



Annual Complaints Performance and Service Improvements report 2024



Annual Complaints Performance and Service Improvements report

2024



FOREWORD

We are pleased to see the tenant voice at the forefront of improvements within the social housing sector with the launch of the Regulator of Social Housing's new Tenant Satisfaction Measures.

It's pleasing to see that over the last year ForHousing has put positive steps in place, focused on listening to tenants and made improvements on their approach to handling complaints.

The Customer Committee was pleased to review and approve ForHousing's Annual Complaints Performance and Service Improvement Report. This acknowledges the progress that has been made throughout the year.

In this document you'll see lots of examples of improvements to benefit tenants. The centralisation of ForHousing's complaints service should bring efficiency and consistency in their complaint handling.

Complaints give ForHousing opportunities to listen and learn to make positive service improvements. Following our review of this document, the Committee made the following recommendations:

- More analysis on compensation awards versus complaints logged
- Identify those tenants who have contacted ForHousing through different services for example complaints and disrepair claims. Work with those tenants to resolve issues and to prevent the need for future complaints
- Assurance was given to the Customer Committee that when appropriate, appeals against Housing Ombudsman Determinations were logged in cases where ForHousing had not failed

- Disabled tenants logged fewer complaints and the committee has recommended that further analysis takes place to understand any underlying issues with accessing the complaints service
- Members noted that complaint types did not mirror the Housing Ombudsman's reported top three complaint types and queried if ForHousing recorded ASB differently to other providers. It was noted that ASB cases were not logged as complaints initially but would be logged as such should the customer be dissatisfied with the way their case had been handled.

ForHousing also presented their self-assessment which measures themselves against the Housing Ombudsman Complaint Handling Code 2024.

The Customer Committee approved the annual self-assessment and confirmed compliance with the code.

Graeme Foster

Chair
(on behalf of ForHousing
Customer Committee)



Executive Summary	
<p>This report provides an overview of the ForHousing (FH) complaints handling process and the annual performance for 2023-24. It details the volume, categories, outcomes of complaints, and performance metrics for this period. Additionally, it outlines analysis conducted on Stage 1 and Stage 2 complaints, demographics of complainants, Housing Ombudsman Service (HOS) cases, compliance with the Complaint Handling Code 2024, and service improvement initiatives.</p> <p>This is the advised content required for the annual reporting now stipulated by the HOS, linked to the newly launched Housing Ombudsman Code for Complaint Handling. It requires formal governance sign off and was presented to the Customer Committee in May 2024 ahead of HOS submission.</p>	
Key Impacts	
Strategy Reference	Complaints handling and getting the right outcome for the customer is a crucial element and a main priority for ForHousing and directly links to our most crucial strategic measure - customer satisfaction (TSM) - and one of our lead measures within the Customer Strategy - satisfaction in how your landlord handles complaints.
Customer Impact	Through the complaints process, customers can hold us to account. Complaints and lessons learned enable us to focus on getting things right first time, understanding customers better and using what they tell us to improve our services. On a quarterly basis, the newly formed Complaints and Feedback Panel will review any trends or themes from complaints and help to audit our processes.
Colleague Impact	Feedback from complaints investigations and from listening to customers helps us to improve services in areas such as repairs and neighbourhoods.
Financial and Resource Implications	There are no direct financial obligations to this report.
Legal, Regulatory and Risk Implications	<p>The Regulator of Social Housing cannot help to resolve individual customer complaints but can consider whether individual complaints are evidence of systemic failings by the landlord. This is supported by its close working relationship with the HOS, who can refer issues to the Regulator when it finds evidence to suggest individual cases are indicative of wider failings.</p> <p>Effective complaint handling is an important mechanism for customers to be able to hold their landlords to account when things go wrong. In the Consumer Standards, particularly the “Transparency, Influence and Accountability Standard,” it is made clear that landlords must have a clear approach to complaints. This approach should allow for customers to raise their concerns and, when they do, landlords listen, act promptly and have effective processes for handling the complaint.</p> <p>Due to the widening powers of the HOS, FH needs to be aware of the potentially adverse risks to reputation, not only by the number of cases</p>

