

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2022/2023

Citizen Housing

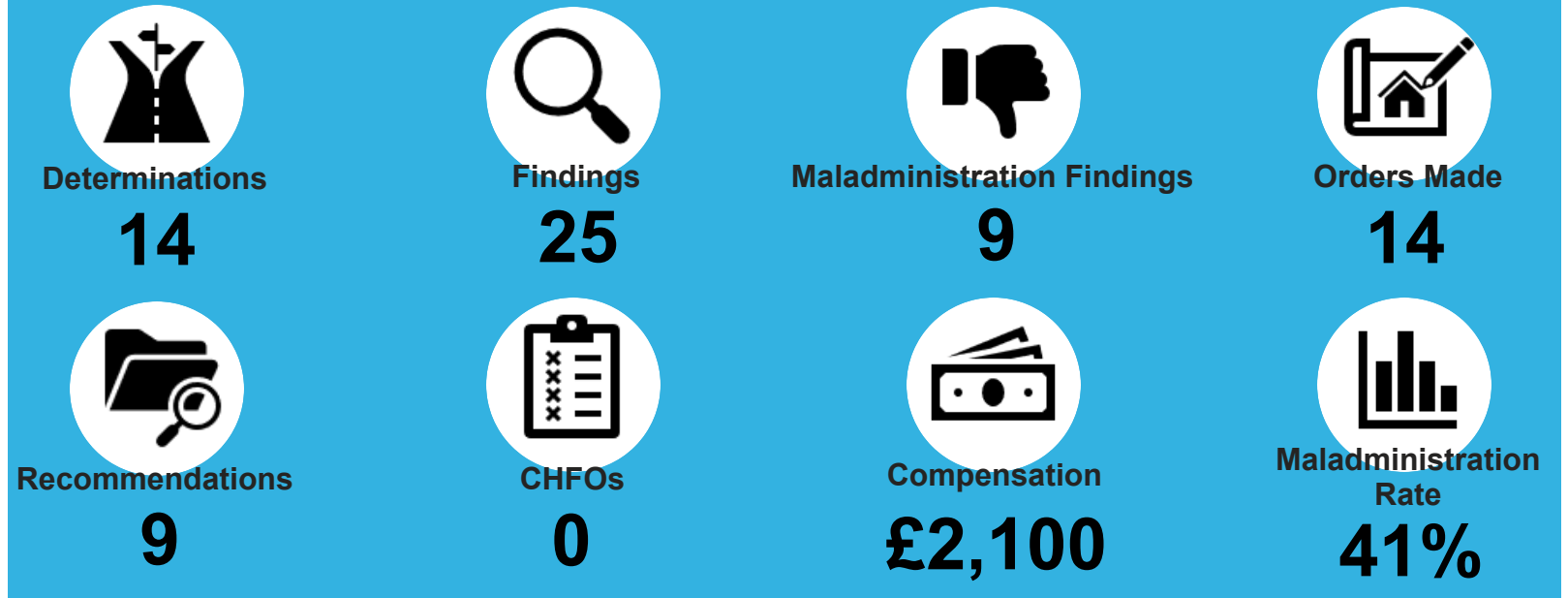
Landlord: Citizen Housing

Landlord Homes: 31,257

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2021-2022

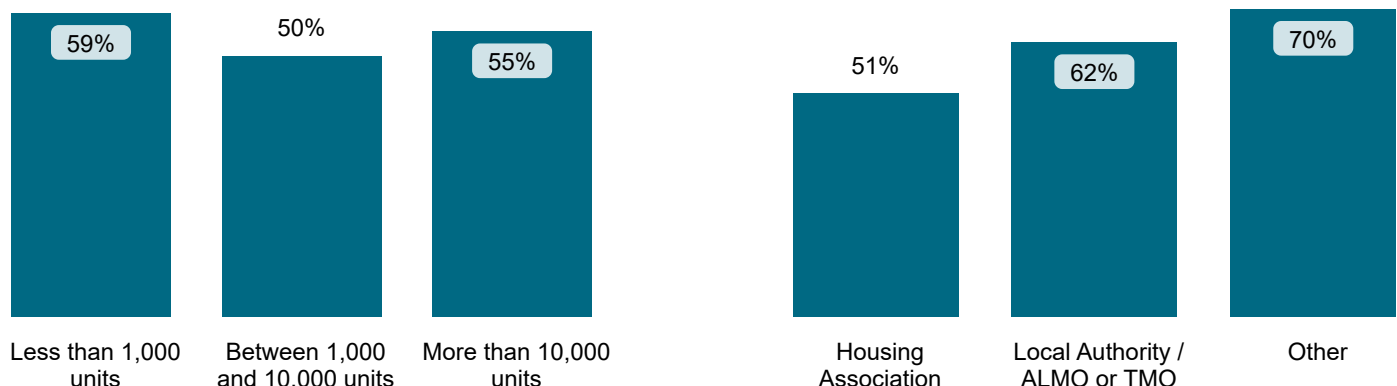


Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

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Withdrawn	0%	0%	0%	0%

Citizen Housing	
Outcome	% Findings
Severe Maladministration	0%
Maladministration	16%
Service failure	20%
Mediation	0%
Redress	12%
No maladministration	40%
Outside Jurisdiction	12%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	16%
Service failure	20%
Mediation	0%
Redress	12%
No maladministration	40%
Outside Jurisdiction	12%
Withdrawn	0%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Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total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	1	2	0	2	4	2	0	11
Complaints Handling	0	2	3	0	0	1	0	0	6
Staff	0	0	0	0	1	2	0	0	3
Anti-Social Behaviour	0	1	0	0	0	0	1	0	2
Charges	0	0	0	0	0	2	0	0	2
Information and data management	0	0	0	0	0	1	0	0	1
Total	0	4	5	0	3	10	3	0	25

