

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Citizen Housing

[Citizen Housing](#)

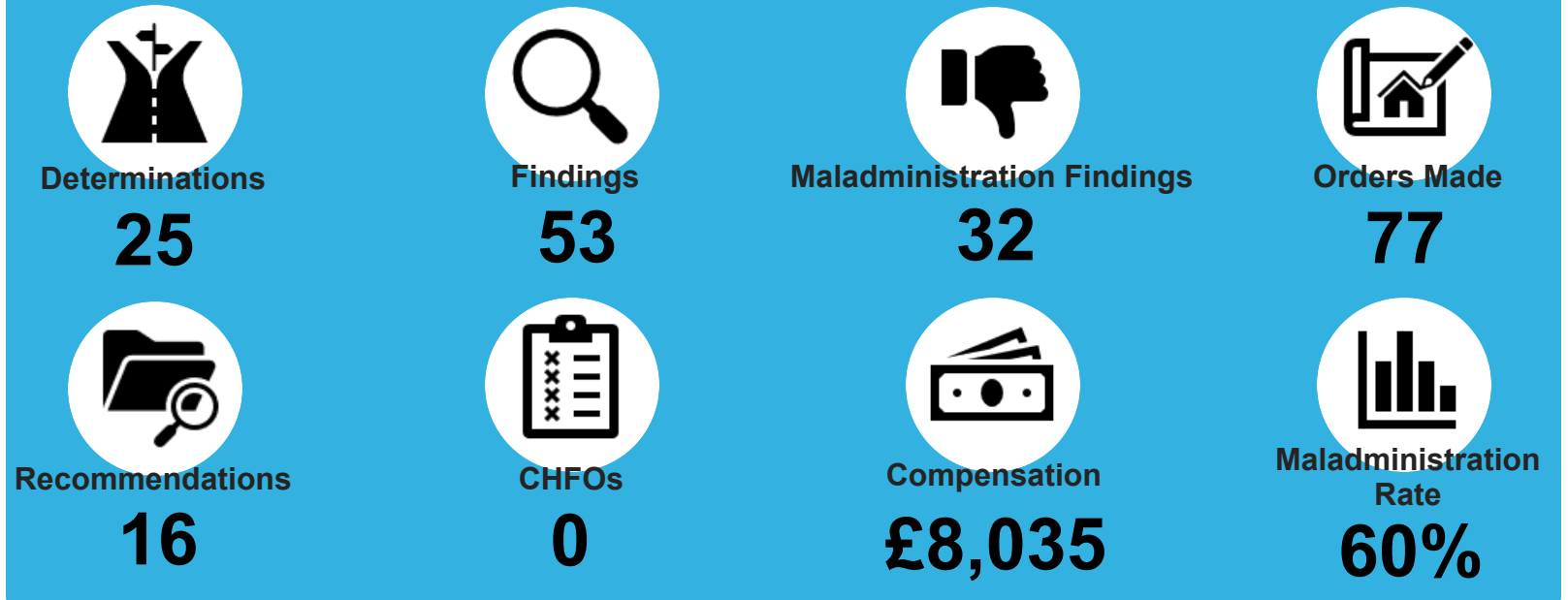
Landlord: Citizen Housing

Landlord Homes: 31,574

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



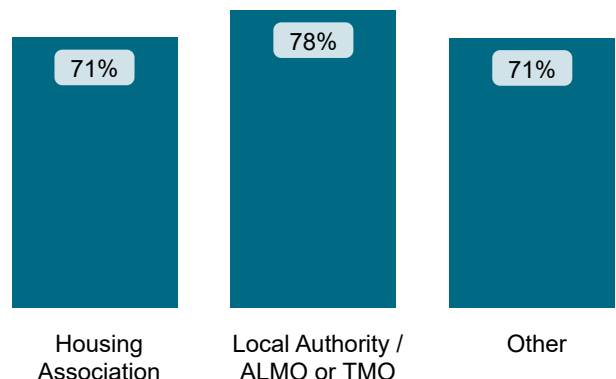
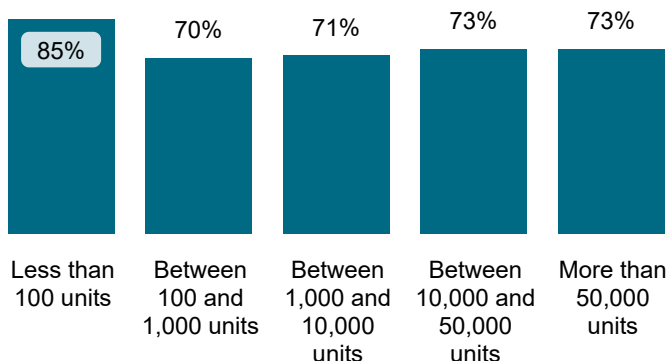
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

