

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

2023/2024

Housing 21

Housing 21

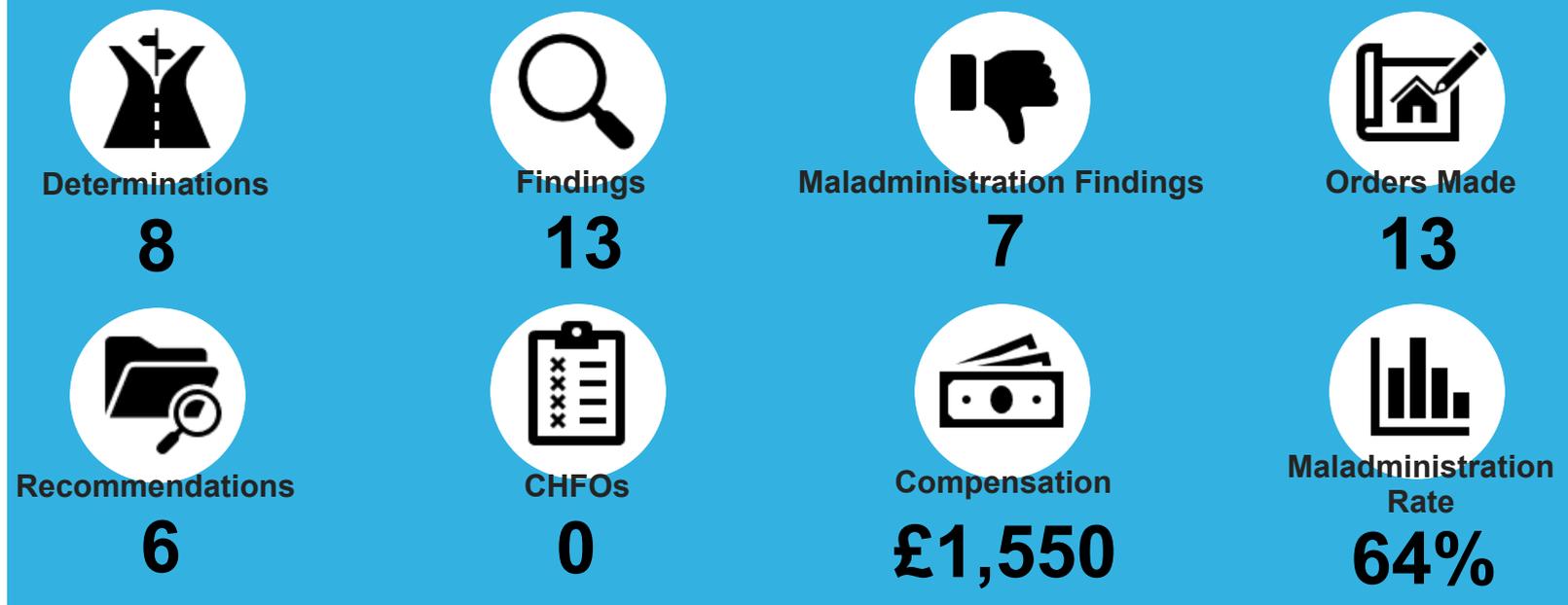
Landlord:

