

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Irwell Valley Housing Association Limited

Irwell Valley Housing Association Limited

Landlord: Irwell Valley Housing Association Limited

Landlord Homes: 7,706

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



Determinations

11



Findings

31



Maladministration Findings

16



Orders Made

23



Recommendations

14



CHFOs

0



Compensation

£6,375



Maladministration Rate

53%

PERFORMANCE 2022-2023



Determinations



Orders Made



Compensation



Maladministration Rate

Not Applicable

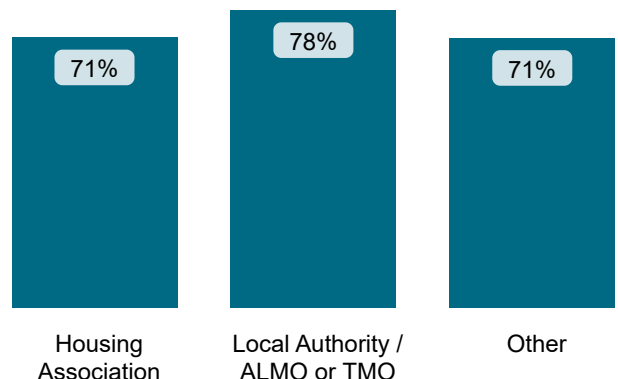
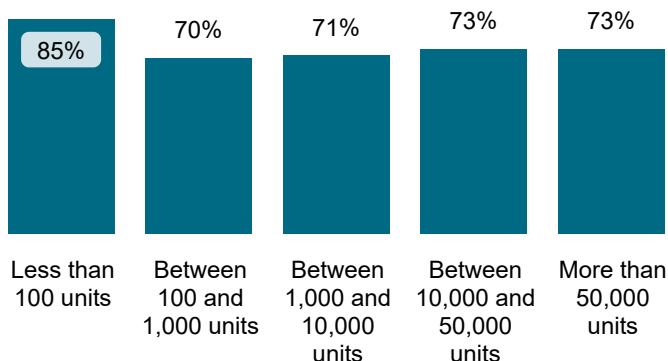
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

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Withdrawn	0%	0%	0%	0%	0%	0%

Irwell Valley Housing Association Limited	
Outcome	% Findings
Severe Maladministration	3%
Maladministration	32%
Service failure	16%
Mediation	3%
Redress	10%
No maladministration	32%
Outside Jurisdiction	3%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	3%
Maladministration	32%
Service failure	16%
Mediation	3%
Redress	10%
No maladministration	32%
Outside Jurisdiction	3%
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	3	2	0	1	4	0	0	11
Complaints Handling	0	4	1	0	2	1	0	0	8
Anti-Social Behaviour	0	1	0	0	0	2	0	0	3
Charges	0	1	1	0	0	0	1	0	3
Moving to a Property	0	0	0	0	0	2	0	0	2
Buying or selling a property	0	0	0	1	0	0	0	0	1
Health and Safety (inc. building safety)	0	1	0	0	0	0	0	0	1
Reimbursement and Payments	0	0	0	0	0	1	0	0	1
Staff	0	0	1	0	0	0	0	0	1
Total	1	10	5	1	3	10	1	0	31

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

Top Categories for Irwell Valley Housing Association Limited

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	11	55%	73%
Complaints Handling	8	63%	84%
Anti-Social Behaviour	3	33%	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%	33%
Complaints Handling	100%	87%	87%	86%	81%	63%
Property Condition	75%	63%	72%	74%	74%	55%

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%	33%
Complaints Handling	81%	91%	91%	63%
Property Condition	72%	77%	59%	55%

