

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Hyde Housing Association Limited

Hyde Housing Association Limited

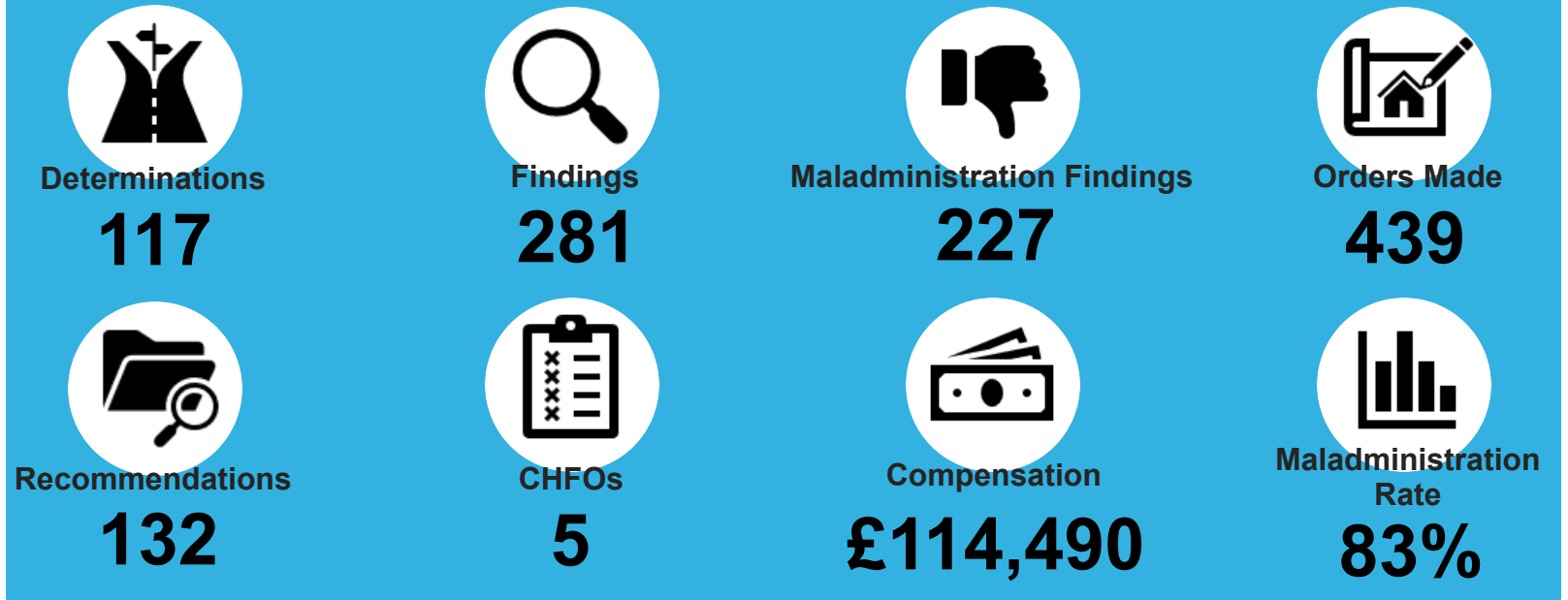
Landlord:

Landlord Homes: 40,666

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



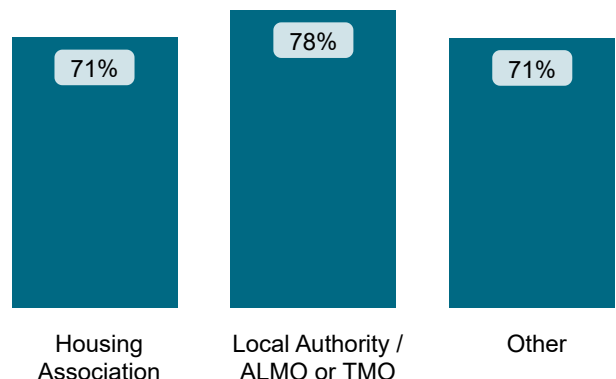
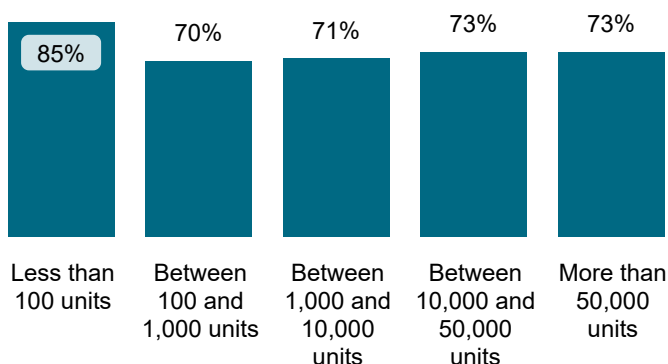
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

NATIONAL MALADMINISTRATION RATE: 73%

The landlord performed *poorly* 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Withdrawn	0%	0%	0%	0%	0%	0%