	<p>referred to the HOS, either due to reoccurring themes or by the way in which complaints are managed.</p> <p>However, given our desire to remain accountable to our customers and improve the service delivery to them, FH remains open to change and committed to getting the basics right to satisfy both our customers and regulators requirements</p>
EDI Implications	<p>To ensure we are compliant with the HOS Complaint Handling Code a new Complaints Policy was produced, the IDMF was submitted to the EDI Service Excellence Group for approval.</p>
Governance Journey	<ul style="list-style-type: none"> • Report was presented to EMT on 25th April, their feedback has been captured in this report. • A requirement in the HOS Complaints Handling Code is for this report to then be published on our website in the area relating to complaints. Customer Committee’s response to this report must accompany it. • This report along with the self-assessment against the HOS Complaint Handling Code will be submitted to HOS prior to the 30th June 2024 deadline. • The report was reviewed and approved by the Customer Committee in May 2024.

1. Background

- 1.1 In conjunction with the Housing Ombudsman Service (HOS) Complaint Handling Code, our governing body (or equivalent) should receive regular updates on the volume, categories, and outcome of complaints, alongside complaint handling performance including compliance with the Ombudsman’s orders.
- 1.2 FH’s complaints process has two stages “Stage 1” and “Stage 2”. Customers can escalate to the HOS if they feel that FHs complaints process has been exhausted and they remain dissatisfied. If we see levels of dissatisfaction from other channels, such as MP and Councillor enquiries, we will also open a complaint.
- 1.3 FH’s customers can report complaints through a variety of channels including FH’s website, via the Customer Connect Hub and directly to FH colleagues.

2. Summary of Complaints Data 2023-24

	Stage 1 complaints received	Stage 1 complaints withdrawn by customer	Cases not accepted as complaints (policy exclusions, HR matters etc.)	Total Stage 1 complaints investigated	Stage 2 complaints escalated and investigated	Total complaints received and investigated (Stage 1 and 2)
2022-23	1309	N/A	N/A	1309	106	1415
2023-24	2876	174	30	2672*	288	3164
Variance on previous year	120% increase			104% increase	172% increase	123% increase

*Cases opened in late March 2024 (21cases) which are still open and being investigated have been removed from this total.

2.1 Stage 1 Analysis

2.1.1 Stage 1 complaints have been analysed in greater detail to determine the service area and the theme of the complaint. During 2023-24 there were 2,672 complaints investigated. On average, we received 50 complaints per week which required a full investigation.

2.1.2 **Appendix 1** shows the breakdown of Stage 1 complaints by the service area and the theme of the complaint.

2.1.3 The majority of Stage 1 complaints related to the Repairs and Maintenance (R&M) services, making up around 72% of all reported issues. This aligns with an observed increase in repair work, with the number of repairs undertaken rising by approximately 11%, from 64,478 in 2022/23 to 72,265 in 2023/24.

2.1.5 The top three themes of dissatisfaction for all service areas were no follow-ups, quality of service and missed appointments. These complaint types do not align to the national picture. For Q3 2023-24, the HOS reported that the top three complaint types were property condition, complaint handling and anti-social behaviour.

2.1.6 Following investigation at Stage 1, the outcome of the complaints were as follows.

Outcome	Number and % of Cases 2023-24
Upheld	2448 (92%)
Not Upheld	224 (8%)

2.1.7 Further analysis has shown that we have 438 households that have made more than 1 complaint, covering a variety of themes, during 2023-24.

2.2 Stage 2 Analysis

2.2.1 During 2023-24, FH received 288 Stage 2 complaints (an escalation rate of 11%) compared to 2022-23 when 106 were received (an escalation rate of 8%.)

2.2.2 **Appendix 2** shows the service and theme of the Stage 2 complaints.

2.2.3 Similar to Stage 1, the highest number of Stage 2 complaints relates to our Repairs and Maintenance service with 80% complaints relating to this service.

2.2.4 The outcome of the Stage 2 complaints following investigation were:

Outcome	Number and % of Cases 2023-24
Upheld	252 (88%)
Not Upheld	36 (12%)

2.2.5 Further analysis has shown that we have 18 households that have escalated more than 1 complaint to stage 2 in 2023-24, covering a variety of themes.

3. **Insight**

3.1 The profile of customers raising a complaint has been cross referenced against the overall data we hold for our customers. **Appendix 3** highlights the 6 protected characteristics for which we record data and the profile of the complainant at Stage 1 and 2.

