

Paragon Asra

**PA Housing**



# Annual Report

2016 – 2017



# Introduction

Following the successful creation of PA Housing in April 2017, we are reporting on the performance of both Paragon Community Housing and asra Housing Group in the 12 months leading up to that date. The report focuses on those areas that make the most difference to you, our customers.

It has been a busy and exciting time, and we are working to bring together our standards of customer service across the new organisation. We want to reap the benefits the merger brings to help us to keep on improving the services we offer, as well as to build more homes.

Achieving value for money is very important to us and we can use our joint expertise and processes to enhance this. The terrible events at Grenfell Tower have served as a stark reminder that value for money is much wider than simply being cost efficient. The needs, rights and aspirations of our customers must always be at the forefront of our minds and our Board will want to satisfy itself that we invest appropriately in the day to day services we provide.

I welcome your feedback on this report and how you think we are doing, so please get in touch at [dilip.kavi@pahousing.co.uk](mailto:dilip.kavi@pahousing.co.uk).

Dilip Kavi  
Chief Executive



## Our Purpose

**Passionate about delivering more affordable homes and great service.**



## Our Values



### **Always do the right thing**

- ▶ We offer the best quality service that we can
- ▶ We are dedicated to our people
- ▶ Always honest, open and responsible
- ▶ We challenge ourselves to be the best
- ▶ Always seek best value

### **There when you need us**

- ▶ We always offer solutions
- ▶ We listen and take action
- ▶ We deliver on our promises
- ▶ You can count on us
- ▶ We treat people as we would want to be treated

### **We never give up**

- ▶ We are ambitious
- ▶ Unashamedly bold
- ▶ We work together to make a difference
- ▶ We welcome innovation
- ▶ Courageous in our pursuit of growth to provide more quality affordable homes
- ▶ We create a culture that people want to be part of

## Our Vision



**Become widely recognised as a social enterprise with a reputation for providing quality homes and services.**

# Home Investment

## Paragon

**£9,175,000** Total spent on home investment

**1,970** (includes 1,618 where communal areas were decorated and there was an extensive roofing programme)

Total number of homes invested in

**81** Homes receiving new UPVC windows

**23** Homes receiving new kitchens

**18** Homes receiving new bathrooms

**216** Homes receiving new boilers



**216**  
New Boilers

## asra

**£8,625,000** Total spent on home investment

**1,436** Total number of homes invested in

**257** Homes receiving new UPVC windows

**625** Homes receiving new kitchens

**227** Homes receiving new bathrooms

**327** Homes receiving new boilers



**257**  
New UPVC Windows

Paragon's programme included completion of catch-up works. The small volume of kitchens and bathrooms installed at Paragon was due to extensive improvements in previous years.