Landlord Homes: 20,849

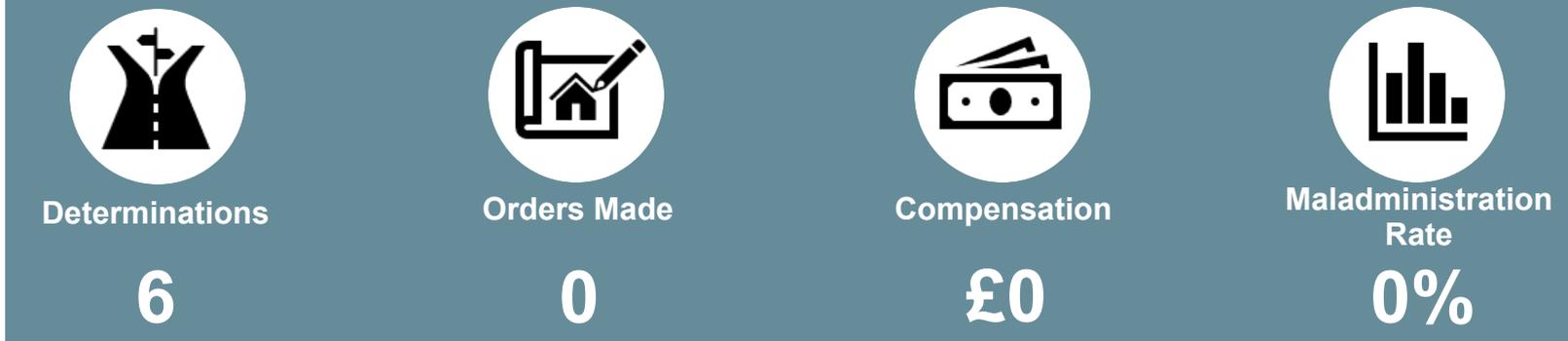
Landlord Type:

Housing Association

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2022-2023**



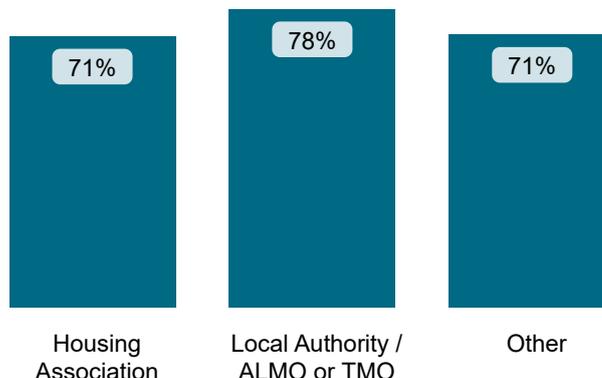
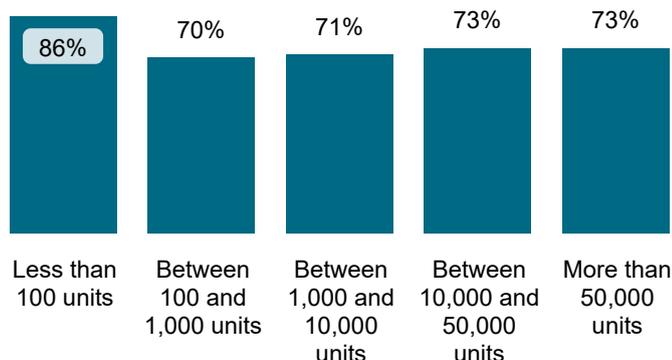
**Maladministration Rate Comparison** | Cases determined between April 2023 - March 2024

**NATIONAL MALADMINISTRATION RATE: 73%**

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 2023 - March 2024

**National Performance by Landlord Size:** Table 2.1

Outcome	Less than 100 units	Between 100 and 1,000 units	Between 1,000 and 10,000 units	Between 10,000 and 50,000 units	More than 50,000 units	Total
Severe Maladministration	13%	6%	4%	8%	7%	7%
Maladministration	39%	37%	41%	42%	43%	42%
Service failure	17%	18%	20%	18%	19%	19%
Mediation	0%	0%	1%	1%	1%	1%
Redress	0%	6%	7%	8%	12%	9%
No maladministration	11%	21%	20%	16%	12%	15%
Outside Jurisdiction	20%	11%	8%	7%	5%	7%
Withdrawn	0%	0%	0%	0%	0%	0%

Housing 21	
Outcome	% Findings
Severe Maladministration	0%
Maladministration	31%
Service failure	23%
Mediation	0%
Redress	23%
No maladministration	8%
Outside Jurisdiction	15%
Withdrawn	0%