3.2 The profile of customers raising a complaint generally mirrors FH's overall customer base. Data indicates that the complaints process is accessible to customers with disabilities, although complaints from disabled customers compared to the overall customer base is lower. The data also reveals that female customers are overrepresented and those customers from certain age categories are underrepresented, indicating the need for further investigation into this matter.

3.3 Those customers reporting the highest volume of complaints, are proportionate with our property density, live in the Little Hulton and Worsley area (26%) and Eccles (26%) the majority related to the Repairs service. The highest proportion of Stage 2 complaints (30%) were also from customers in the Little Hulton and Worsley area regarding the Repairs service, in particular no follow on works.

3.4 Additional analysis has been undertaken to consider complaint cases which have also had a Subject Access Request (SAR) and/or an Insurance claim against FH, and/or a Disrepair claim against FH. During 2023-24 of the 2672 Stage 1 complaints, we have also received 4 insurance claims, 61 SARs and 102 Disrepair claims. A working group has been established to put measures in place to mitigate complaints becoming a legal disrepair. Furthermore, this collaborative approach will also enable FH to consider if a disrepair claim can be more appropriately managed via the complaints process.

3.5 Moving forward in 24/25 we will regular review and report to the Complaints and Feedback Panel, the demographics of customers raising a complaint relative to the overall customer base. In addition, we will also record, monitor, and report on any reasonable adjustments that have been taken to deliver the complaint resolution.

4. Housing Ombudsman Cases

- 4.1 Customers can escalate to the HOS if they feel that FH's complaints process has been exhausted and they remain dissatisfied. During 2023-24, the HOS concluded their investigations on 16 FH cases. The determinations found by the HOS for the 16 addresses were -
- 7 service failure
 - 27 Maladministration
 - 3 Severe Maladministration
- 4.2 The HOS publishes an annual landlord's performance review of complaints; **Appendix 4** has the report for 2022-23. The HOS reported that FH had a maladministration rate of 80%, stating that we performed poorly compared to similar landlords by size and type. The national maladministration rate for 2022-23 was 55%.
- 4.3 The HOS annual landlord's performance report for 2023-24 cases is expected in Autumn 2024.
- 4.4 Other providers within the benchmarking group, Greater Manchester Housing Partnership, have performed less favourably against the national rate; they include Manchester City Council maladministration rate of 66.7%, Salix – 60%, Great Places – 68% and Southway 60%.

5. Housing Ombudsman Complaint Handling Code 2024

- 5.1 The Housing Ombudsman introduced the Complaint Handling Code in July 2020, updated in April 2022 and again recently in April 2024.
- 5.2 Alongside this annual complaints performance and service improvement report, which must include qualitative and quantitative analysis and the types of complaints that we have refused to accept, we are also obliged to:
- a) complete an annual self-assessment against the Code to ensure our complaint handling remains in line with the Code requirements;
 - b) detail any findings of non-compliance with the Code by the Ombudsman;
 - c) include any annual report about our performance from the Ombudsman (**Appendix 4**); and
 - d) include any other relevant reports or publications produced by the Ombudsman in relation to FH.
- 5.3 The self-assessment against the Code has been shared with the Executive Management Team prior to submission to the Customer Committee in May 2024.

6. Service Improvements

- 6.1 Our aim is to encourage a positive complaint handling culture, to ensure we actively utilise complaint learning and implement service improvements. We want to be accountable and transparent to our customers.
- 6.2 Each time a formal complaint is received and investigated, as part of the response we proactively look to identify lessons learned and service improvements to prevent similar

complaints happening again. These are some real examples of service improvements identified in 2023–2024 as a direct result of complaints learning.

6.3 *Improved communication for repairs appointments:*

To address complaints and improve customer satisfaction regarding repair appointments, ForHousing implemented a pilot programme in April 2024. The programme includes sending reminder texts to customers at specific intervals before their appointments, aiming to reduce missed appointments and enhance communication.

6.4 *Centralised damp inspection process:*

Recognising delays in damp and mould surveys and works approval, ForHousing transitioned damp surveyors into FH in September 2023 rather than the function sitting with our contractor. This change has streamlined the inspection process, reduced delays, and improved quality control over damp-related services.

The current target for delivery against agreed timescales for damp work is 90%. In 2023, performance against this target averaged **53%** but since January 2024 this has been consistently above **95%**. There are currently 152 damp jobs open with 2 of these being out of target

6.5 *Increased number of Surveyors:*

In response to the demand for repairs and maintenance, ForHousing increased the number of surveyors by 4, from September 2023 to date. This initiative ensured timely completion and quality assurance of repair works.

