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Chief Executive
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11 October 2023

By email: [X](#)

Dear X

Annual Complaints Performance Report for 2022-23

We will shortly be publishing our fourth annual landlord performance reports for the complaints investigated involving members of our Scheme.

These reports are an important part of promoting openness and accountability in service areas and complaints handling, as well as identifying potential areas for learning.

I wanted to draw your attention to your individual report because we have found no maladministration for your organisation in the X findings we have made during 2022-23.

You and your staff deserve considerable recognition for this outcome. As you will see from the national data, there are 90 landlords with a maladministration rate of 50% or above.

By contrast, your organisation is one of only five in England where we have made five or more findings and did not have a single one upheld. This indicates a positive complaint handling culture within your organisation.

I will be sharing these cases more widely because, whilst we know that learning can be found where landlords get things wrong, there are also plenty of lessons in good practice casework too and this drives the positive complaints learning culture that we want to see nation-wide.

Our annual landlord performance reports will be made publicly available on 17th October.

Yours sincerely



Richard Blakeway
Housing Ombudsman