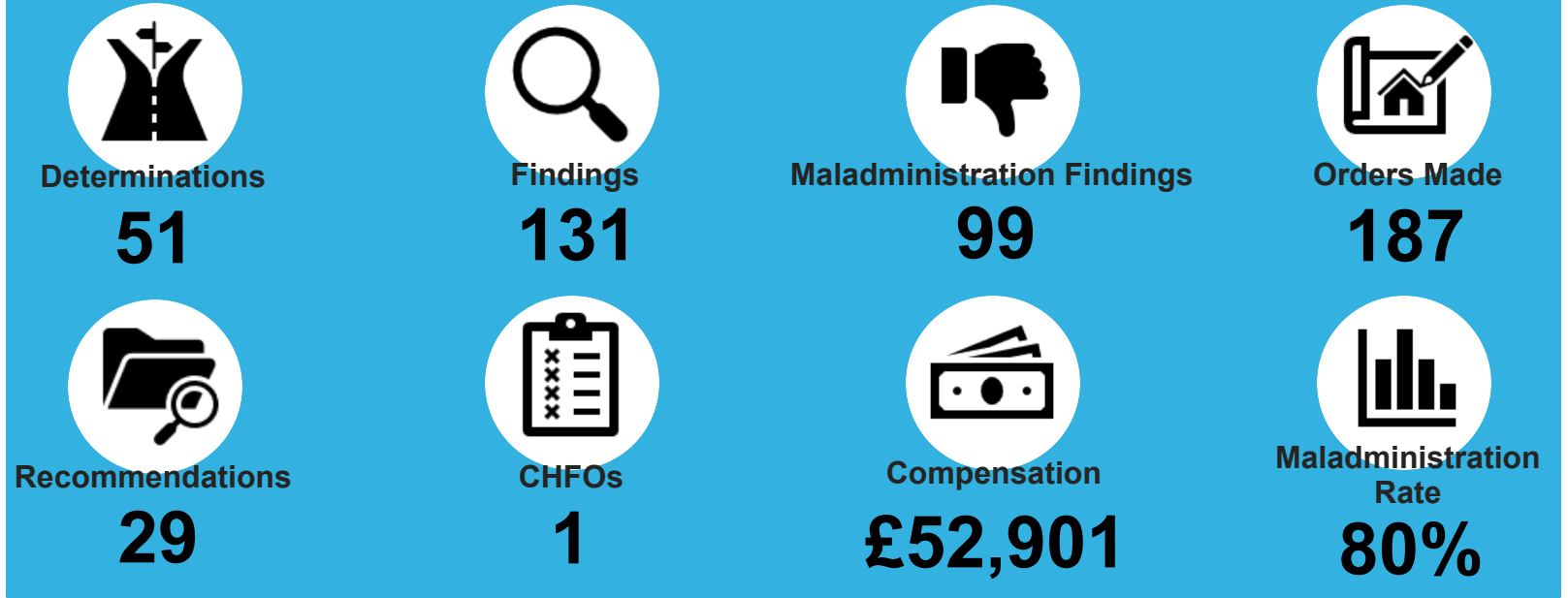
Landlord: Paragon Asra Housing Limited

Landlord Homes: 23,575

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



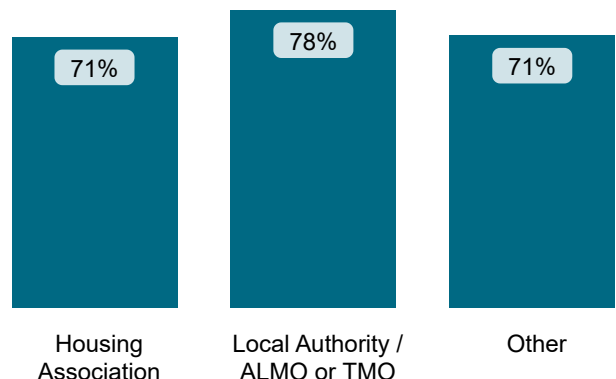
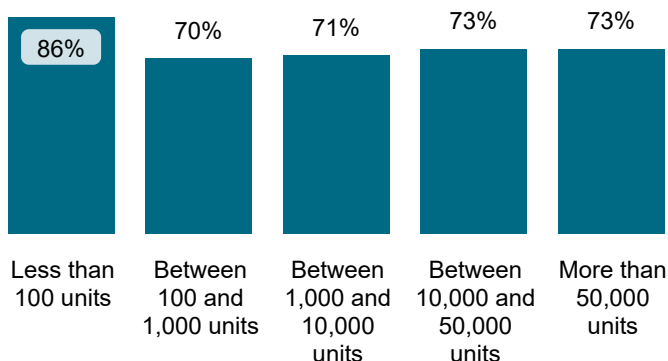
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

NATIONAL MALADMINISTRATION RATE: 73%

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 2023 - March 2024

National Performance by Landlord Size: Table 2.1

Outcome	Less than 100 units	Between 100 and 1,000 units	Between 1,000 and 10,000 units	Between 10,000 and 50,000 units	More than 50,000 units	Total
Severe Maladministration	13%	6%	4%	8%	7%	7%
Maladministration	39%	37%	41%	42%	43%	42%
Service failure	17%	18%	20%	18%	19%	19%
Mediation	0%	0%	1%	1%	1%	1%
Redress	0%	6%	7%	8%	12%	9%
No maladministration	11%	21%	20%	16%	12%	15%
Outside Jurisdiction	20%	11%	8%	7%	5%	7%
Withdrawn	0%	0%	0%	0%	0%	0%

Paragon Asra Housing Limited	
Outcome	% Findings
Severe Maladministration	6%
Maladministration	52%
Service failure	18%
Mediation	3%
Redress	5%
No maladministration	11%
Outside Jurisdiction	5%
Withdrawn	0%

National Performance by Landlord Type: Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	Total
Severe Maladministration	6%	9%	6%	7%
Maladministration	41%	45%	37%	42%
Service failure	19%	18%	20%	19%
Mediation	1%	1%	0%	1%
Redress	12%	4%	5%	9%
No maladministration	15%	15%	20%	15%
Outside Jurisdiction	6%	9%	11%	7%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	6%
