

# Landlord Performance Report

## 2022-23 Guidance Note

### Introduction

The Ombudsman's 2022-23 landlord reports are for landlords with five or more findings made in cases determined between 1 April 2022 and 31 March 2023. The data comes from our casework management system.

The reports include statistics on cases determined in the period. If we published a performance report for the landlord last year, then its individual report will also include limited statistics about cases determined between 1 April 2021 and 31 March 2022 for year-on-year comparison.

### Definition of terms

#### Case

When a resident refers a complaint to the Ombudsman, it is recorded as a case.

#### Category

The subject matter being complained about. A case can have more than one category.

When deciding the top three categories of complaint for a landlord, we do not count findings of Outside Jurisdiction or Withdrawn.

#### CHFO

Complaint Handling Failure Orders (CHFOs) are issued if the landlord fails to comply with the conditions of membership of the Housing Ombudsman Scheme. This includes failing to comply with the Complaint Handling Code and failing to provide evidence requested by the Ombudsman.

#### Compensation

The amount of compensation ordered and recommended in cases determined.

#### Compliance

Whether orders have been complied with within three or six months. We do not enforce compliance with our recommendations.

## Determinations

The number of cases determined (decided upon) by the Ombudsman. Where a review has been determined in the same financial year as the original determination, it is the review decision only that is reported in the statistics. Reviews of determinations made in previous financial years (and therefore repeated in previous annual statistics) are not included in the count.

## Findings

The number of findings on cases determined. Each category on a determined case has one finding.

When we count findings, we exclude any cases where the entire case was declared Outside Jurisdiction or was entirely withdrawn. Individual findings of Outside Jurisdiction and Withdrawn on cases that have other findings are counted.

There are eight possible findings.

### Severe maladministration

The most serious failings will result in a finding of severe maladministration.

### Maladministration

We find maladministration when there was a failure which has adversely affected the resident.

### Service failure

We find service failure when there was a minor failing, but action is still needed to put things right. Service failure is a form of maladministration.

### Mediation

This finding is made where the resident and landlord have agreed to enter into mediation and, with the Ombudsman's intervention, reached an agreed outcome which resolves the complaint satisfactorily. Also referred to as 'resolved with intervention'.

### Redress

Also referred to as 'reasonable redress', this finding is made when there is evidence of maladministration but the landlord has identified and acknowledged this prior to the Ombudsman's formal investigation and has, on its own initiative, taken steps and/or made an offer of compensation, that puts things right.

## **No maladministration**

We find no maladministration where the landlord acted in accordance with its obligations and policies/procedures. Minor failings may have been found but these caused no detriment to the resident.

## **Outside Jurisdiction**

The complaint will not or cannot be considered by the Ombudsman.

## **Withdrawn**

The resident withdrew their complaint and the Ombudsman was satisfied as to the circumstances.

## **Landlord Homes**

The number of homes (or 'units') owned or managed by the member landlord under the Housing Ombudsman Service's jurisdiction as of 31 March 2022.

## **Landlord Type**

Member landlords are classed as one of three types of landlord.

## **Housing Association**

A non-profit organisation that provides homes to people on low incomes or with particular needs.

## **Local Authority / ALMO or TMO**

A local council, an Arms Length Management Organisation (ALMO) set up by the council to manage all or part of its housing stock, or a Tenancy Management Organisation (TMO) set up by tenants and/or leaseholders to manage an estate or block on behalf of the council.

## **Other**

Other includes voluntary members, almshouses, co-operatives, Abbeyfield and for-profit providers.

## **Maladministration Rate**

The number of findings of severe maladministration, maladministration and service failure, expressed as a percentage of the total number of findings (excluding findings of Outside Jurisdiction and Withdrawn). Also referred to as 'mal rate'.

## National Maladministration Rate

The total number of findings of severe maladministration, maladministration and service failure, expressed as a percentage of the total number of findings (excluding findings of Outside Jurisdiction and Withdrawn). Also referred to as 'National mal rate'.

Our report says how the landlord performed in comparison to the maladministration rate of other similar landlords:

- Very well – in the top 25% of similar landlords
- Similarly – within the expected range
- Poorly – in the bottom 25% of similar landlords

## Orders

Orders are made where the investigation has resulted in a finding of some level of maladministration. They are intended to put things right for the resident.

## Recommendations

Recommendations can be made for any case that has been investigated and determined by the Ombudsman. They are intended to help improve service delivery and promote learning from outcomes.

## Sub-categories

The specific category of the complaint. Each finding has one sub-category.

When deciding the top three sub-categories of complaint for a landlord, we do not count findings of Outside Jurisdiction or Withdrawn.

'Highlighted service delivery sub-categories' are areas of complaint which largely relate to the health, safety and well-being of residents and which the Ombudsman considers priorities for member landlords to monitor.

## Units

The number of dwellings owned or managed by the landlord, split into three size groupings: Less than 1,000 units; between 1,000 and 10,000 units; or more than 10,000 units.

## Case structure

As above, each determination has one or more category records reflecting the complaint(s) defined. Each category record has one finding and may have one or more orders and/or recommendations.

