

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

**2023/2024**

Estuary Housing Association Limited

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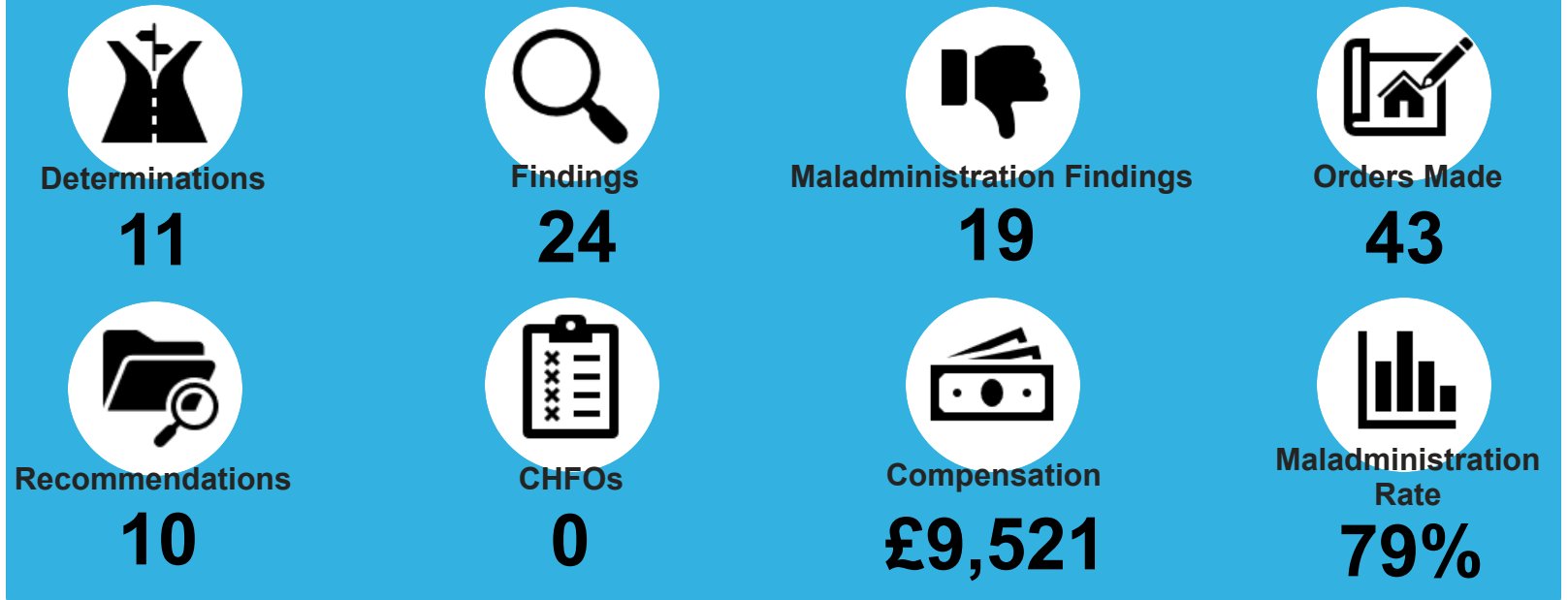
Landlord: Estuary Housing Association Limited

Landlord Homes: 4,688

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Withdrawn	0%	0%	0%	0%	0%	0%

Estuary Housing Association Limited	
Outcome	% Findings
Severe Maladministration	4%
Maladministration	46%
Service failure	29%
Mediation	0%
Redress	0%
No maladministration	21%
Outside Jurisdiction	0%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	4%
Maladministration	46%
Service failure	29%
Mediation	0%
Redress	0%
No maladministration	21%
Outside Jurisdiction	0%
Withdrawn	0%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Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total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	1	5	2	0	0	2	0	0	10
Complaints Handling	0	4	3	0	0	0	0	0	7
Estate Management	0	1	1	0	0	0	0	0	2
Staff	0	1	0	0	0	1	0	0	2
Anti-Social Behaviour	0	0	0	0	0	1	0	0	1
Health and Safety (inc. building safety)	0	0	1	0	0	0	0	0	1
Information and data management	0	0	0	0	0	1	0	0	1
<b>Total</b>	<b>1</b>	<b>11</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>24</b>

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

**Top Categories for Estuary Housing Association Limited**

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	10	80%	73%
Complaints Handling	7	100%	84%
Estate Management	2	100%	60%
Staff	2	50%	48%

**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
Complaints Handling	100%	87%	87%	86%	81%	100%
Estate Management	50%	67%	66%	58%	59%	100%
Property Condition	75%	63%	72%	74%	74%	80%
Staff	67%	63%	47%	49%	46%	50%

**National Maladministration Rate by Landlord Type:**

Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Complaints Handling	81%	91%	91%	100%
Estate Management	59%	65%	38%	100%
Property Condition	72%	77%	59%	80%
Staff	48%	50%	50%	50%

**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	2	2	0	0	2	0	0	6
Responsive repairs – leaks / damp / mould	1	1	0	0	0	0	0	0	2
Staff conduct	0	1	0	0	0	1	0	0	2
Communal areas – pest control	0	0	1	0	0	0	0	0	1
Gas inspections and safety	0	0	1	0	0	0	0	0	1
<b>Total</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>12</b>

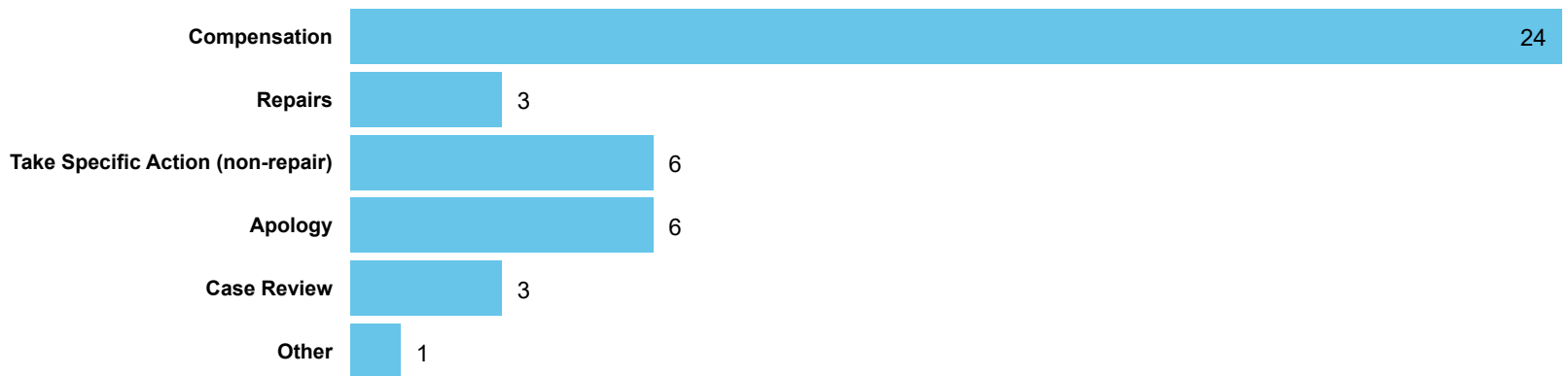
**Top Sub-Categories** | Cases determined between April 2023 - March 2024

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 Complete?	Within 3 Months	
	Count	%
Complied	43	100%
<b>Total</b>	<b>43</b>	<b>100%</b>

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

Table 5.1

● Ordered ● Recommended

