

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

**2023/2024**

Clarion Housing Association Limited

Clarion Housing Association Limited

Landlord: Clarion Housing Association Limited

Landlord Homes: 120,846

Landlord Type:

Housing Association

**PERFORMANCE AT A GLANCE**



Determinations

**291**



Findings

**727**



Maladministration Findings

**452**



Orders Made

**837**



Recommendations

**307**



CHFOs

**3**



Compensation

**£293,721**



Maladministration Rate

**66%**

**PERFORMANCE 2022-2023**



Determinations

**116**



Orders Made

**199**



Compensation

**£58,332**



Maladministration Rate

**53%**

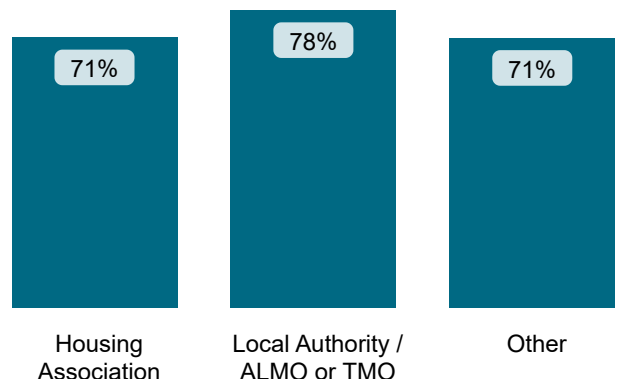
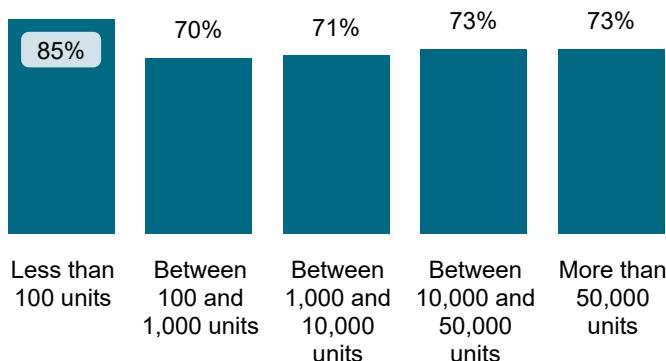
**Maladministration Rate Comparison** | Cases determined between April 2023 - March 2024

**NATIONAL MALADMINISTRATION RATE: 73%**

The landlord performed well 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	15%	6%	4%	8%	7%	7%
Maladministration	36%	37%	42%	42%	43%	42%
Service failure	17%	19%	20%	18%	19%	19%
Mediation	0%	0%	1%	1%	1%	1%
Redress	0%	5%	7%	8%	12%	9%
No maladministration	13%	21%	19%	16%	12%	15%
Outside Jurisdiction	19%	11%	8%	7%	5%	7%
Withdrawn	0%	0%	0%	0%	0%	0%

Clarion Housing Association Limited	
Outcome	% Findings
Severe Maladministration	5%
Maladministration	38%
Service failure	19%
Mediation	0%
Redress	19%
No maladministration	13%
Outside Jurisdiction	5%
Withdrawn	1%

**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%	6%	9%
No maladministration	15%	15%	21%	15%
Outside Jurisdiction	6%	9%	10%	7%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	5%
Maladministration	38%
Service failure	19%
Mediation	0%
Redress	19%
No maladministration	13%
Outside Jurisdiction	5%
Withdrawn	1%

**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	26	99	33	0	34	35	10	4	241
Complaints Handling	7	93	56	0	65	6	1	1	229
Anti-Social Behaviour	3	22	6	0	5	10	2	0	48
Estate Management	0	10	9	0	8	16	1	0	44
Moving to a Property	1	19	4	0	6	8	3	0	41
Charges	0	10	10	0	7	2	8	0	37
Information and data management	1	12	6	0	4	1	8	0	32
Health and Safety (inc. building safety)	0	4	2	0	3	5	1	0	15
Staff	0	1	4	0	0	6	3	1	15
Occupancy Rights	0	5	2	0	3	1	0	0	11
Reimbursement and Payments	0	3	3	0	0	5	0	0	11
Buying or selling a property	0	0	0	0	2	0	0	0	2
Resident Involvement		1	0		0	0	0		1
<b>Total</b>	<b>38</b>	<b>279</b>	<b>135</b>	<b>0</b>	<b>137</b>	<b>95</b>	<b>37</b>	<b>6</b>	<b>727</b>