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

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	Total
Severe Maladministration	6%	9%	6%	7%
Maladministration	41%	45%	37%	42%
Service failure	19%	18%	20%	19%
Mediation	1%	1%	0%	1%
Redress	12%	4%	5%	9%
No maladministration	15%	15%	20%	15%
Outside Jurisdiction	6%	9%	11%	7%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	0%
Maladministration	31%
Service failure	23%
Mediation	0%
Redress	23%
No maladministration	8%
Outside Jurisdiction	15%
Withdrawn	0%

**Landlord Findings by Category** | Cases determined between April 2023 - March 2024

Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Complaints Handling	0	1	1	0	2	0	0	0	4
Anti-Social Behaviour	0	1	2	0	0	0	0	0	3
Charges	0	0	0	0	1	0	1	0	2
Information and data management	0	1	0	0	0	0	1	0	2
Staff	0	1	0	0	0	1	0	0	2
<b>Total</b>	<b>0</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>13</b>

**Findings by Category Comparison** | Cases determined between April 2023 - March 2024

**Top Categories for Housing 21**

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Complaints Handling	4	50%	84%
Anti-Social Behaviour	3	100%	68%
Staff	2	50%	48%

**National Maladministration Rate by Landlord Size:** Table 3.2

Category	Less than 100 units	Between 100 and 1,000 units	Between 1,000 and 10,000 units	Between 10,000 and 50,000 units	More than 50,000 units	% Landlord Maladministration
Anti-Social Behaviour	71%	61%	60%	67%	75%	100%
Complaints Handling	100%	87%	87%	86%	81%	50%
Staff	67%	63%	47%	49%	46%	50%

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

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Anti-Social Behaviour	68%	70%	67%	100%
Complaints Handling	81%	91%	91%	50%
Staff	48%	50%	50%	50%

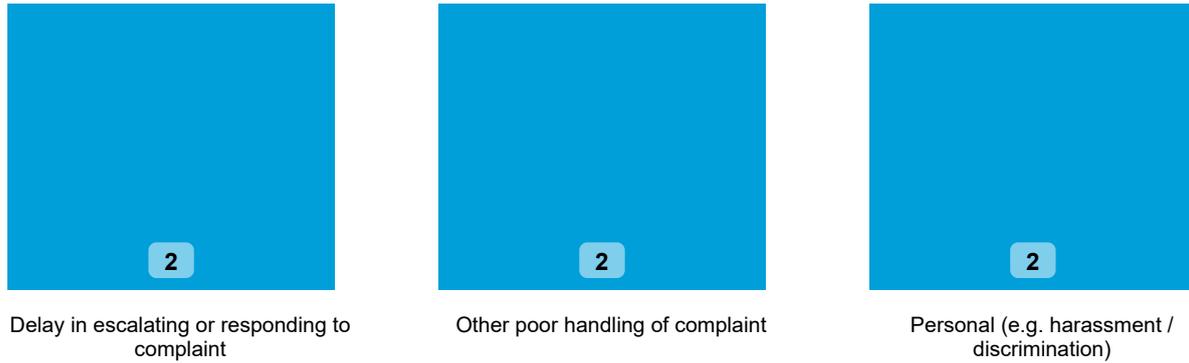
**Findings by Sub-Category** | Cases Determined between April 2023 - March 2024 Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Service charges – amount or account management	0	0	0	0	1	0	0	0	1
Staff conduct	0	1	0	0	0	0	0	0	1
<b>Total</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>

**Top Sub-Categories** | *Cases determined between April 2023 - March 2024*

Table 3.5



**Orders Made by Type** | *Orders on cases determined between April 2023 - March 2024*

Table 4.1



**Order Compliance** | *Order target dates between April 2023 - March 2024*

Table 4.2

Order Complete?	Within 3 Months	
	Count	%
Complied	13	100%
<b>Total</b>	<b>13</b>	<b>100%</b>

**Compensation Ordered** | *Cases Determined between April 2023 - March 2024*

Table 5.1

● Ordered ● Recommended