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

Top Categories for Citizen Housing Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	9	33%	54%
Complaints Handling	6	83%	76%
Staff	3	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
Complaints Handling	96%	75%	76%	83%
Property Condition	48%	54%	54%	33%
Staff	57%	28%	31%	0%

National Maladministration Rate by Landlord Type: Table 3.3

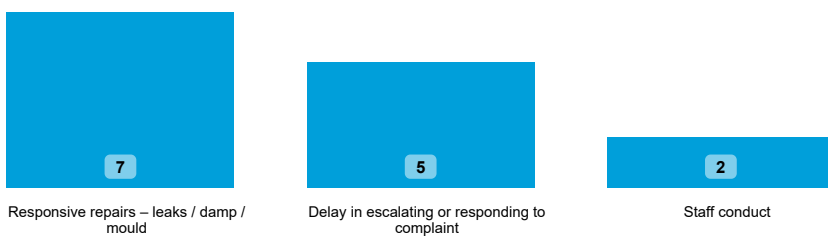
Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Complaints Handling	71%	87%	100%	83%
Property Condition	50%	64%	63%	33%
Staff	26%	36%	60%	0%

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

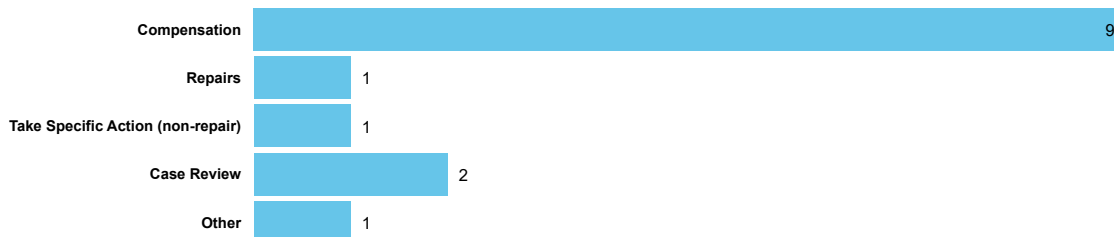
Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs – leaks / damp / mould	0	1	1	0	2	3	1	0	8
Responsive repairs – heating and hot water	0	0	0	0	0	1	1	0	2
Staff conduct	0	0	0	0	1	1	0	0	2
Service charges – amount or account management	0	0	0	0	0	1	0	0	1
Total	0	1	1	0	3	6	2	0	13

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	14	100%
Total	14	100%

Compensation Ordered | Cases Determined between April 2022 - March 2023 Table 5.1

● Ordered ● Recommended