6.6 *Neighbourhood Officer coordinating temporary moves:*

To address communication issues related to decants, a Neighbourhood Officer specialising in the coordination of decants was introduced in December 2023. This role improves consistency, provides a designated point of contact for customers, and enhances coordination between internal teams.

6.7 *Review of relet standard:*

An ongoing project aims to enhance the condition of empty homes, reducing repairs shortly after a tenancy starts and increasing customer satisfaction. Data analysis and customer journey mapping informed this project, with implementation and launch of the enhanced re-let standard expected to go live from August 2024.

6.8 *Pest control - process review:*

Amid increasing complaints and costs related to pest control, ForHousing implemented interim measures in September 2023. These measures include covering the cost of pest control for affected customers while conducting a comprehensive review of the process and stance regarding pest management.

6.9 *'Knowing Our Tenants' Initiative:*

The "Knowing Our Tenants" program evaluates and improves data quality related to customer demographics and better understanding of the individual needs and requirements of our customers accessing services so appropriate reasonable adjustments can be applied, logged, and monitored. This initiative aims to inform service

delivery, decision-making, and strategic objectives, aligning with ForHousing's commitment to customer-centred services.

6.10 *Centralising Complaints Team:*

To enhance oversight, consistency, and responsiveness to complaints, ForHousing centralised the complaints team in November 2023. This change has enabled better monitoring of complaints, identification of trends, and timely resolution.

6.11 *Bespoke training for complaints handlers:*

Training was delivered, in February, to the complaints team to improve the quality of complaint responses. This initiative addresses concerns identified through audits and feedback, ensuring that responses are detailed, respectful, and effectively address customer concerns.

6.12 *Real-time complaints survey:*

ForHousing transitioned to a real-time survey provider in April 2024 to gather immediate feedback from customers. This allows for prompt response to complaints, enhances the customer experience, and facilitates continuous improvement.

6.13 *Outbound telephony:*

Utilising complaint insight, in April 2024, ForHousing launched an additional service offer conducting outbound telephony service. An example of one element of the focus is a trend of a repair being reported and when the contractor has attended the customer has been unaware and the repair may not then be reordered successfully at the customer's convenience, therefore creating dissatisfaction and a potential complaint. We are now contacting any customer where a 'no access' has been registered to understand what has occurred so we can gather better insight to inform improvements and also reschedule the appointed repair at the customers convenience.

6.14 *Complaints re-design project:*

An ongoing project aims to redesign systems and processes related to complaints management. This initiative ensures compliance with regulations, streamlines processes, and places the customer at the centre of the complaints resolution process.

6.15 These service improvements demonstrate ForHousing's commitment to addressing customer feedback, enhancing operational efficiency, and delivering high-quality services. By leveraging data analysis, customer feedback, and strategic objectives, ForHousing aims to continuously improve and exceed customer expectations.

7. **Summary**

7.1 In conclusion, the analysis of complaints data for 2023-24 highlights several key insights and areas for improvement within FH's complaint handling processes. The significant increase in the volume of complaints, particularly regarding the Repairs and Maintenance service, underpins the importance of addressing underlying issues, gathering insight, and predicting demand.

7.2 Notably, the analysis of customer demographics reveals patterns in complaint reporting that mirror the overall customer base, indicating accessibility of the complaints process across different groups. However, discrepancies in levels among certain demographics,

such as females and specific age categories, suggest the need for targeted investigation.

- 7.3 The escalation of complaints to Stage 2 and the subsequent outcomes emphasises the importance of effective resolution at earlier stages to mitigate further dissatisfaction and potential escalation to HOS.
- 7.4 The outlined service improvements demonstrate FH's proactive approach to addressing identified issues and enhancing complaint handling processes. By implementing initiatives such as improved communication, centralised processes, and tailored training for complaints handlers, we aim to foster a culture of accountability, transparency, and continuous improvement.

