

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2022/2023

One Housing Group Limited

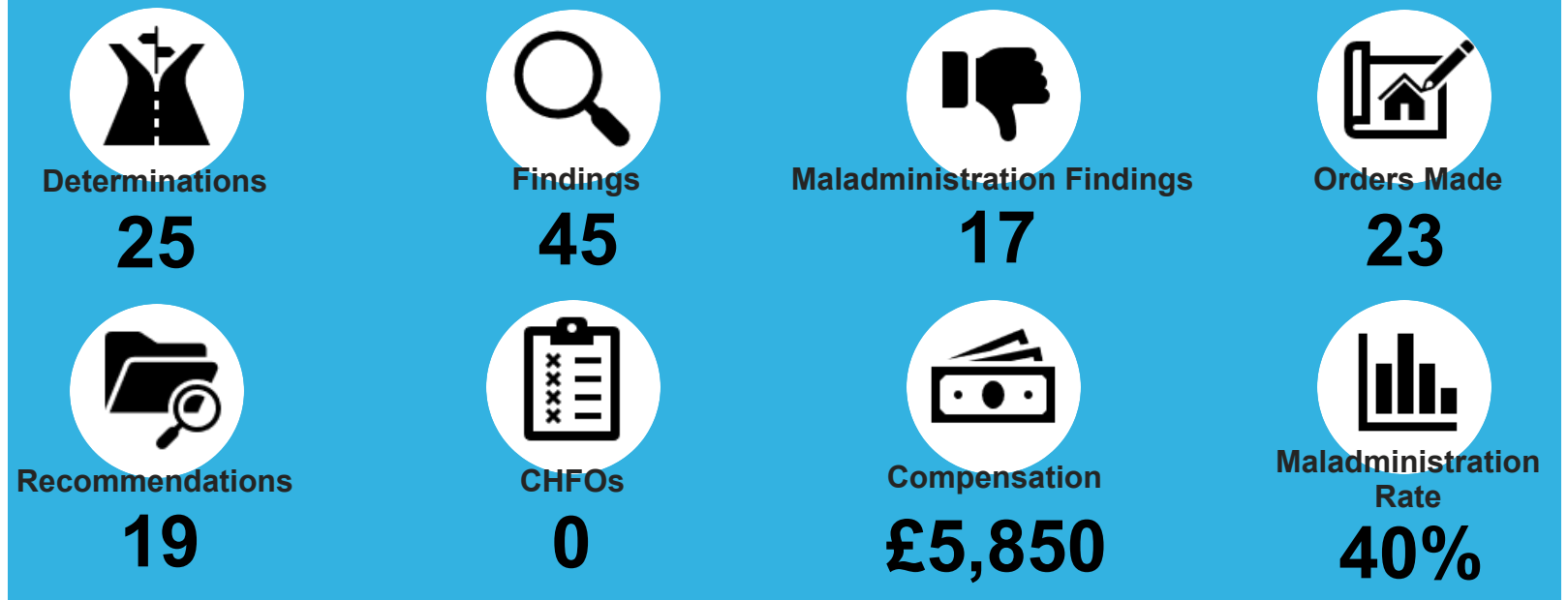
Landlord: One Housing Group Limited

Landlord Homes: 15,865

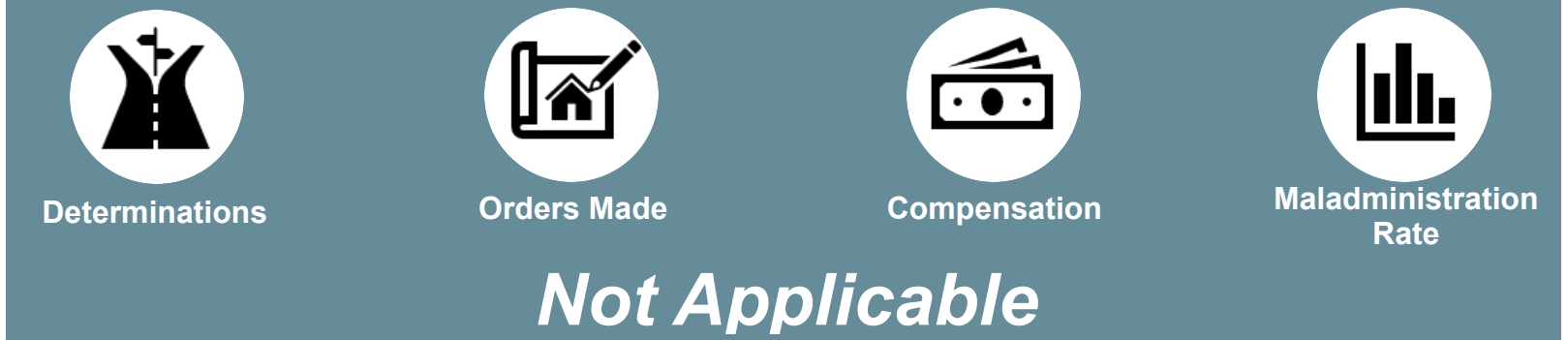
Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2021-2022