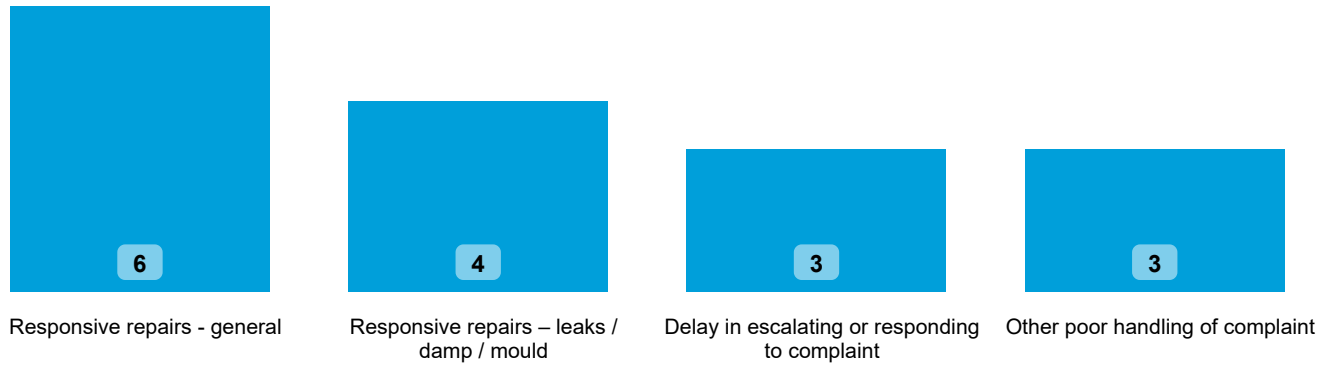
Findings by Sub-Category | Cases Determined between April 2023 - March 2024 Table 3.4

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	1	0	1	2	0	0	6
Responsive repairs – leaks / damp / mould	1	1	1	0	0	1	0	0	4
Service charges – amount or account management	0	1	1	0	0	0	1	0	3
Fire Safety	0	1	0	0	0	0	0	0	1
Staff conduct	0	0	1	0	0	0	0	0	1
Total	1	5	4	0	1	3	1	0	15

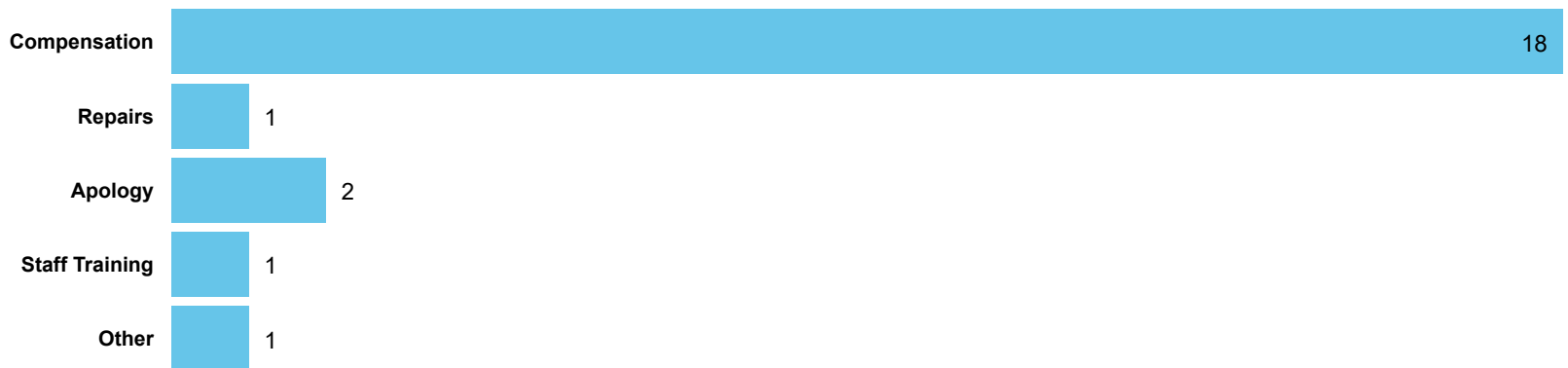
Top Sub-Categories | *Cases determined between April 2023 - March 2024*

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	23	100%
Total	23	100%

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

Table 5.1

● Ordered ● Recommended