# Welfare reform

## Paragon

**563** Customers supported by the Tenancy Sustainment / Financial Inclusion Team

**£1.1 made up of £900,000 ongoing payments and £154,000 in backdated awards**

Total amount in £s of all benefits claimed back for customers

## asra

**831** Number of customers supported by the Tenancy Sustainment / Financial Inclusion Team

**£2.2m** Total amount in £s of all benefits claimed back for customers

# Development

## Paragon

Number of new homes completed



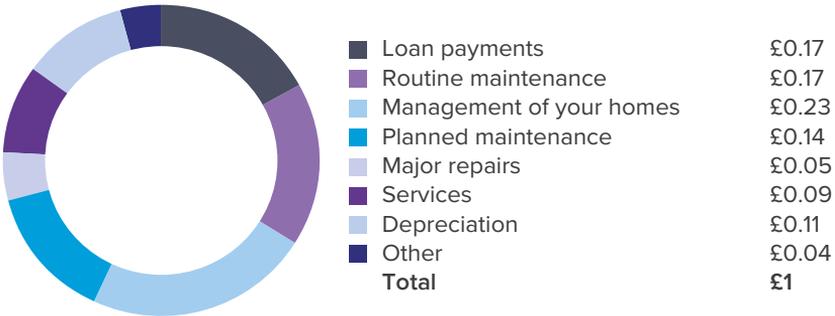
## asra

Number of new homes completed



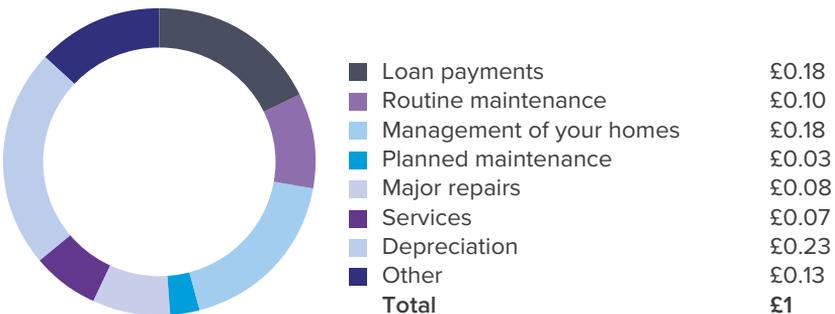
## Paragon

How we spend every penny in every £1



## asra

How we spend every penny in every £1

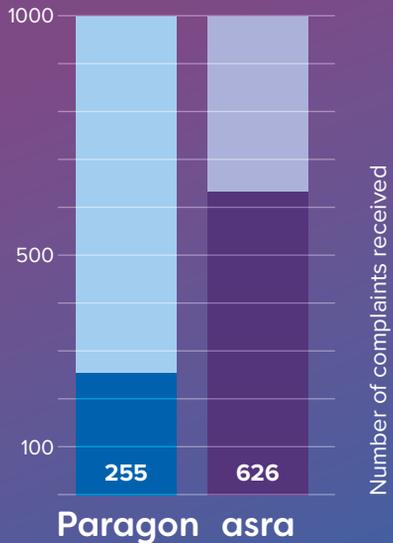
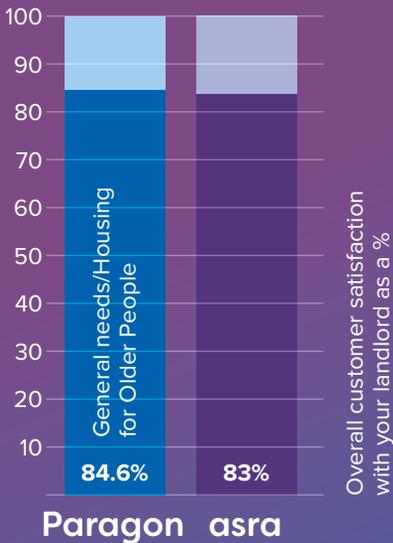


# Performance Statistics

All performance data is from 1 April 2016 to 31 March 2017.

Paragon had 9,130 homes owned and managed @ 31 March 2017 and asra had 14,143. Paragon and asra have collected some data on a different basis

## Customer Services



### Complaints at Paragon

Improved complaints handling has continued. 92% of complaints received a response within 10 working days. On average all complaints were resolved within 9 days.

There were 27% more complaints than the year before. 18% of complaints were from shared owners, particularly in new build properties and we will continue to prioritise improving the experience of new home buyers.

92% of complaints were resolved at stage 1. We received two Housing Ombudsman determinations and in one of these cases we were ordered to pay £100 compensation for a service failure.

Less than 50% of complaints were about repairs or gas, well below the sector average of 70%. These services also received more than half of all compliments.

## Complaints at asra

There were 13% more complaints than the year before (553). The average response time at stage 1 was 15 days, outside our target of 10 working days.

81% were resolved at the Resolution of Concern stage, but the Housing Ombudsman found three cases of maladministration, although one has been challenged, and we were ordered to pay £900 for general delays and a failure to undertake a risk assessment in one of these cases.

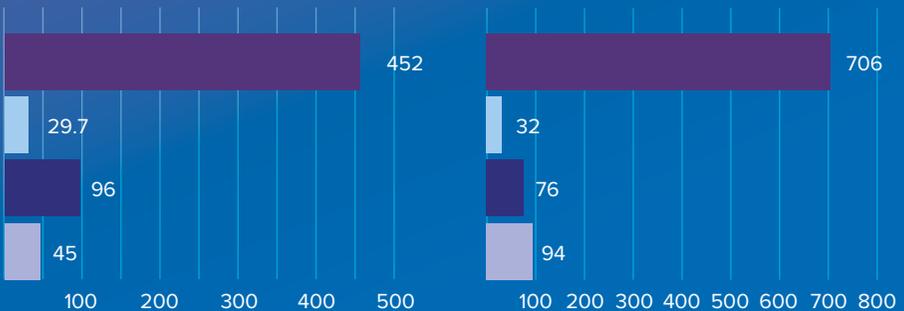
Repairs accounted for 28% of complaints, with gas and boiler issues at 13%.