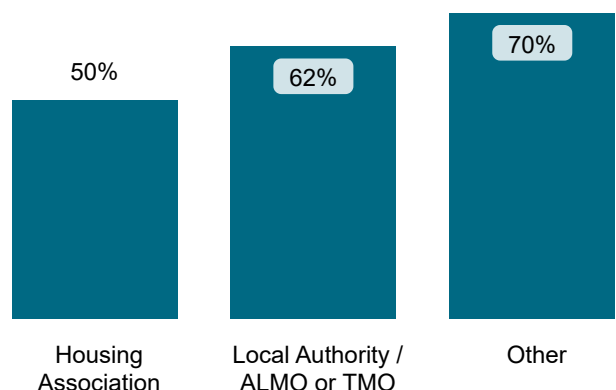
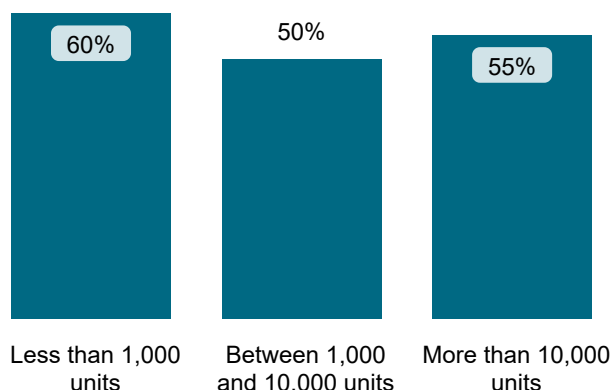


Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

NATIONAL MALADMINISTRATION RATE: 55% The landlord performed *similarly* 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	6%	2%	3%	3%
Maladministration	30%	21%	27%	26%
Service failure	20%	25%	23%	23%
Mediation	0%	1%	2%	2%
Redress	8%	12%	16%	16%
No maladministration	30%	34%	24%	25%
Outside Jurisdiction	6%	6%	5%	5%
Withdrawn	0%	0%	0%	0%

One Housing Group Limited	
Outcome	% Findings
Severe Maladministration	0%
Maladministration	16%
Service failure	22%
Mediation	4%
Redress	27%
No maladministration	27%
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Withdrawn	0%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	23%	30%	35%	26%
Service failure	22%	24%	26%	23%
Mediation	2%	1%	3%	2%
Redress	19%	9%	3%	15%
No maladministration	26%	26%	23%	26%
Outside Jurisdiction	5%	6%	3%	5%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	0%
Maladministration	16%
Service failure	22%
Mediation	4%
Redress	27%
No maladministration	27%
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Withdrawn	0%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	0	2	4	0	8	4	0	0	18
Charges	0	1	1	1	1	1	2	0	7
Anti-Social Behaviour	0	0	1	0	0	3	0	0	4
Complaints Handling	0	2	1	0	1	0	0	0	4
Estate Management	0	1	1	0	1	1	0	0	4
Health and Safety (inc. building safety)	0	0	1	1	1	0	0	0	3
Staff	0	0	0	0	0	2	0	0	2
Buying or selling a property	0	0	1	0	0	0	0	0	1
Moving to a Property	0	1	0	0	0	0	0	0	1
Occupancy Rights	0	0	0	0	0	1	0	0	1
Total	0	7	10	2	12	12	2	0	45

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

Top Categories for One Housing Group Limited

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	18	33%	54%
Charges	5	40%	37%
Anti-Social Behaviour	4	25%	41%
Complaints Handling	4	75%	76%
Estate Management	4	50%	42%

