

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

2022/2023

Newlon Housing Trust

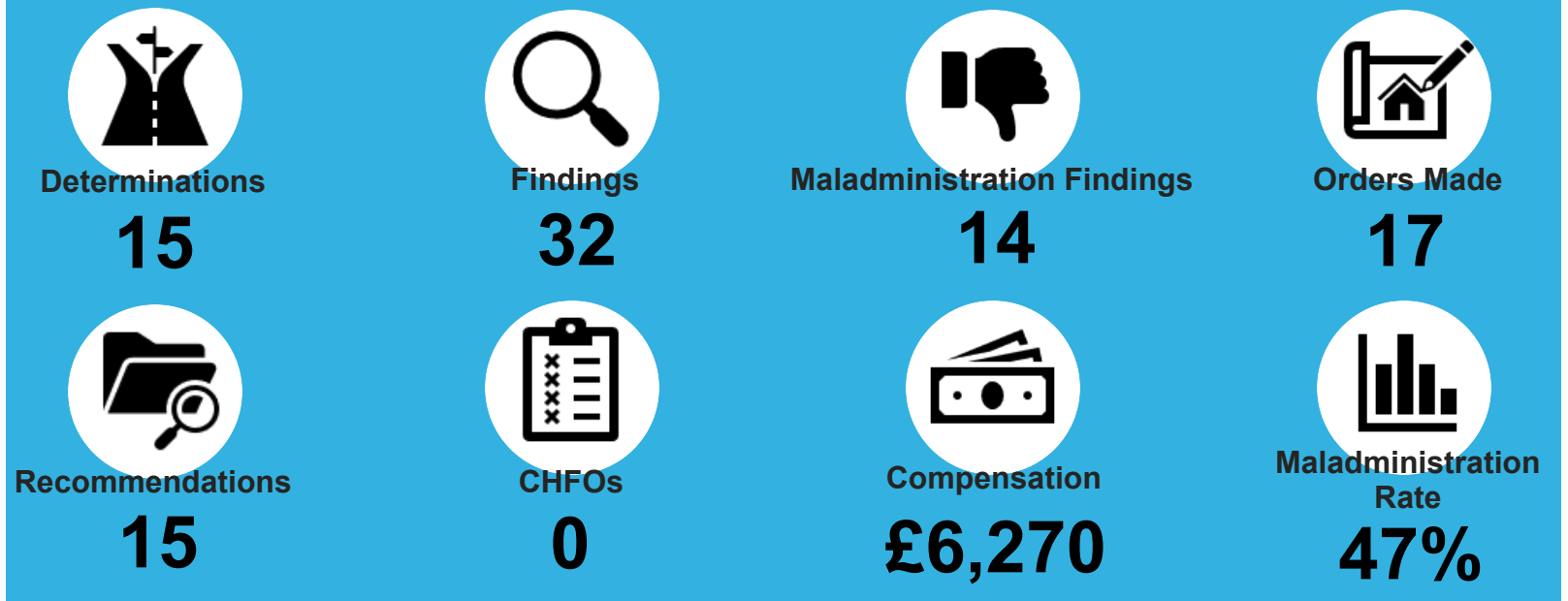
Landlord:

Landlord Homes: 7,777

Landlord Type:

Housing Association

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2021-2022**



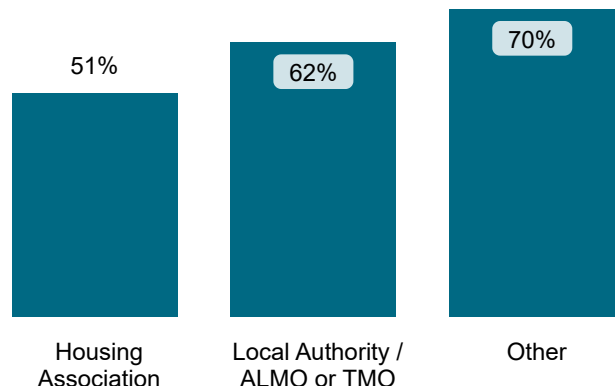
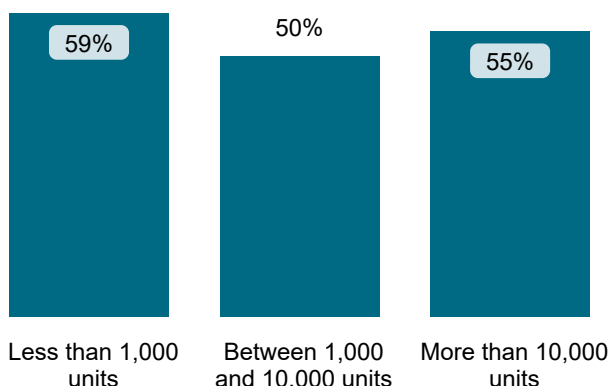
**Maladministration Rate Comparison** | Cases determined between April 2022 - March 2023

