

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2022/2023

Wandle Housing Association Limited

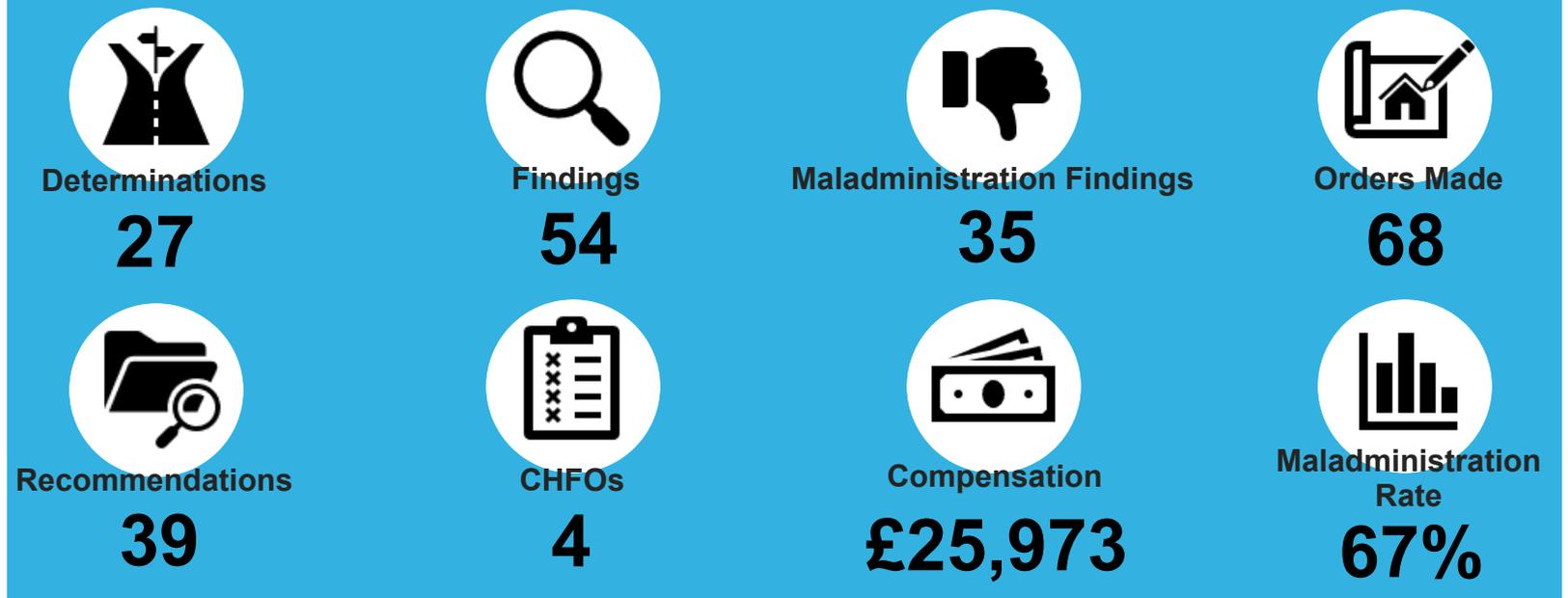
Landlord:

Landlord Homes: 7,500

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2021-2022



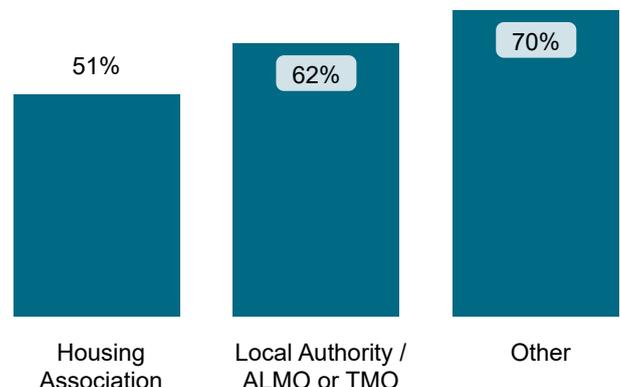
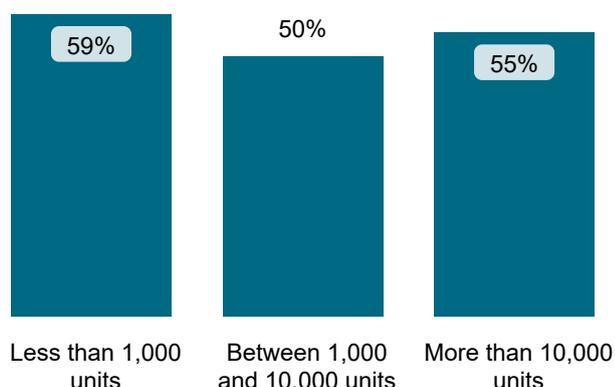
Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

