

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2022/2023

Sanctuary Housing Association

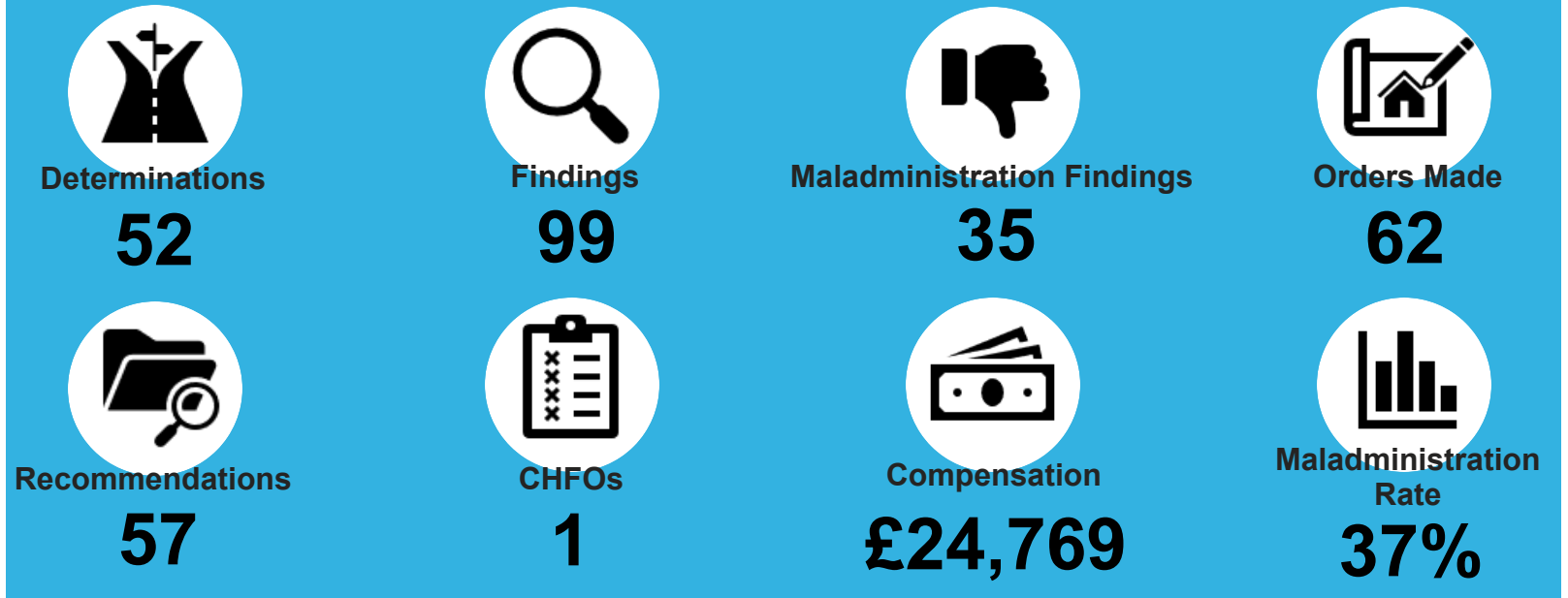
Landlord: Sanctuary Housing Association

Landlord Homes: 82,141

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2021-2022



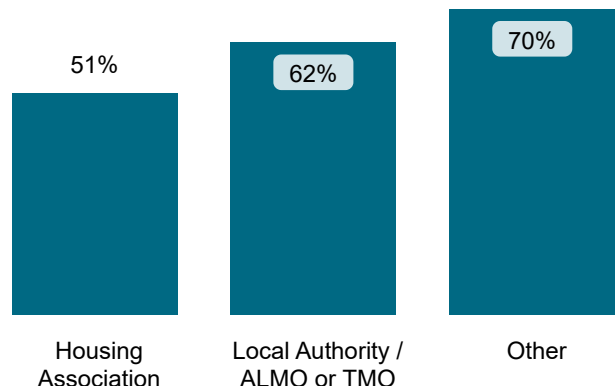
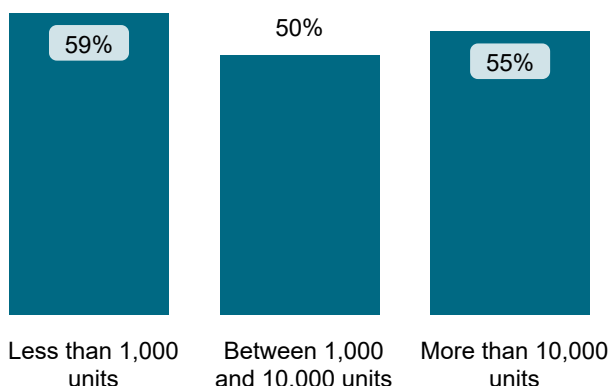
Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

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%	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Withdrawn	0%	0%	0%	0%