8. Next Steps

- 8.1 Moving forward, regular monitoring of complaints data and customer demographics will enable FH to identify trends, track progress, and inform strategic decision-making. By aligning with the requirements of the HOS Complaint Handling Code and prioritising customer feedback will strengthen the complaints handling procedures and uphold our commitment to delivering high-quality services.
- 8.2 The complaints weekly tracker has been reviewed to include performance management elements which inform the weekly team discussion / planning and weekly catchups between the Head of Service and Executive Director. Access will be provided to EMT so they can self-serve if they wish.
- 8.3 To ensure that EMT have sight and assurance throughout the year of complaints performance, the current monthly performance report will be appended to include monthly information aligned to the content of this report. This will ensure our performance information meets the requirements of the HOS.
- 8.4 During the later part of May, Beever and Struthers, FH's appointed auditors will be conducting an advisory audit review of FH's self-assessment against the HOS Complaint Handling Code. Any recommendations will be considered and included in the self-assessment if applicable.
- 8.5 Following EMT's review of this report in April 2024, the Customer Committee will formally provide their response to this report. Both documents will be reviewed by the Marketing and Communications team prior to submitting to the HOS. The final versions will then be shared with colleagues and customers - via the complaints webpage.

Appendices

- Appendix 1 Annual Complaints Performance Report Stage 1
- Appendix 2 Annual Complaints Performance Report Stage 2
- Appendix 3 Annual Complaints Performance Report – Insight Data
- Appendix 4 HOS Annual landlord's performance review of complaints 2022-23

STAGE 1 COMPLAINTS BY SERVICE AREA AND THEME

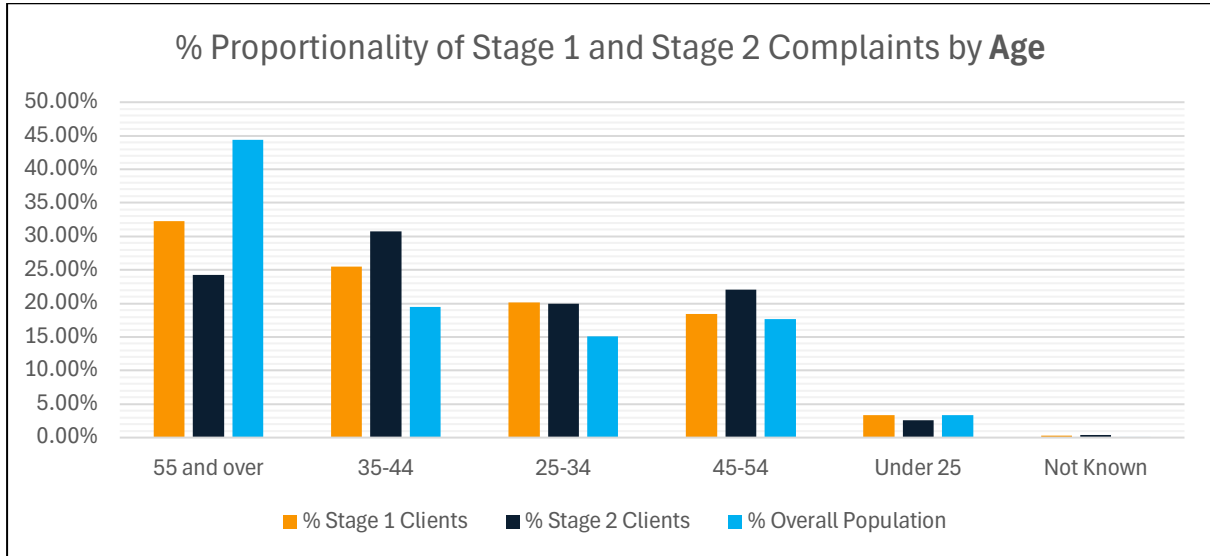
Service Area	APPOINTMENT INCONVENIENT	STAFF CONFIDENTIAL	STAFF OPERATIVE	QUALITY OF AREA	SAFETY CONCERNS	QUALITY OF PROPERTY	STAFF NOT CONFIDENTIAL	NO CONSULTATION	INCORRECT INFO GIVEN	DISPUTE DECISION	NOT INFORMED	MISINFORMED	QUALITY OF WORK	DAMAGE CAUSED BY FH / OF CONTRACTOR	QUALITY OF SERVICE	MISSED APPOINTMENT	NO FOLLOW UP	Grand Total
Responsive Repairs	1	4	13	6	16	20	13	63	74	61	79	86	138	216	214	215	697	1916
Gas		1	9		3		6	10	16	10	14	27	18	28	67	118	99	426
Neighbourhoods		6		18	2	5	10	1	2	14	4	7	3	4	17	1	13	107
Planned Works		1			1	1		3	1	6	1	2	11	6	10	7	8	58
Grounds Maintenance				1	2	1		1		2		1	2	7	5	1	4	27
Community Safety		1		1	1		1			7	1				13	1		26
Safety Checks				1	2			1		1	1		1	3	3	5	2	20
Income Maximisation		2				1	2	1	2	4	2	3			1		1	19
Connect Hub			1	1			5		4						6	1		18
Other (more than one service area)		3	1			1		2	2			1		2	1	1		14
Allocations						4		1	1	1	2				2		2	13
Sheltered & Extra Care		1	1		1		4	1			1	1			2			12
Leasehold		1			1			1			1		2	1				7
Development - New Builds				1					1					1				3
Adaptations								2									1	3
Legal								1				1						2
Sales											1							1
Grand Total	1	20	25	29	29	33	41	88	103	106	107	129	175	268	341	350	827	2672