NATIONAL MALADMINISTRATION RATE: 55%

The landlord performed *poorly* 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Withdrawn	0%	0%	0%	0%

Wandle Housing Association Limited	
Outcome	% Findings
Severe Maladministration	4%
Maladministration	39%
Service failure	22%
Mediation	0%
Redress	17%
No maladministration	15%
Outside Jurisdiction	4%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	4%
Maladministration	39%
Service failure	22%
Mediation	0%
Redress	17%
No maladministration	15%
Outside Jurisdiction	4%
Withdrawn	0%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	9	2	0	4	6	2	0	24
Complaints Handling	0	9	6	0	1	0	0	0	16
Estate Management	0	1	2	0	1	2	0	0	6
Anti-Social Behaviour	0	1	1	0	1	0	0	0	3
Information and data management	0	1	1	0	0	0	0	0	2
Health and Safety (inc. building safety)	1	0	0	0	0	0	0	0	1
Moving to a Property	0	0	0	0	1	0	0	0	1
Reimbursement and Payments	0	0	0	0	1	0	0	0	1
Total	2	21	12	0	9	8	2	0	54

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

Top Categories for Wandle Housing Association Limited

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	22	55%	54%
Complaints Handling	16	94%	76%
Estate Management	6	50%	42%

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%	94%
Estate Management	20%	38%	43%	50%
Property Condition	48%	54%	54%	55%

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%	94%
Estate Management	42%	41%	0%	50%
Property Condition	50%	64%	63%	55%

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

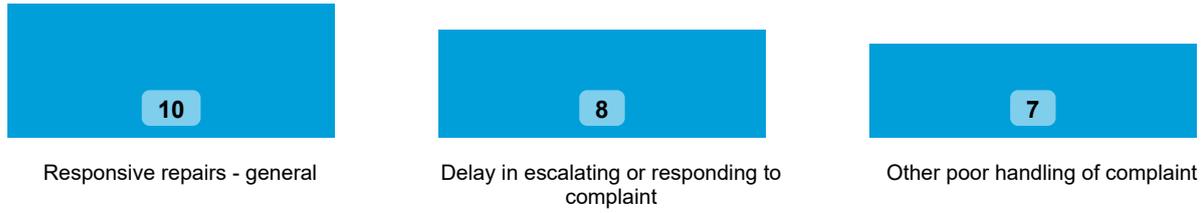
Table 3.4

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	2	0	0	4	4	1	0	11
Responsive repairs – leaks / damp / mould	1	5	0	0	0	0	0	0	6
Responsive repairs – heating and hot water	0	1	1	0	0	0	1	0	3
Noise	0	1	1	0	0	0	0	0	2
Fire Safety	1	0	0	0	0	0	0	0	1
Pest control (within property)	0	1	0	0	0	0	0	0	1
Total	2	10	2	0	4	4	2	0	24

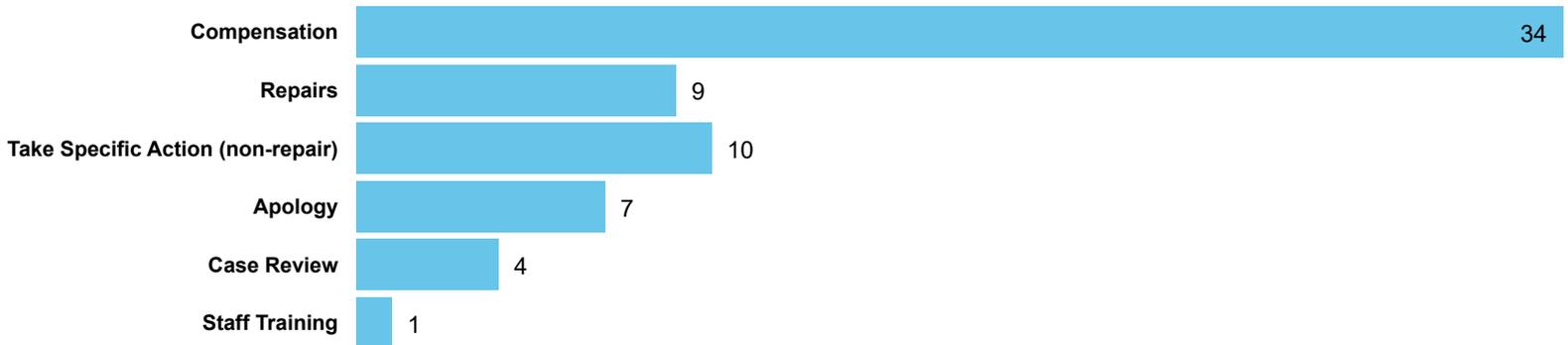
Top Sub-Categories | *Cases determined between April 2022 - March 2023*

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		Within 6 Months	
	Count	%	Count	%
Complied	66	99%	1	1%
Total	66	99%	1	1%

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

Table 5.1

● Ordered ● Recommended

