

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2022/2023

Midland Heart Limited

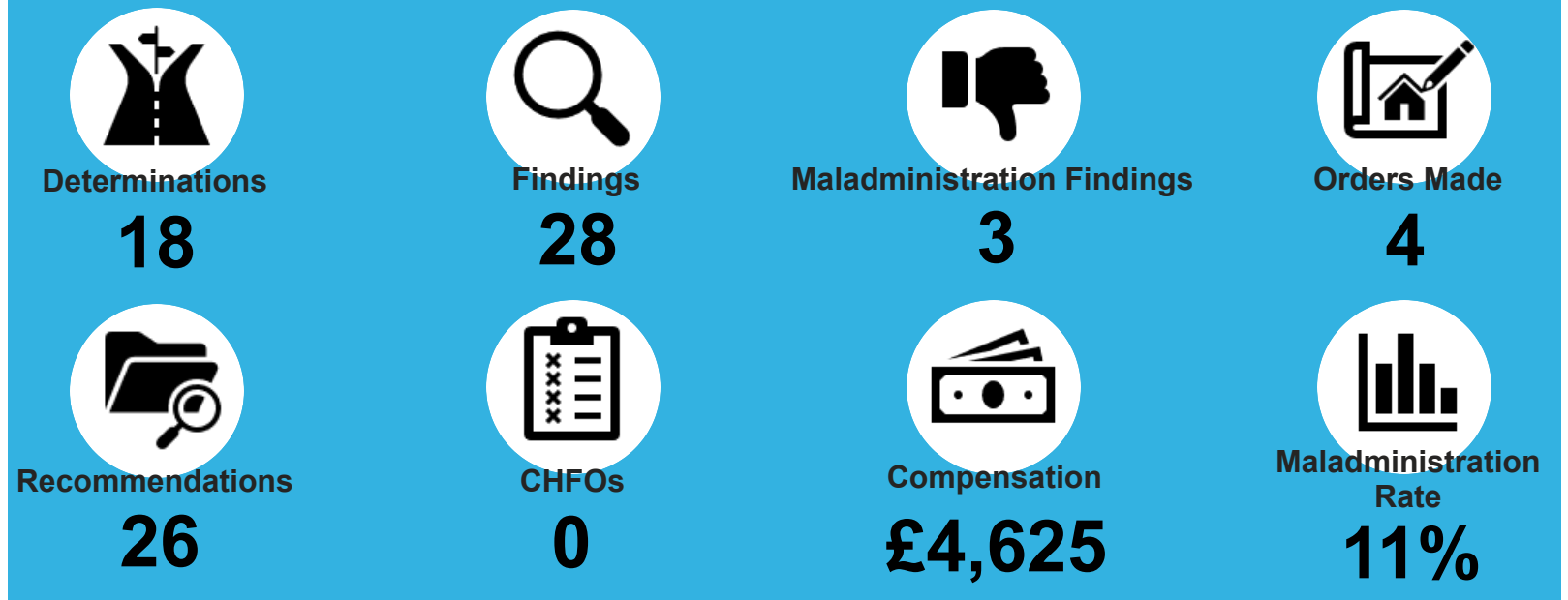
Landlord: Midland Heart Limited

Landlord Homes: 32,421

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2021-2022



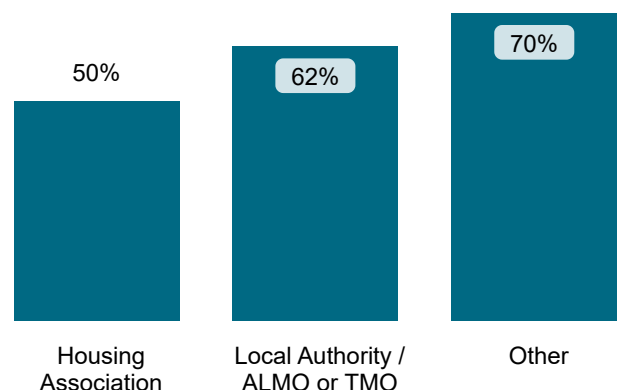
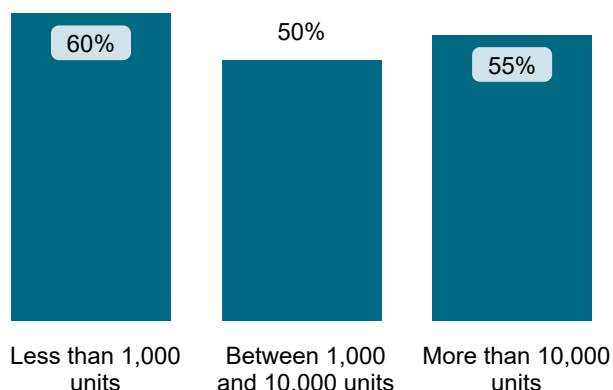
Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

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	6%	2%	3%	3%
Maladministration	30%	21%	27%	26%
Service failure	20%	25%	23%	23%
Mediation	0%	1%	2%	2%
Redress	8%	12%	16%	16%
No maladministration	30%	34%	24%	25%
Outside Jurisdiction	6%	6%	5%	5%
Withdrawn	0%	0%	0%	0%

Midland Heart Limited	
Outcome	% Findings
Severe Maladministration	0%
Maladministration	4%
Service failure	7%
Mediation	0%
Redress	39%
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Withdrawn	0%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	23%	30%	35%	26%
Service failure	22%	25%	26%	23%
Mediation	2%	1%	3%	2%
Redress	19%	9%	3%	15%
No maladministration	26%	26%	23%	26%
Outside Jurisdiction	5%	6%	3%	5%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	0%
Maladministration	4%
Service failure	7%
Mediation	0%
Redress	39%
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Withdrawn	0%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Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Property Condition	0	0	1	0	6	5	0	0	12
Complaints Handling	0	1	1	0	2	1	0	0	5
Charges	0	0	0	0	1	2	0	0	3
Estate Management	0	0	0	0	1	1	0	0	2
Moving to a Property	0	0	0	0	0	2	0	0	2
Staff	0	0	0	0	0	2	0	0	2
Anti-Social Behaviour	0	0	0	0	0	1	0	0	1
Health and Safety (inc. building safety)	0	0	0	0	1	0	0	0	1
Total	0	1	2	0	11	14	0	0	28

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

Top Categories for Midland Heart Limited Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	12	8%	54%
Complaints Handling	5	40%	76%
Charges	3	0%	37%

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%	39%	0%
Complaints Handling	100%	75%	78%	40%
Property Condition	48%	54%	54%	8%

National Maladministration Rate by Landlord Type: Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Charges	32%	43%	0%	0%
Complaints Handling	73%	87%	100%	40%
Property Condition	48%	63%	63%	8%

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
Responsive repairs - general	0	0	0	0	3	2	0	0	5
Responsive repairs – leaks / damp / mould	0	0	1	0	2	0	0	0	3
Pest control (within property)	0	0	0	0	0	2	0	0	2
Responsive repairs – heating and hot water	0	0	0	0	1	1	0	0	2
Staff conduct	0	0	0	0	0	2	0	0	2
Gas inspections and safety	0	0	0	0	1	0	0	0	1
Total	0	0	1	0	7	7	0	0	15

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



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

Table 4.2

Order Complete?	Count	Within 3 Months %
Complied	4	100%
Total	4	100%

Compensation Ordered | Cases Determined between April 2022 - March 2023

Table 5.1

● Ordered ● Recommended