STAGE 2 COMPLAINTS BY SERVICE AREA AND THEME

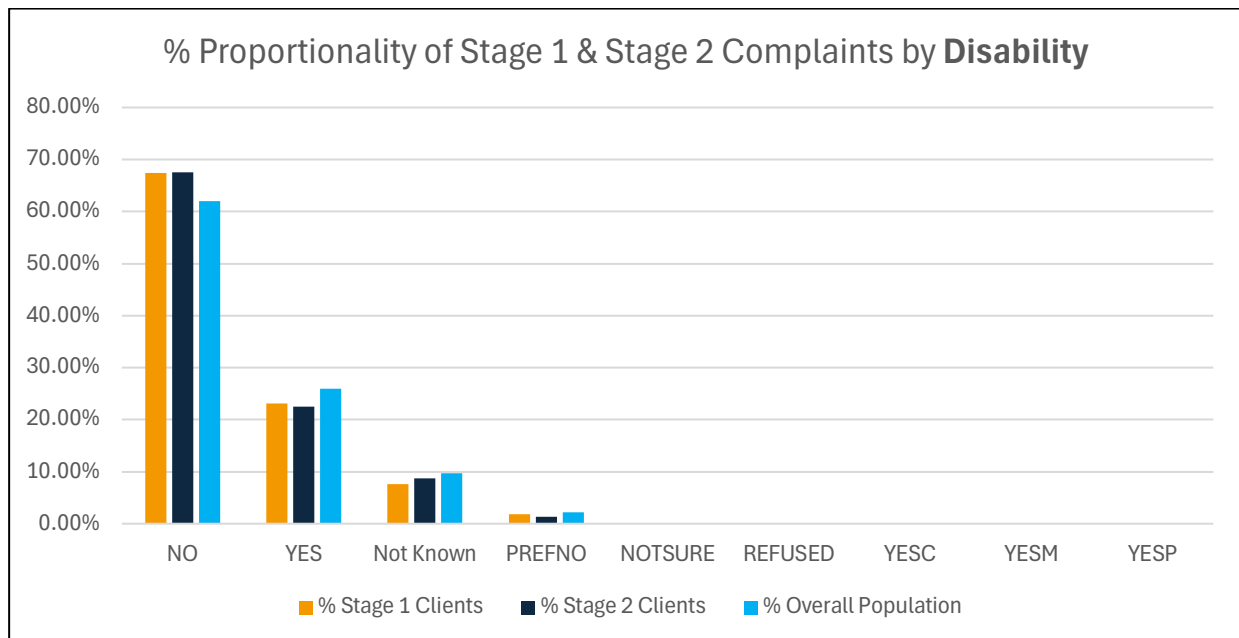
Service area /Theme	SAFETY CONCERNS	STAFF CONFIDENTIAL	QUALITY OF AREA	QUALITY OF PROPERTY	STAFF NOT CONFIDENTIAL	INCORRECT INFO GIVEN	NOT INFORMED	NO CONSULTATION	DISPUTE DECISIONWORK	QUALITY OF WORK	MISSED APPOINTMENT	MISINFORMED	DAMAGE CAUSED BY FH / CONTRACTOR	QUALITY OF SERVICE	NO FOLLOW UP	Grand Total
Responsive Repairs	1		1	3	2	9	10	11	12	14	14	19	23	32	81	232
GAS	1					1				3	7	2	2	3	6	25
Neighbourhoods		1	3		2		1		3			1		1	2	14
Sheltered & Extra Care		1						1						1		3
Community Safety					1		1							1		3
Contact						1								1		2
Safety Checks														1	1	2
Planned Works						1		1								2
Allocations				1											1	2
Grounds Maintenance															1	1
Leasehold								1								1
Other													1			1
Grand Total	2	2	4	4	5	12	12	14	15	17	21	22	26	40	92	288