**NATIONAL MALADMINISTRATION RATE: 55%**

The landlord performed *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 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%                     | <b>3%</b>  |
| Maladministration        | 29%                   | 21%                            | 27%                    | <b>26%</b> |
| Service failure          | 19%                   | 25%                            | 22%                    | <b>23%</b> |
| Mediation                | 0%                    | 1%                             | 2%                     | <b>2%</b>  |
| Redress                  | 8%                    | 12%                            | 17%                    | <b>16%</b> |
| No maladministration     | 30%                   | 34%                            | 23%                    | <b>25%</b> |
| Outside Jurisdiction     | 9%                    | 6%                             | 5%                     | <b>5%</b>  |
| Withdrawn                | 0%                    | 0%                             | 0%                     | <b>0%</b>  |

| Newlon Housing Trust     |            |
|--------------------------|------------|
| Outcome                  | % Findings |
| Severe Maladministration | <b>0%</b>  |
| Maladministration        | <b>19%</b> |
| Service failure          | <b>25%</b> |
| Mediation                | <b>0%</b>  |
| Redress                  | <b>28%</b> |
| No maladministration     | <b>22%</b> |
| Outside Jurisdiction     | <b>6%</b>  |
| Withdrawn                | <b>0%</b>  |

**National Performance by Landlord Type:** Table 2.2

| Outcome                  | Housing Association | Local Authority / ALMO or TMO | Other | Total      |
|--------------------------|---------------------|-------------------------------|-------|------------|
| Severe Maladministration | 2%                  | 4%                            | 6%    | <b>3%</b>  |
| Maladministration        | 24%                 | 30%                           | 35%   | <b>26%</b> |
| Service failure          | 22%                 | 24%                           | 26%   | <b>23%</b> |
| Mediation                | 2%                  | 1%                            | 3%    | <b>2%</b>  |
| Redress                  | 20%                 | 9%                            | 3%    | <b>16%</b> |
| No maladministration     | 25%                 | 26%                           | 23%   | <b>25%</b> |
| Outside Jurisdiction     | 5%                  | 6%                            | 3%    | <b>6%</b>  |
| Withdrawn                | 0%                  | 0%                            | 0%    | <b>0%</b>  |

| Outcome                  | % Findings |
|--------------------------|------------|
| Severe Maladministration | <b>0%</b>  |
| Maladministration        | <b>19%</b> |
| Service failure          | <b>25%</b> |
| Mediation                | <b>0%</b>  |
| Redress                  | <b>28%</b> |
| No maladministration     | <b>22%</b> |
| Outside Jurisdiction     | <b>6%</b>  |
| Withdrawn                | <b>0%</b>  |

**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                        | 5                 | 2               | 0         | 4        | 2                    | 1                    | 0         | <b>14</b> |
| Complaints Handling                      | 0                        | 1                 | 3               | 0         | 3        | 3                    | 0                    | 0         | <b>10</b> |
| Health and Safety (inc. building safety) | 0                        | 0                 | 1               | 0         | 0        | 2                    | 0                    | 0         | <b>3</b>  |
| Information and data management          | 0                        | 0                 | 1               | 0         | 0        | 0                    | 1                    | 0         | <b>2</b>  |
| Buying or selling a property             | 0                        | 0                 | 1               | 0         | 0        | 0                    | 0                    | 0         | <b>1</b>  |
| Estate Management                        | 0                        | 0                 | 0               | 0         | 1        | 0                    | 0                    | 0         | <b>1</b>  |
| Staff                                    | 0                        | 0                 | 0               | 0         | 1        | 0                    | 0                    | 0         | <b>1</b>  |
| <b>Total</b>                             | <b>0</b>                 | <b>6</b>          | <b>8</b>        | <b>0</b>  | <b>9</b> | <b>7</b>             | <b>2</b>             | <b>0</b>  | <b>32</b> |