Maladministration	52%
Service failure	18%
Mediation	3%
Redress	5%
No maladministration	11%
Outside Jurisdiction	5%
Withdrawn	0%

Landlord Findings by Category | Cases determined between April 2023 - March 2024

Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Property Condition	3	25	8	2	3	4	4	0	49
Complaints Handling	4	25	6	0	2	1	0	0	38
Anti-Social Behaviour	0	4	2	0	0	4	1	0	11
Estate Management	0	7	1	0	0	1	1	0	10
Moving to a Property	0	2	2	0	0	2	0	0	6
Staff	0	3	1	0	0	1	1	0	6
Health and Safety (inc. building safety)	1	0	1	0	0	1	0	0	3
Information and data management	0	1	0	0	1	0	0	0	2
Occupancy Rights	0	0	0	2	0	0	0	0	2
Reimbursement and Payments	0	1	1	0	0	0	0	0	2
Buying or selling a property	0	0	1	0	0	0	0	0	1
Charges	0	0	0	0	0	1	0	0	1
Total	8	68	23	4	6	15	7	0	131

Findings by Category Comparison | Cases determined between April 2023 - March 2024

Top Categories for Paragon Asra Housing Limited

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	45	80%	73%
Complaints Handling	38	92%	84%
Anti-Social Behaviour	10	60%	68%

National Maladministration Rate by Landlord Size:

Table 3.2

Category	Less than 100 units	Between 100 and 1,000 units	Between 1,000 and 10,000 units	Between 10,000 and 50,000 units	More than 50,000 units	% Landlord Maladministration
Anti-Social Behaviour	71%	61%	60%	67%	75%	60%
Complaints Handling	100%	87%	87%	86%	81%	92%
Property Condition	80%	63%	72%	74%	74%	80%