NATIONAL MALADMINISTRATION RATE: 73%

The landlord performed *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 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 | 14% | 6% | 4% | 8% | 7% | 7% |
| Maladministration | 35% | 37% | 41% | 42% | 43% | 42% |
| Service failure | 18% | 19% | 20% | 18% | 19% | 19% |
| Mediation | 0% | 0% | 1% | 1% | 1% | 1% |
| Redress | 0% | 5% | 7% | 8% | 12% | 9% |
| No maladministration | 12% | 21% | 20% | 15% | 12% | 15% |
| Outside Jurisdiction | 22% | 11% | 8% | 7% | 5% | 7% |
| Withdrawn | 0% | 0% | 0% | 0% | 0% | 0% |

| Citizen Housing | |
|--------------------------|------------|
| Outcome | % Findings |
| Severe Maladministration | 0% |
| Maladministration | 38% |
| Service failure | 23% |
| Mediation | 2% |
| Redress | 8% |
| No maladministration | 28% |
| Outside Jurisdiction | 2% |
| Withdrawn | 0% |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% | 36% | 42% |
| Service failure | 19% | 18% | 21% | 19% |
| Mediation | 1% | 1% | 0% | 1% |
| Redress | 12% | 4% | 5% | 9% |
| No maladministration | 15% | 15% | 21% | 15% |
| Outside Jurisdiction | 6% | 9% | 11% | 7% |
| Withdrawn | 0% | 0% | 0% | 0% |

| Outcome | % Findings |
|--------------------------|------------|
| Severe Maladministration | 0% |
| Maladministration | 38% |
| Service failure | 23% |
| Mediation | 2% |
| Redress | 8% |
| No maladministration | 28% |
| Outside Jurisdiction | 2% |
| 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 | 0 | 7 | 7 | 0 | 1 | 5 | 0 | 0 | 20 |
| Complaints Handling | 0 | 7 | 2 | 1 | 1 | 1 | 0 | 0 | 12 |
| Anti-Social Behaviour | 0 | 3 | 1 | 0 | 0 | 2 | 0 | 0 | 6 |
| Moving to a Property | 0 | 0 | 0 | 0 | 1 | 4 | 0 | 0 | 5 |
| Charges | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 3 |
| Estate Management | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 3 |
| Staff | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| Information and data management | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Reimbursement and Payments | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| Total | 0 | 20 | 12 | 1 | 4 | 15 | 1 | 0 | 53 |

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

Top Categories for Citizen Housing

Table 3.1

| Category | # Landlord Findings | % Landlord Maladministration | % National Maladministration |
|-----------------------|---------------------|------------------------------|------------------------------|
| Property Condition | 20 | 70% | 73% |
| Complaints Handling | 12 | 75% | 84% |
| Anti-Social Behaviour | 7 | 57% | 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% | 57% |
| Complaints Handling | 100% | 87% | 87% | 86% | 81% | 75% |
| Property Condition | 75% | 63% | 72% | 74% | 74% | 70% |

National Maladministration Rate by Landlord Type: Table 3.3

| Category | Housing Association | Local Authority / ALMO or TMO | Other | % Landlord Maladministration |
|-----------------------|---------------------|-------------------------------|-------|------------------------------|
| Anti-Social Behaviour | 68% | 69% | 67% | 57% |
| Complaints Handling | 81% | 91% | 91% | 75% |
| Property Condition | 72% | 77% | 59% | 70% |