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

**Top Categories for Newlon Housing Trust**

Table 3.1

| Category                                 | # Landlord Findings | % Landlord Maladministration | % National Maladministration |
|--|---------------------|------------------------------|------------------------------|
| Property Condition                       | 13                  | 54%                          | 54%                          |
| Complaints Handling                      | 10                  | 40%                          | 76%                          |
| Health and Safety (inc. building safety) | 3                   | 33%                          | 52%                          |

**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 |
|--|-----------------------|--------------------------------|------------------------|------------------------------|
| Complaints Handling                      | 96%                   | 75%                            | 76%                    | 40%                          |
| Health and Safety (inc. building safety) | 40%                   | 57%                            | 52%                    | 33%                          |
| Property Condition                       | 48%                   | 54%                            | 54%                    | 54%                          |

**National Maladministration Rate by Landlord Type:** Table 3.3

| Category                                 | Housing Association | Local Authority / ALMO or TMO | Other | % Landlord Maladministration |
|--|---------------------|-------------------------------|-------|------------------------------|
| Complaints Handling                      | 71%                 | 87%                           | 100%  | 40%                          |
| Health and Safety (inc. building safety) | 51%                 | 54%                           | 0%    | 33%                          |
| Property Condition                       | 50%                 | 64%                           | 63%   | 54%                          |

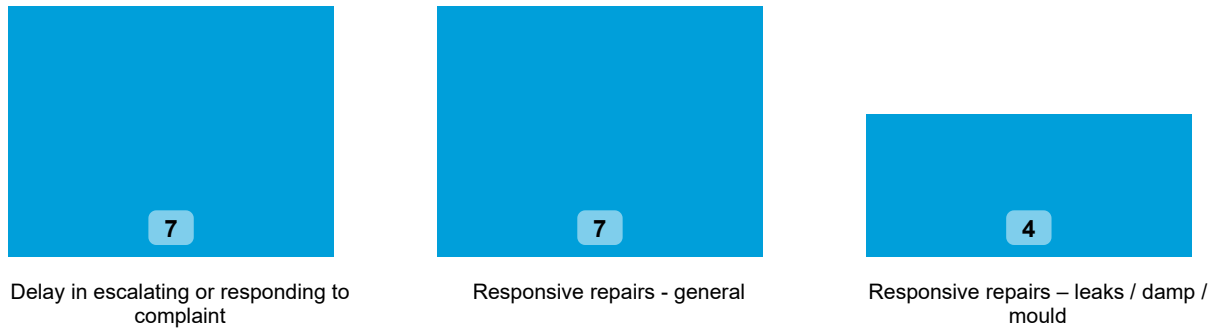
**Findings by Sub-Category** | Cases Determined between April 2022 - March 2023 Table 3.4

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                        | 3                 | 0               | 0         | 4        | 0                    | 0                    | 0         | 7         |
| Responsive repairs – leaks / damp / mould  | 0                        | 2                 | 1               | 0         | 0        | 1                    | 0                    | 0         | 4         |
| Fire Safety                                | 0                        | 0                 | 1               | 0         | 0        | 1                    | 0                    | 0         | 2         |
| Gas inspections and safety                 | 0                        | 0                 | 0               | 0         | 0        | 1                    | 0                    | 0         | 1         |
| Pest control (within property)             | 0                        | 0                 | 0               | 0         | 0        | 1                    | 0                    | 0         | 1         |
| Responsive repairs – heating and hot water | 0                        | 0                 | 0               | 0         | 0        | 0                    | 1                    | 0         | 1         |
| Staff conduct                              | 0                        | 0                 | 0               | 0         | 1        | 0                    | 0                    | 0         | 1         |
| <b>Total</b>                               | <b>0</b>                 | <b>5</b>          | <b>2</b>        | <b>0</b>  | <b>5</b> | <b>4</b>             | <b>1</b>             | <b>0</b>  | <b>17</b> |

**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? | Within 3 Months |             |
|-----------------|-----------------|-------------|
|                 | Count           | %           |
| Complied        | 17              | 100%        |
| <b>Total</b>    | <b>17</b>       | <b>100%</b> |

**Compensation Ordered** | Cases Determined between April 2022 - March 2023

Table 5.1

● Ordered ● Recommended

