

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2022/2023

Town and Country Housing

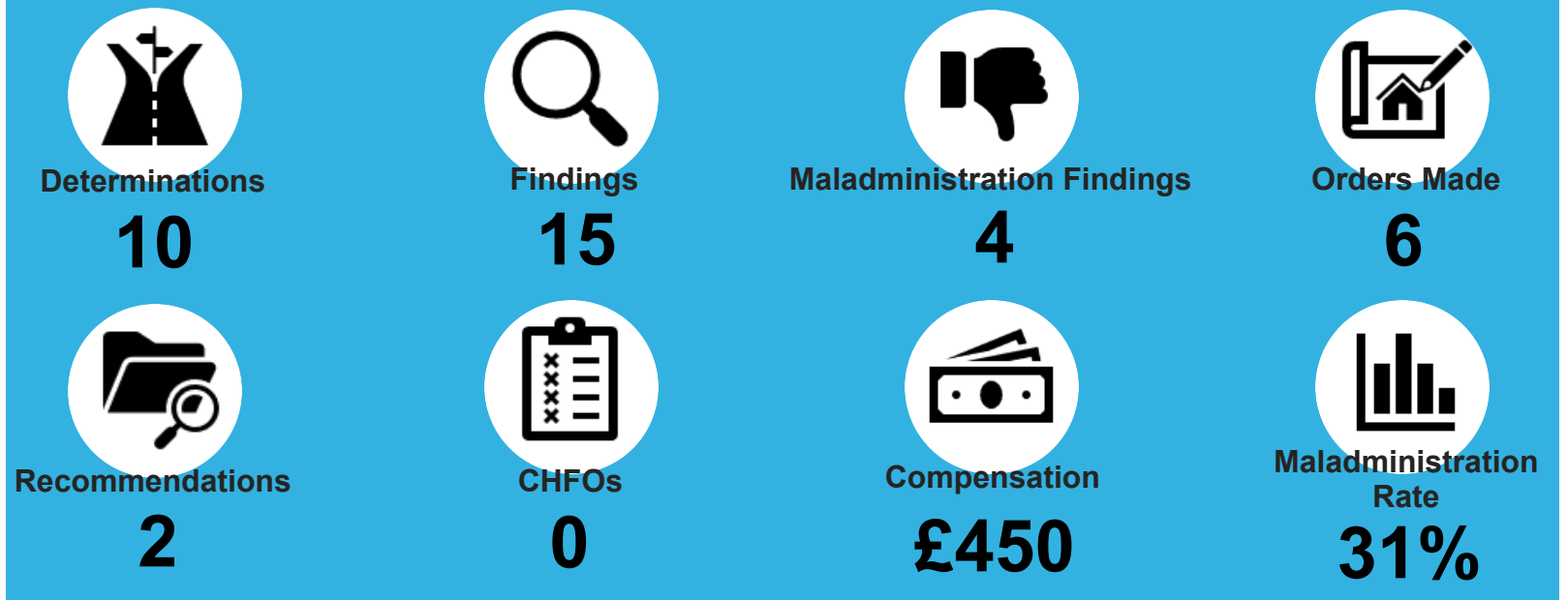
Landlord:

Landlord Homes: 9,861

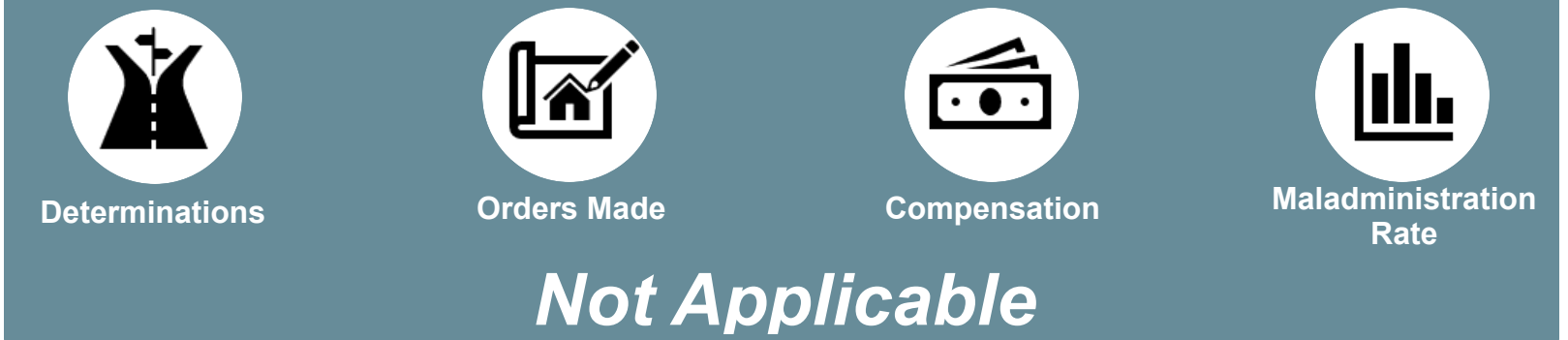
Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2021-2022



