

# Landlord Performance Data 2021-22

## 1.0 Number of Homes

Count of homes under the Housing Ombudsman Service's jurisdiction as of 31/03/2021

<b>Landlord Name</b>	Phoenix Community Housing Association (Bellingham and Downham) Limited
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<b>Homes</b>
5,402

## 2.0 Determinations by Outcome

Cases determined between 01/04/2021 - 31/03/2022 by overall determination

### 2.1 Individual Landlord

<b>Landlord Name</b>	Phoenix Community Housing Association (Bellingham and Downham) Limited
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<b>Overall Determination</b>	<b>Count</b>	<b>%</b>
Maladministration	1	14%
Partial Maladministration	2	29%
Reasonable Redress	1	14%
No Maladministration	3	43%
<b>Grand Total</b>	<b>7</b>	<b>100%</b>

## 2.0 Determinations (continued)

Cases determined between 01/04/2021 - 31/03/2022 by overall determination

### 2.2 By Landlord Type

'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types

Overall Determination	Housing Association	Local Authority	Other	Grand Total
Severe Maladministration	0%	0%	0%	0%
Maladministration	19%	26%	41%	21%
Partial Maladministration	24%	22%	18%	23%
Reasonable Redress	12%	6%	6%	10%
No Maladministration	27%	26%	6%	27%
Mediation	4%	2%	18%	3%
Outside Jurisdiction	11%	18%	12%	13%
Withdrawn	2%	1%	0%	2%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### 2.3 By Landlord Size

Overall Determination	Less than 1k units	Between 1k and 10k units	More than 10k units	Grand Total
Severe Maladministration	0%	0%	0%	0%
Maladministration	28%	20%	22%	21%
Partial Maladministration	25%	24%	23%	23%
Reasonable Redress	6%	6%	11%	10%
No Maladministration	14%	33%	26%	27%
Mediation	8%	2%	3%	3%
Outside Jurisdiction	19%	14%	13%	13%
Withdrawn	0%	1%	2%	2%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### 3.0 Findings by Category

Findings on cases determined between 01/04/2021 - 31/03/2022 by category and decision

Landlord Name Phoenix Community Housing Association (Bellingham and Downham) Limited

Category	Service failure	Redress	No maladministration	Outside Jurisdiction	Grand Total
Anti-Social Behaviour				1	1
Buying or selling a property	1				1
Complaints Handling		2	1		3
Estate Management				1	1
Health and Safety (inc. building safety)			2		2
Information and Data Management				1	1
Moving to a Property	1		1		2
Occupancy Rights			1		1
Property Condition	4	1	2	1	8
Reimbursement and Payments				1	1
Staff			1		1
<b>Grand Total</b>	<b>6</b>	<b>3</b>	<b>8</b>	<b>5</b>	<b>22</b>

### 4.0 Orders Made by Type

Orders on cases determined between 01/04/2021 - 31/03/2022 by order type

Landlord Name Phoenix Community Housing Association (Bellingham and Downham) Limited  
Type Order

Order Type	Count
Compensation	6
Take Specific Action (non-repair)	1
<b>Grand Total</b>	<b>7</b>

## 5.0 Order Compliance Within 3 Months

Orders with compliance target dates between 01/04/2021 - 31/03/2022

### 5.1 Individual Landlord

Landlord Name	Phoenix Community Housing Association (Bellingham and Downham) Limited
Type	Order

Time to comply	Count	%
Within three months	8	100%
<b>Grand Total</b>	<b>8</b>	<b>100%</b>

### 5.2 By Landlord Type

'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types

Time to comply	Housing Association	Local Authority	Other	Grand Total
Within three months	99%	99%	100%	99%
More than three months	1%	1%	0%	1%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### 5.3 By Landlord Size

Time to comply	Less than 1k units	Between 1k and 10k units	More than 10k units	Grand Total
Within three months	100%	100%	99%	99%
More than three months	0%	0%	1%	1%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## 6.0 Order Compliance Within 6 Months

Orders with compliance target dates between 01/04/2021 - 31/03/2022

### 6.1 Individual Landlord

Landlord Name	Phoenix Community Housing Association (Bellingham and Downham) Limited
Type	Order

Time to comply	Count	%
Within six months	8	100%
<b>Grand Total</b>	<b>8</b>	<b>100%</b>

### 6.2 By Landlord Type

'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types

Time to comply	Housing Association	Local Authority	Other	Grand Total
Within six months	100%	100%	100%	100%
More than six months	0%	0%	0%	0%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### 6.3 By Landlord Size

Time to comply	Between 1k and 10k units	Less than 1k units	More than 10k units	Grand Total
Within six months	100%	100%	100%	100%
More than six months	0%	0%	0%	0%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## 7.0 Compensation Ordered

Total amount of compensation ordered in determinations made between 01/04/2021 - 31/03/2022

Landlord Name	Phoenix Community Housing Association (Bellingham and Downham) Limited
Type	Order

<b>Total</b>
£650.00