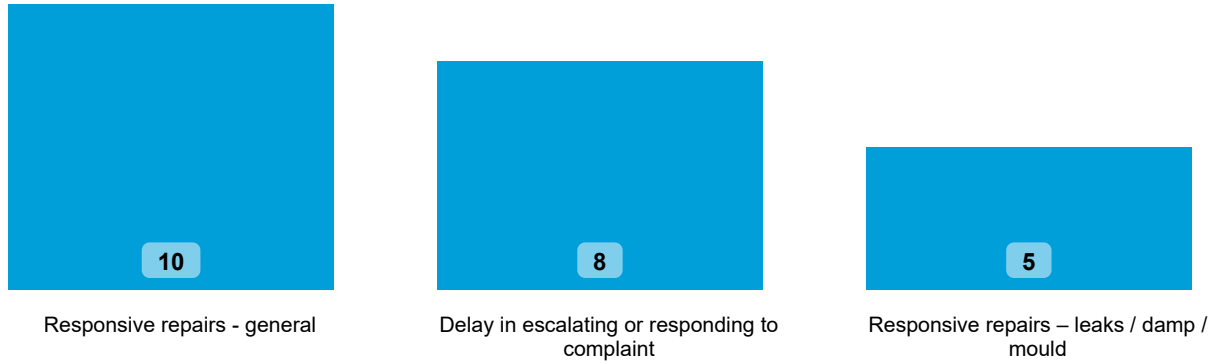
Findings by Sub-Category | Cases Determined between April 2023 - March 2024 Table 3.4

Highlighted Service Delivery Sub-Categories *only*:

| Sub-Category | Severe Maladministration | Maladministration | Service failure | Mediation | Redress | No maladministration | Outside Jurisdiction | Withdrawn | Total |
|--|--------------------------|-------------------|-----------------|-----------|----------|----------------------|----------------------|-----------|-----------|
| Responsive repairs - general | 0 | 4 | 3 | 0 | 1 | 2 | 0 | 0 | 10 |
| Responsive repairs – leaks / damp / mould | 0 | 1 | 3 | 0 | 0 | 1 | 0 | 0 | 5 |
| Responsive repairs – heating and hot water | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 3 |
| Service charges – amount or account management | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| Staff conduct | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| Pest control (within property) | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Total | 0 | 9 | 9 | 0 | 1 | 4 | 0 | 0 | 23 |

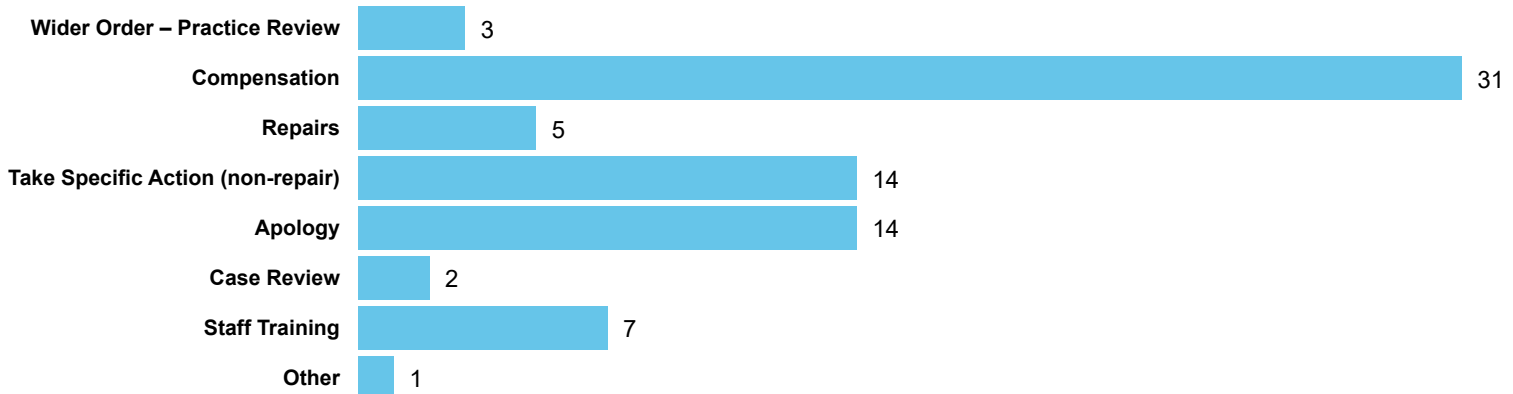
Top Sub-Categories | Cases determined between April 2023 - March 2024

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 | 64 | 98% | 1 | 2% |
| Total | 64 | 98% | 1 | 2% |

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended