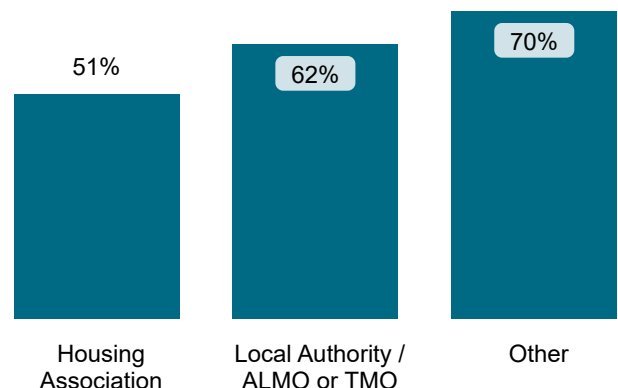
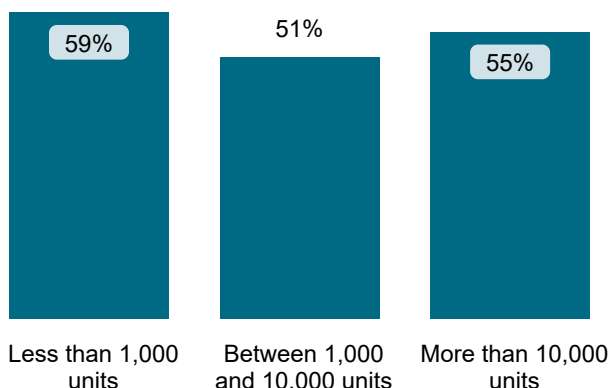
Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

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	3%	2%	3%	3%
Maladministration	27%	20%	25%	24%
Service failure	20%	23%	21%	21%
Mediation	0%	1%	2%	2%
Redress	10%	12%	16%	15%
No maladministration	25%	32%	22%	24%
Outside Jurisdiction	15%	11%	10%	11%
Withdrawn	0%	1%	2%	1%

Town and Country Housing	
Outcome	% Findings
Severe Maladministration	0%
Maladministration	7%
Service failure	20%
Mediation	0%
Redress	7%
No maladministration	53%
Outside Jurisdiction	13%
Withdrawn	0%

National Performance by Landlord Type: Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	Total
Severe Maladministration	2%	3%	6%	3%
Maladministration	23%	28%	32%	24%
Service failure	21%	22%	24%	21%
Mediation	2%	1%	3%	2%
Redress	19%	8%	3%	15%
No maladministration	23%	24%	21%	23%
Outside Jurisdiction	9%	13%	12%	11%
Withdrawn	1%	1%	0%	1%

Outcome	% Findings
Severe Maladministration	0%
Maladministration	7%
Service failure	20%
Mediation	0%
Redress	7%
No maladministration	53%
Outside Jurisdiction	13%
Withdrawn	0%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	0	1	0	1	2	1	0	5
Estate Management	0	0	1	0	0	1	0	0	2
Reimbursement and Payments	0	0	0	0	0	2	0	0	2
Anti-Social Behaviour	0	0	0	0	0	1	0	0	1
Charges	0	0	0	0	0	1	0	0	1
Complaints Handling	0	1	0	0	0	0	0	0	1
Health and Safety (inc. building safety)	0	0	0	0	0	0	1	0	1
Moving to a Property	0	0	1	0	0	0	0	0	1
Staff	0	0	0	0	0	1	0	0	1
Total	0	1	3	0	1	8	2	0	15

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

Top 3 Categories for Town and Country Housing Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	4	25%	54%
Estate Management	2	50%	42%
Reimbursement and Payments	2	0%	15%