ANNUAL COMPLAINTS PERFORMANCE REPORT – INSIGHT DATA

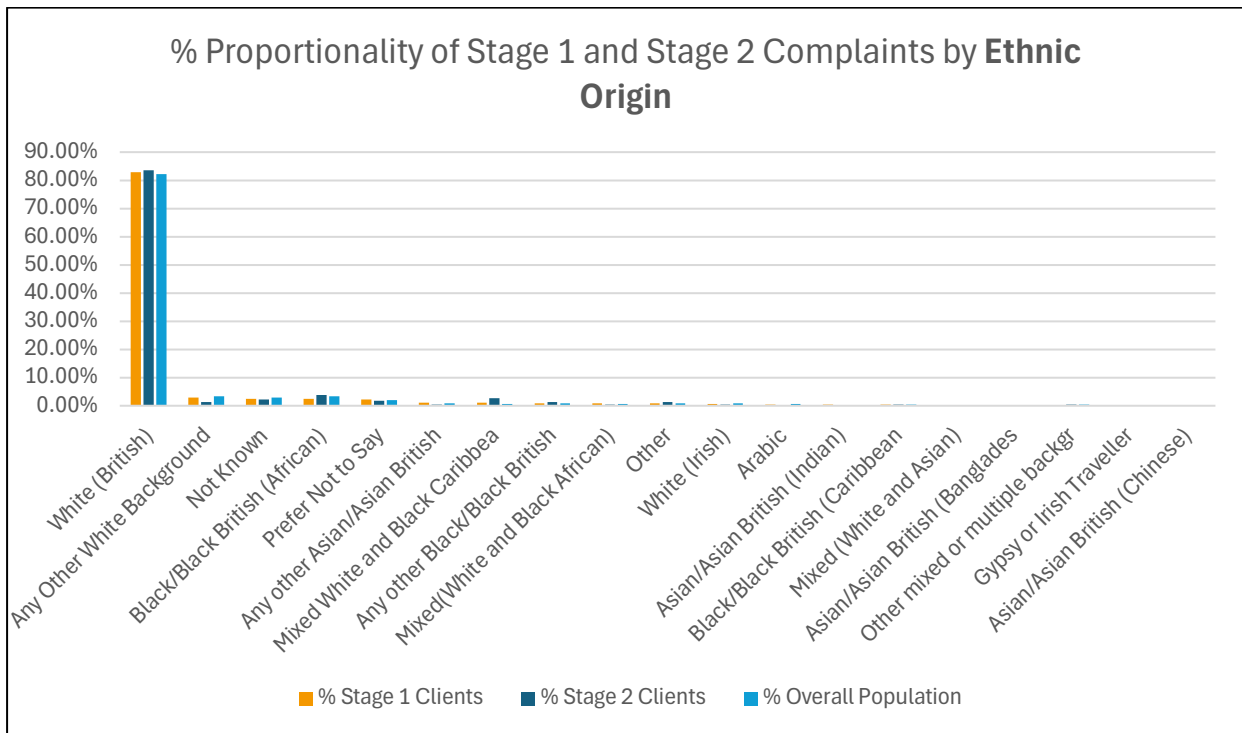
Age. We have received a higher proportion of complaints from all age categories compared to FH’s overall customer base. We have received fewer complaints from those customers aged 55 and over.