## Customer feedback

- ▶ For a member of the welfare benefits team, 'for being great at his job and helping a tenant out in hard times.'
- ▶ 'Please thank the Sheltered Support Officer for taking the time to visit and cover details. I am very appreciative of her following up information on the scheme in-house notice board.'
- ▶ 'The Handyman did a brilliant job and he was a really nice man.'

# Housing

- Number of Mutual Exchanges
- Average re-let time (days)
- Number of empty homes at year end
- Number of sign-ups completed



Paragon

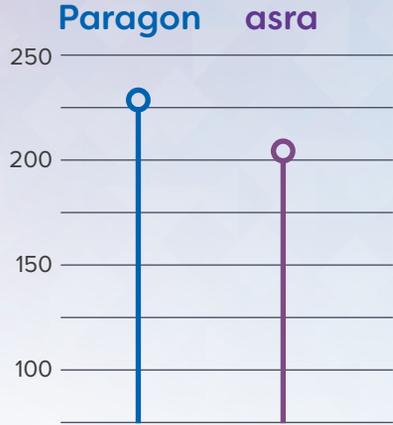
asra

We are always working to reduce the time it takes us to let our properties. More mutual exchanges mean that more people are able to live in homes that meet their needs.

# Anti-social behaviour



Average number of days to close a case



No of cases raised and closed 2016/2017

Paragon introduced a new Tenancy Solutions service which has 90% satisfaction.

## Income

### Paragon

Rent collection **99.6% (All Rents)**  
 Rent Arrears **Gross: 3.7% (All rents)**  
**Net of Housing Benefit due: 1.3%**

### asra

Rent collection **99.7% (All Rents)**  
 Rent Arrears **Gross: 3.4% (All Rents)**

## Routine Repairs



### Paragon

Overall routine repairs completed within target time



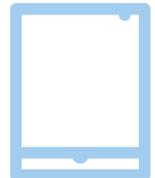
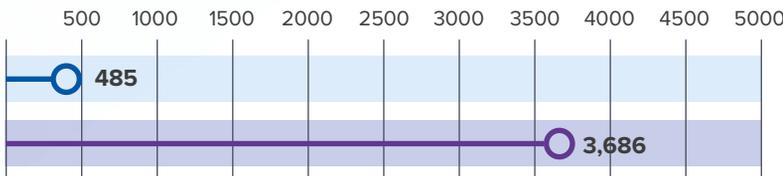
### asra

Overall routine repairs completed within target time

Paragon and asra have invested in tenancy support and sustainment services, which have had a beneficial effect on rent collection levels.

## Online Self Service

Number of customers who have signed up to Self Service / online portals



Paragon

asra

# Emergency Repairs

## Paragon

98.5% Overall emergency repairs completed within target time

## asra

99.6% Overall emergency repairs completed within target time



# Customer Satisfaction with Repairs

## Paragon

90.5% (excl gas Repairs)  
Customer satisfaction with repairs

17,089 (excl gas repairs)  
Number of contractor repairs orders

## asra

91.3% (excl gas Repairs)  
Customer satisfaction with repairs

30,488 (excl gas Repairs)  
Number of contractor repairs orders



Over 90%  
Repair appointments met

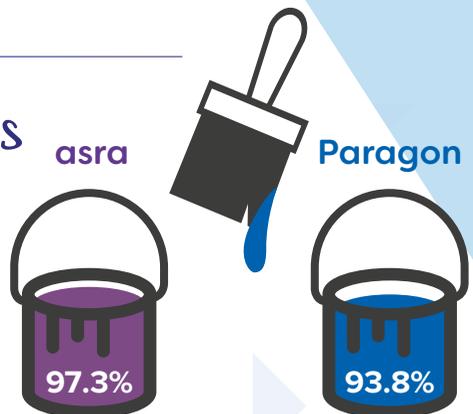
# Repairs Appointments

## Paragon

93.8% Overall appointments met

## asra

97.3% Overall appointments met



## Contact us:

Visit our website:

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Please email us:

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