Sanctuary Housing Association	
Outcome	% Findings
Severe Maladministration	3%
Maladministration	12%
Service failure	20%
Mediation	1%
Redress	40%
No maladministration	19%
Outside Jurisdiction	5%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	3%
Maladministration	12%
Service failure	20%
Mediation	1%
Redress	40%
No maladministration	19%
Outside Jurisdiction	5%
Withdrawn	0%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	1	6	6	1	16	11	1	0	41
Complaints Handling	2	3	8	0	14	0	0	0	27
Anti-Social Behaviour	0	1	2	0	3	0	2	0	8
Moving to a Property	0	1	1	0	1	2	0	0	5
Estate Management	0	1	0	0	2	1	0	0	4
Reimbursement and Payments	0	0	0	0	1	2	1	0	4
Charges	0	0	0	0	1	1	1	0	3
Health and Safety (inc. building safety)	0	0	2	0	1	0	0	0	3
Occupancy Rights	0	0	1	0	0	2	0	0	3
Staff	0	0	0	0	1	0	0	0	1
Total	3	12	20	1	40	19	5	0	99

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

Top Categories for Sanctuary Housing Association

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	40	33%	54%
Complaints Handling	27	48%	76%
Anti-Social Behaviour	6	50%	41%

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
Anti-Social Behaviour	33%	38%	41%	50%
Complaints Handling	96%	75%	76%	48%
Property Condition	48%	54%	54%	33%

National Maladministration Rate by Landlord Type: Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Anti-Social Behaviour	39%	44%	0%	50%
Complaints Handling	71%	87%	100%	48%
Property Condition	50%	63%	63%	33%

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

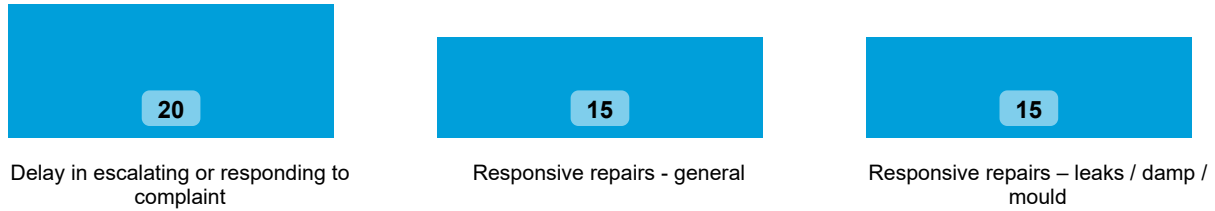
Table 3.4

Highlighted Service Delivery Sub-Categories *only*:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs – leaks / damp / mould	1	4	3	1	5	2	1	0	16
Responsive repairs - general	0	1	3	0	6	5	0	0	15
Noise	0	1	1	0	2	0	0	0	4
Responsive repairs – heating and hot water	0	0	0	0	2	1	0	0	3
Pest control (within property)	0	0	0	0	2	0	0	0	2
Decants (temp. or permanent)	0	0	0	0	1	0	0	0	1
Electrical safety	0	0	1	0	0	0	0	0	1
Fire Safety	0	0	1	0	0	0	0	0	1
Staff conduct	0	0	0	0	1	0	0	0	1
Structural safety	0	0	0	0	1	0	0	0	1
Total	1	6	9	1	20	8	1	0	45

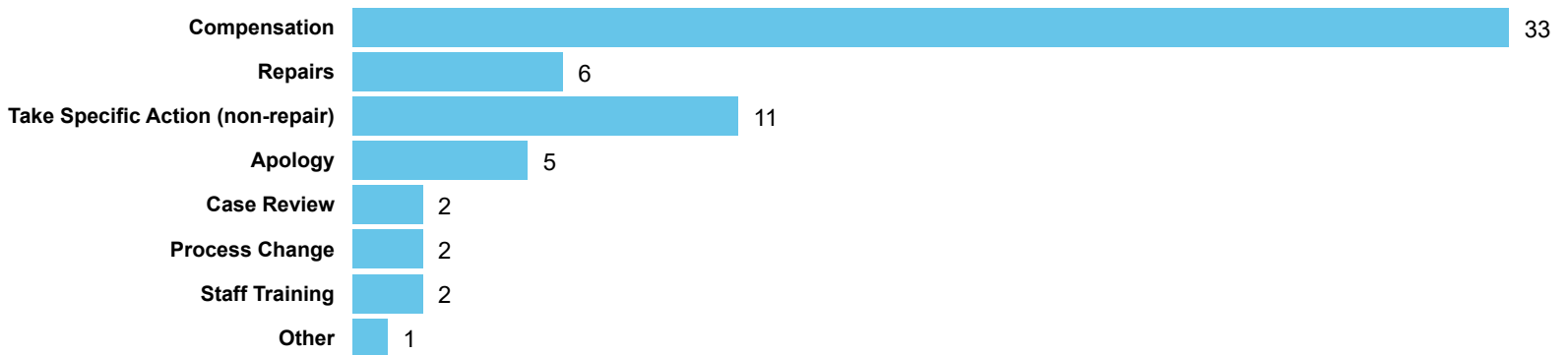
Top Sub-Categories | Cases determined between April 2022 - March 2023

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	61	100%
Total	61	100%

Compensation Ordered | Cases Determined between April 2022 - March 2023

Table 5.1

● Ordered ● Recommended