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
Estate Management	33%	38%	43%	50%
Property Condition	50%	54%	55%	25%
Reimbursement and Payments	0%	7%	18%	0%

National Maladministration Rate by Landlord Type: Table 3.3

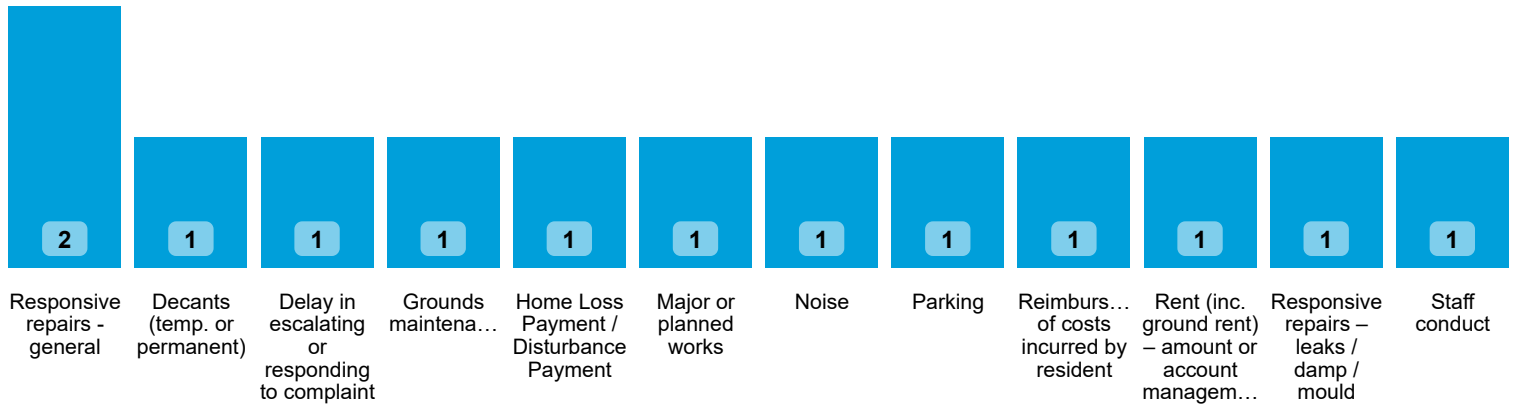
Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Estate Management	42%	41%	0%	50%
Property Condition	50%	63%	63%	25%
Reimbursement and Payments	14%	19%	0%	0%

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

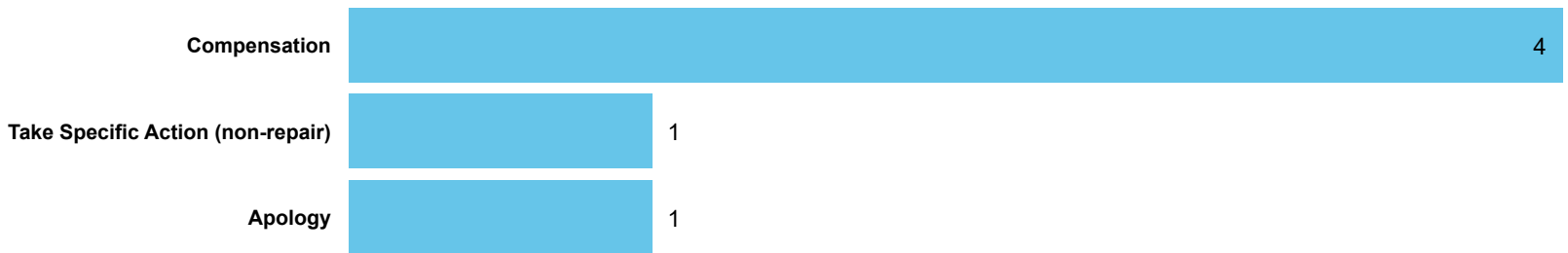
Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	0	0	1	0	0	1	0	0	2
Responsive repairs – leaks / damp / mould	0	0	0	0	1	0	1	0	2
Decants (temp. or permanent)	0	0	1	0	0	0	0	0	1
Noise	0	0	0	0	0	1	0	0	1
Staff conduct	0	0	0	0	0	1	0	0	1
Total	0	0	2	0	1	3	1	0	7

Top 3 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	6	100%
Total	6	100%

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