National Maladministration Rate by Landlord Type:

Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Anti-Social Behaviour	68%	70%	67%	60%
Complaints Handling	81%	91%	91%	92%
Property Condition	72%	77%	61%	80%

Findings by Sub-Category | Cases Determined between April 2023 - March 2024

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 – leaks / damp / mould	1	13	2	0	2	1	1	0	20
Responsive repairs - general	1	6	5	1	1	2	3	0	19
Staff conduct	0	3	1	0	0	1	1	0	6
Noise	0	1	1	0	0	2	0	0	4
Responsive repairs – heating and hot water	0	2	0	0	0	0	0	0	2
Communal areas – pest control		1	0	0	0	0	0		1
Decants (temp. or permanent)	0	1	0	0	0	0	0	0	1
Electrical safety	0	0	0	0	0	1	0		1
Fire Safety	1	0	0	0	0	0	0	0	1
Gas inspections and safety	0	0	1	0	0	0	0	0	1
Total	3	27	10	1	3	7	5	0	56

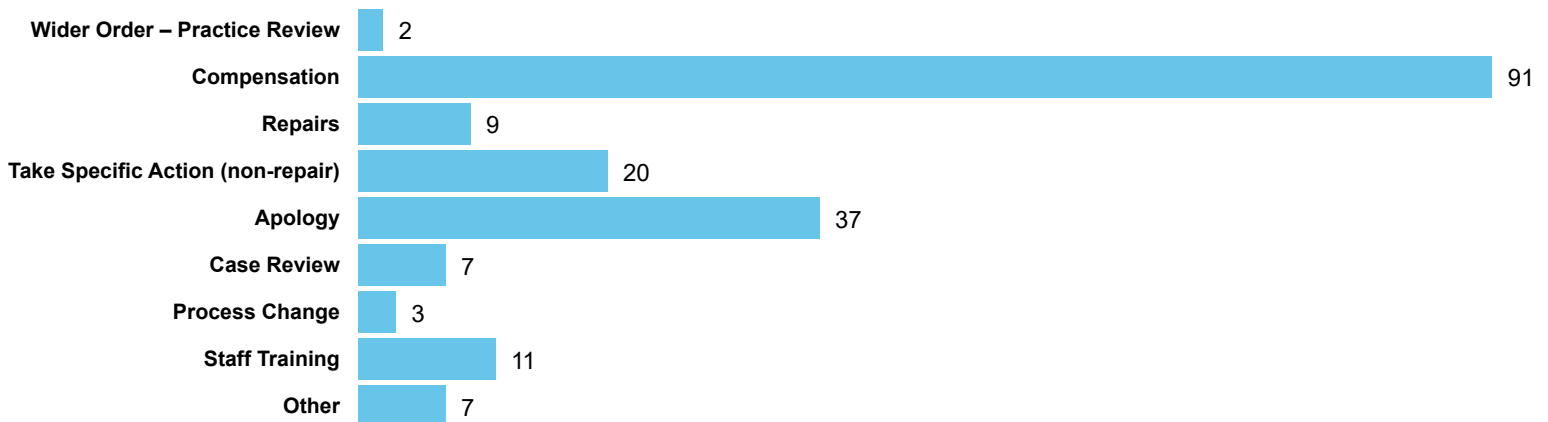
Top Sub-Categories | Cases determined between April 2023 - March 2024

Table 3.5



Orders Made by Type | Orders on cases determined between April 2023 - March 2024

Table 4.1



Order Compliance | Order target dates between April 2023 - March 2024

Table 4.2

Order Complete?	Within 3 Months		Within 6 Months	
	Count	%	Count	%
Complied	186	99%	1	1%
Total	186	99%	1	1%

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended