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

**Top Categories for Clarion Housing Association Limited**

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Complaints Handling	227	69%	84%
Property Condition	227	70%	73%
Anti-Social Behaviour	46	67%	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%	67%
Complaints Handling	100%	87%	87%	86%	81%	69%
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%	67%
Complaints Handling	81%	91%	91%	69%
Property Condition	72%	77%	59%	70%

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

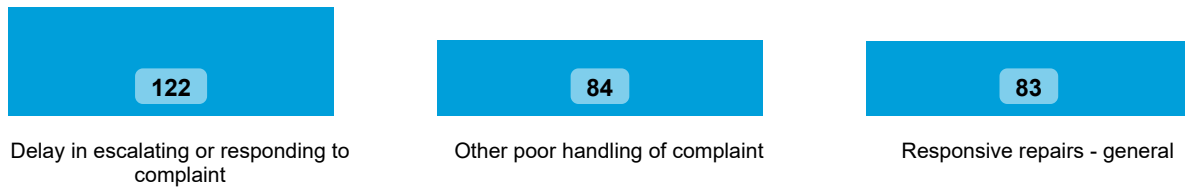
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	6	35	11	0	13	18	4	1	88
Responsive repairs – leaks / damp / mould	18	35	10	0	8	3	1	2	77
Service charges – amount or account management	0	6	9	0	5	1	6	0	27
Responsive repairs – heating and hot water	0	7	2	0	5	2	1	1	18
Decants (temp. or permanent)	1	9	0	0	4	1	1	0	16
Noise	1	10	1	0	1	3	0	0	16
Staff conduct	0	1	4	0	0	5	3	1	14
Pest control (within property)	2	5	1	0	1	1	1	0	11
Fire Safety	0	1	2	0	1	3	0	0	7
Communal areas – pest control		0	1	0	0	2	0		3
Gas inspections and safety	0	0	0	0	1	1	1	0	3
Structural safety	0	2	0	0	0	1	0		3
Asbestos	0	1	0	0	0	0	0	0	1
Electrical safety	0	0	0	0	1	0	0		1
<b>Total</b>	<b>28</b>	<b>112</b>	<b>41</b>	<b>0</b>	<b>40</b>	<b>41</b>	<b>18</b>	<b>5</b>	<b>285</b>

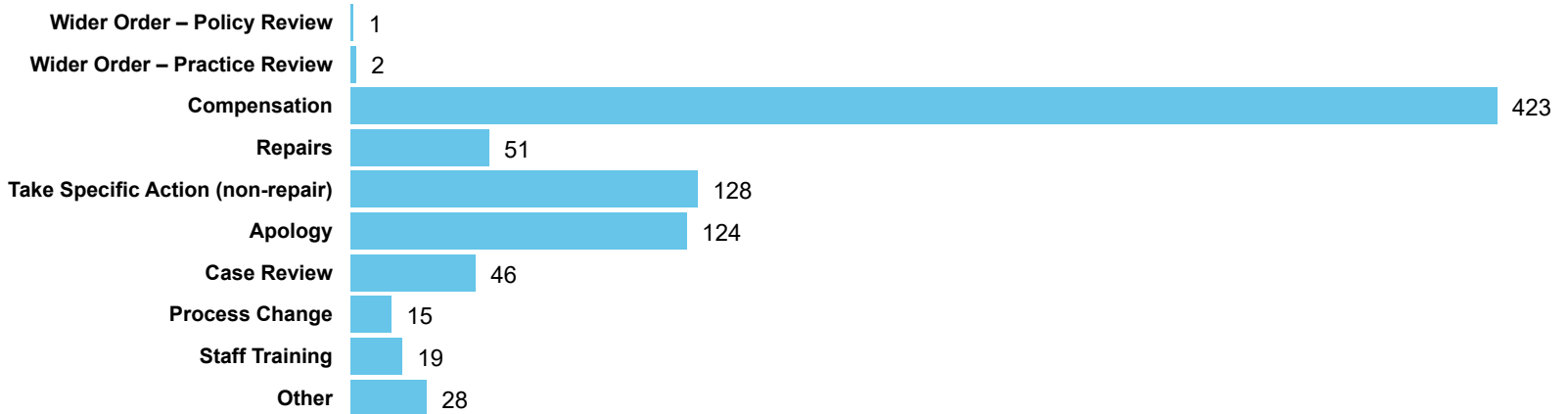
**Top Sub-Categories** | Cases determined between April 2023 - March 2024

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	Overdue	Within 3 Months	Within 6 Months
Complete?	Count	Count	Count
Complied	1	798	3
<b>Total</b>	<b>1</b>	<b>798</b>	<b>3</b>

**Compensation Ordered** | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended

