

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2022/2023

Housing 21

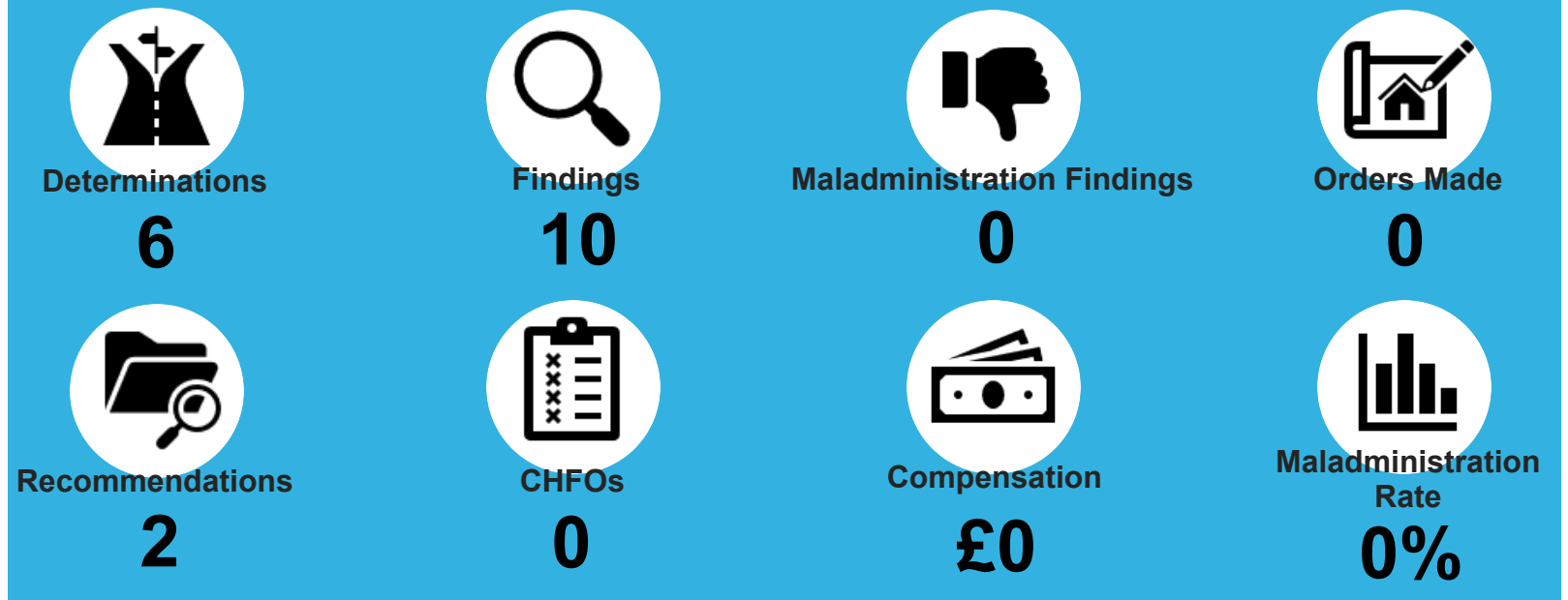
Landlord:

Landlord Homes: 20,007

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2021-2022

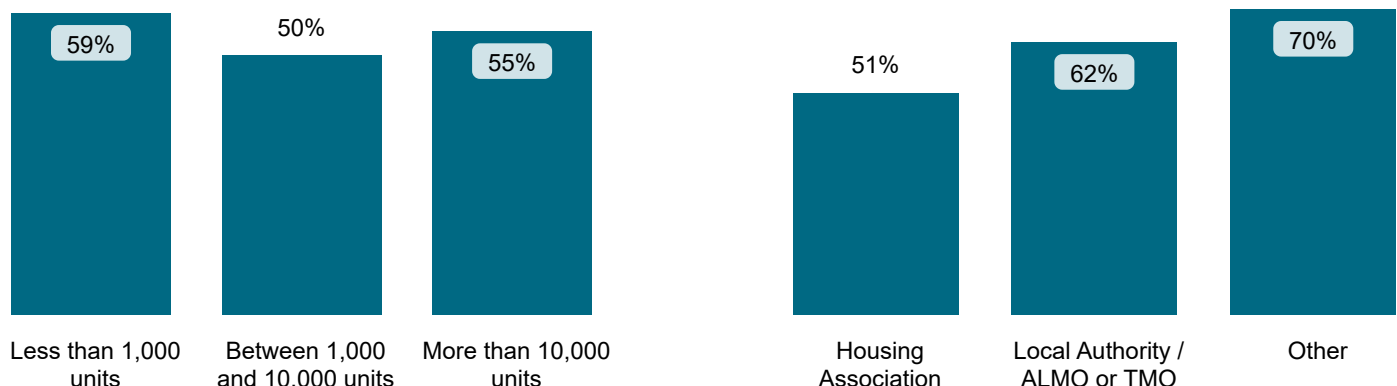


Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

NATIONAL MALADMINISTRATION RATE: 55% The landlord performed very 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 2022 - March 2023

National Performance by Landlord Size: Table 2.1

Outcome	Less than 1,000 units	Between 1,000 and 10,000 units	More than 10,000 units	Total
Severe Maladministration	5%	2%	3%	3%
Maladministration	29%	21%	27%	26%
Service failure	19%	25%	22%	23%
Mediation	0%	1%	2%	2%
Redress	8%	12%	17%	16%
No maladministration	30%	34%	23%	25%
Outside Jurisdiction	9%	6%	5%	5%
Withdrawn	0%	0%	0%	0%

Housing 21	
Outcome	% Findings
Severe Maladministration	0%
Maladministration	0%
Service failure	0%
Mediation	20%
Redress	30%
No maladministration	50%
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Withdrawn	0%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	2%	4%	6%	3%
Maladministration	24%	30%	35%	26%
Service failure	22%	24%	26%	23%
Mediation	2%	1%	3%	2%
Redress	20%	9%	3%	16%
No maladministration	25%	26%	23%	25%
Outside Jurisdiction	5%	6%	3%	6%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	0%
Maladministration	0%
Service failure	0%
Mediation	20%
Redress	30%
No maladministration	50%
Outside Jurisdiction	0%
Withdrawn	0%

Landlord Findings by Category | Cases determined between April 2022 - March 2023

Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Charges	0	0	0	0	1	1	0	0	2
Estate Management	0	0	0	0	0	2	0	0	2
Staff	0	0	0	0	1	1	0	0	2
Anti-Social Behaviour	0	0	0	1	0	0	0	0	1
Health and Safety (inc. building safety)	0	0	0	0	0	1	0	0	1
Moving to a Property	0	0	0	0	1	0	0	0	1
Property Condition	0	0	0	1	0	0	0	0	1
Total	0	0	0	2	3	5	0	0	10

Findings by Category Comparison | Cases determined between April 2022 - March 2023

Top Categories for Housing 21

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Charges	2	0%	37%
Estate Management	2	0%	42%
Staff	2	0%	31%

National Maladministration Rate by Landlord Size: Table 3.2

Category	Less than 1,000 units	Between 1,000 and 10,000 units	More than 10,000 units	% Landlord Maladministration
Charges	0%	25%	40%	0%
Estate Management	20%	38%	43%	0%
Staff	57%	28%	31%	0%

National Maladministration Rate by Landlord Type: Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Charges	35%	43%	0%	0%
Estate Management	42%	41%	0%	0%
Staff	26%	36%	60%	0%

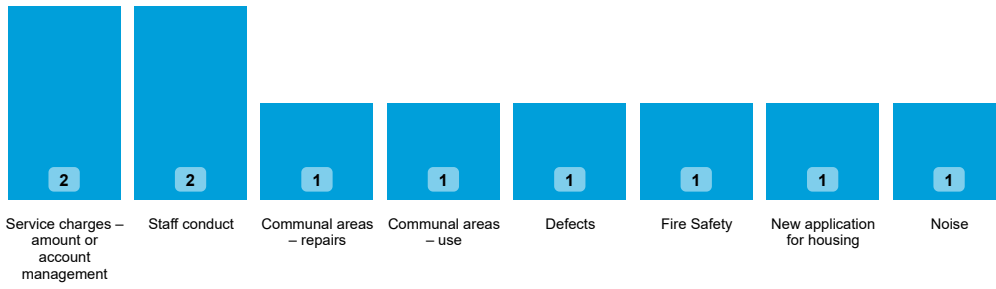
Findings by Sub-Category | Cases Determined between April 2022 - March 2023 Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Service charges – amount or account management	0	0	0	0	1	1	0	0	2
Staff conduct	0	0	0	0	1	1	0	0	2
Fire Safety	0	0	0	0	0	1	0	0	1
Noise	0	0	0	1	0	0	0	0	1
Total	0	0	0	1	2	3	0	0	6

Top Sub-Categories | Cases determined between April 2022 - March 2023

Table 3.5



Orders Made by Type | Orders on cases determined between April 2022 - March 2023

Table 4.1

Compensation	0
Repairs	0
Take Specific Action (non-repair)	0
Apology	0
Case Review	0
Process Change	0
Staff Training	0
Other	0

Order Compliance | Order target dates between April 2022 - March 2023

Table 4.2

Order Complete?	Overdue		Within 3 Months		Within 6 Months	
	Count	%	Count	%	Count	%
Complied	0	0	0	0	0	0
Total	0	0	0	0	0	0

Compensation Ordered | Cases Determined between April 2022 - March 2023

Table 5.1