Hyde Housing Association Limited	
Outcome	% Findings
Severe Maladministration	7%
Maladministration	56%
Service failure	18%
Mediation	0%
Redress	9%
No maladministration	7%
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Withdrawn	0%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%	6%	9%
No maladministration	15%	15%	21%	15%
Outside Jurisdiction	6%	9%	10%	7%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	7%
Maladministration	56%
Service failure	18%
Mediation	0%
Redress	9%
No maladministration	7%
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Withdrawn	0%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	9	63	19	1	10	8	4	0	114
Complaints Handling	8	61	19	0	10	1	0	0	99
Anti-Social Behaviour	2	7	3	0	1	2	0	0	15
Estate Management	0	8	1	0	2	1	1	0	13
Charges	0	5	3	0	1	0	0	0	9
Moving to a Property	0	3	1	0	1	2	1	0	8
Information and data management	1	4	2	0	0	0	0	0	7
Health and Safety (inc. building safety)	0	2	0	0	0	4	0	0	6
Staff	0	2	0	0	1	2	0	0	5
Occupancy Rights	1	1	1	0	0	0	0	0	3
Reimbursement and Payments	0	0	1	0	0	0	1	0	2
Total	21	156	50	1	26	20	7	0	281

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

Top Categories for Hyde Housing Association Limited

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	110	83%	73%
Complaints Handling	99	89%	84%
Anti-Social Behaviour	15	80%	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%	80%
Complaints Handling	100%	87%	87%	86%	81%	89%
Property Condition	75%	63%	72%	74%	74%	83%

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%	80%
Complaints Handling	81%	91%	91%	89%
Property Condition	72%	77%	59%	83%

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

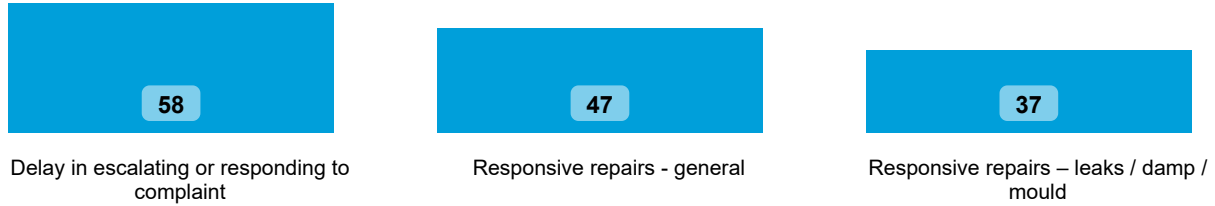
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	1	29	12	0	4	1	3	0	50
Responsive repairs – leaks / damp / mould	7	25	2	1	2	0	0	0	37
Service charges – amount or account management	0	4	3	0	1	0	0	0	8
Responsive repairs – heating and hot water	0	5	1	0	1	0	0	0	7
Staff conduct	0	2	0	0	1	2	0	0	5
Fire Safety	0	2	0	0	0	2	0	0	4
Noise	2	1	1	0	0	0	0	0	4
Pest control (within property)	0	2	0	0	1	0	0	0	3
Decants (temp. or permanent)	0	0	0	0	0	1	0	0	1
District heating systems / Heat Networks	0	0	1	0	0	0	0	0	1
Gas inspections and safety	0	0	0	0	0	1	0	0	1
Structural safety	0	0	0	0	0	1	0	0	1
Total	10	70	20	1	10	8	3	0	122

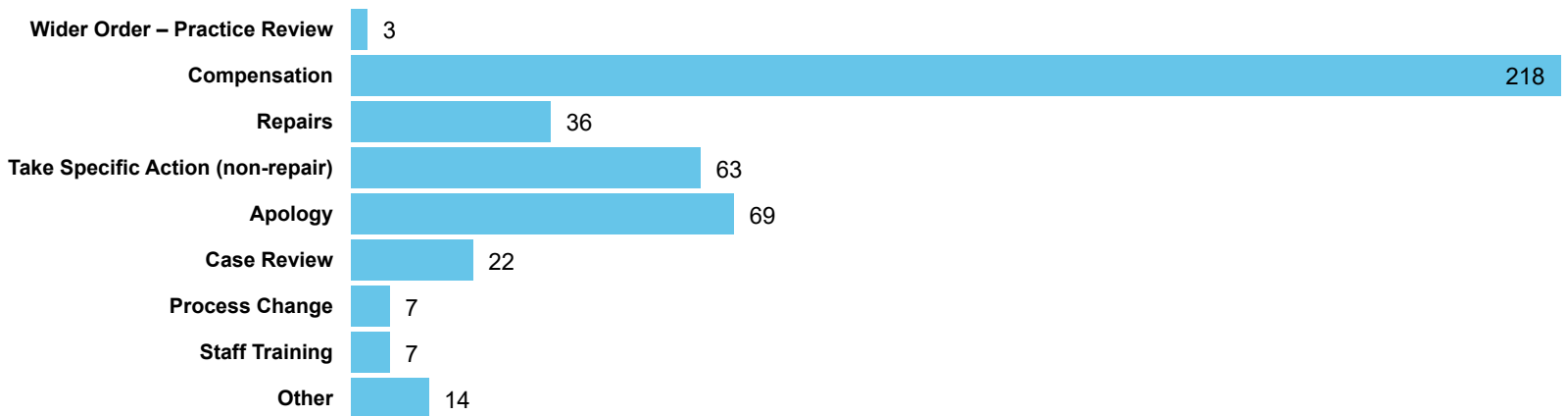
Top Sub-Categories | Cases determined between April 2023 - March 2024

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	424	98%	8	2%
Total	424	98%	8	2%

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended