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%	40%	25%
Charges	0%	25%	39%	40%
Complaints Handling	100%	75%	78%	75%
Estate Management	20%	38%	45%	50%
Property Condition	48%	54%	54%	33%

National Maladministration Rate by Landlord Type:

Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Anti-Social Behaviour	38%	44%	0%	25%
Charges	33%	43%	0%	40%
Complaints Handling	73%	87%	100%	75%
Estate Management	43%	41%	0%	50%
Property Condition	49%	63%	63%	33%

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

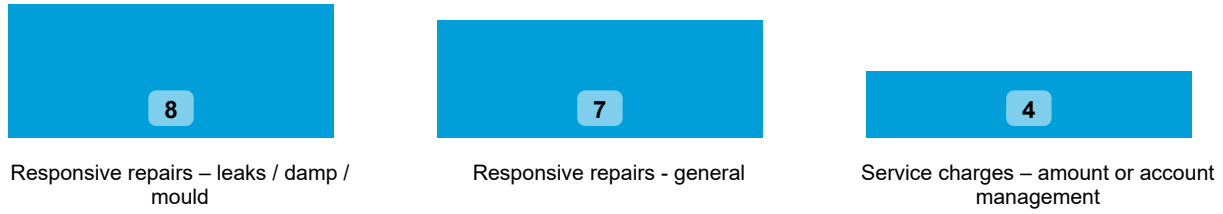
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs – leaks / damp / mould	0	1	0	0	5	2	0	0	8
Responsive repairs - general	0	1	3	0	1	2	0	0	7
Service charges – amount or account management	0	1	1	0	1	1	2	0	6
Noise	0	0	1	0	0	2	0	0	3
Pest control (within property)	0	0	1	0	1	0	0	0	2
Staff conduct	0	0	0	0	0	2	0	0	2
Structural safety	0	0	1	0	1	0	0	0	2
Fire Safety	0	0	0	1	0	0	0	0	1
Responsive repairs – heating and hot water	0	0	0	0	1	0	0	0	1
Total	0	3	7	1	10	9	2	0	32

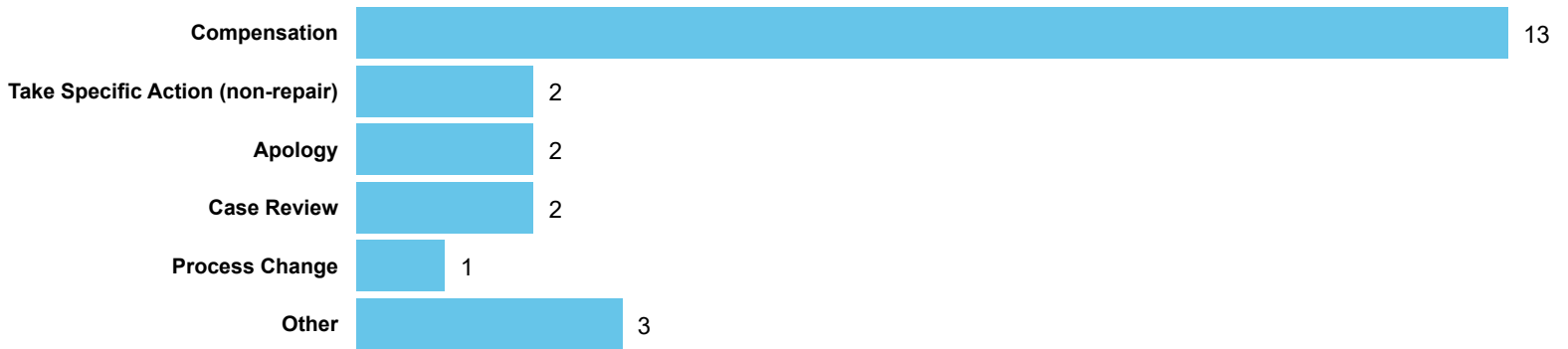
Top Sub-Categories | Cases determined between April 2022 - March 2023

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 Complete?	Within 3 Months	
	Count	%
Complied	20	100%
Total	20	100%

Compensation Ordered | Cases Determined between April 2022 - March 2023

Table 5.1

● Ordered ● Recommended