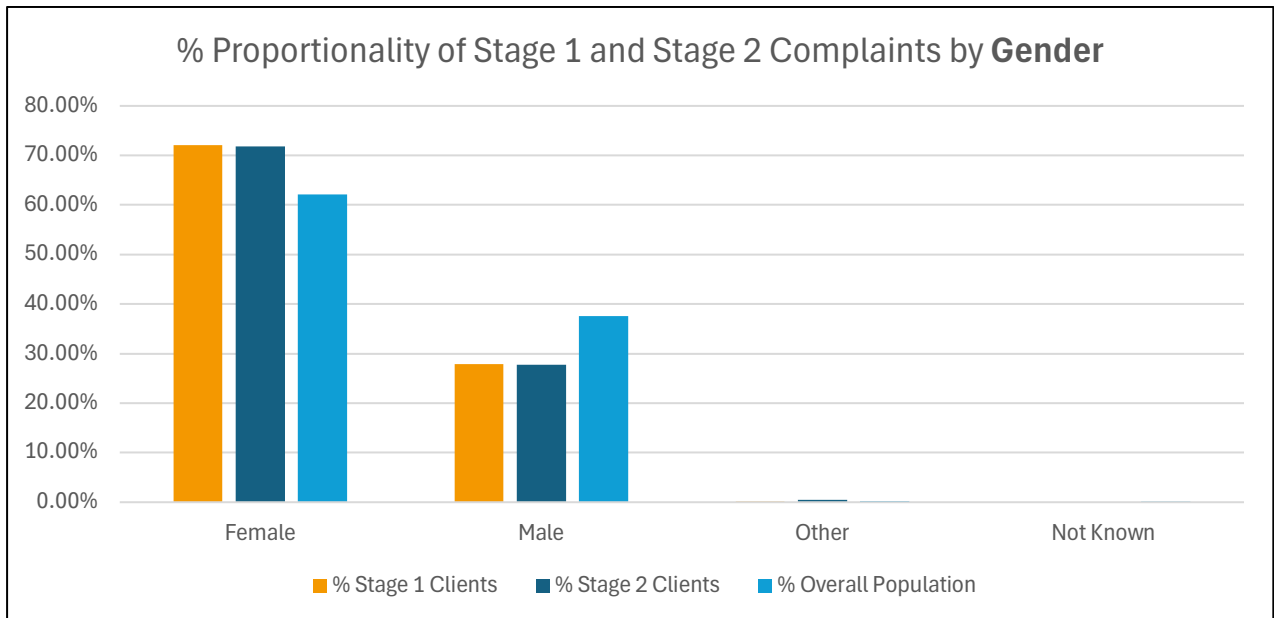
Disability. Customers with a known disability are reporting fewer complaints than the FH’s overall customer base.



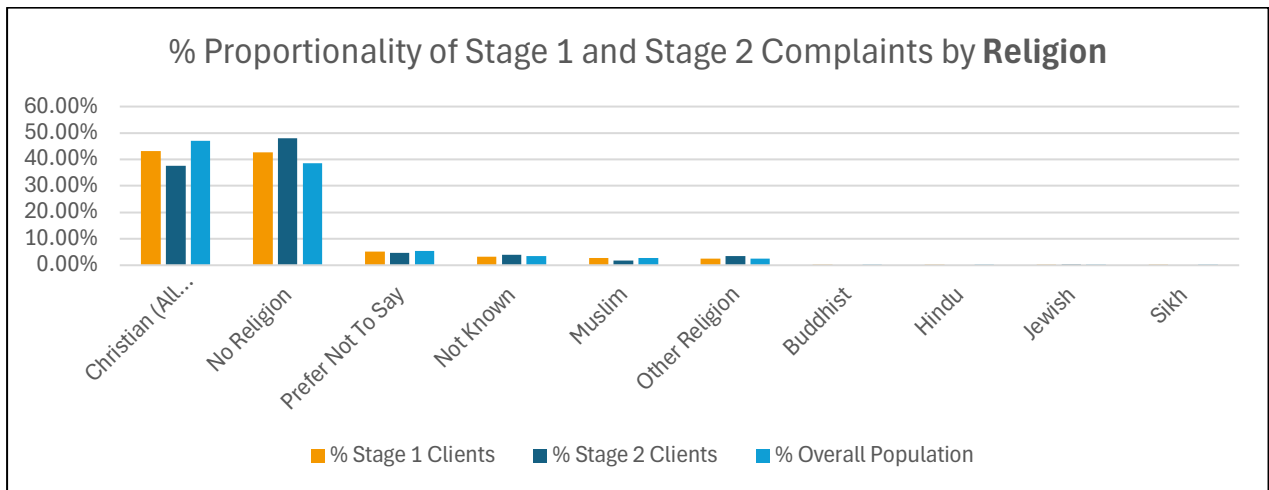
Ethnic Origin. Complainants profile for both stages are broadly aligned to the overall FH customer base.



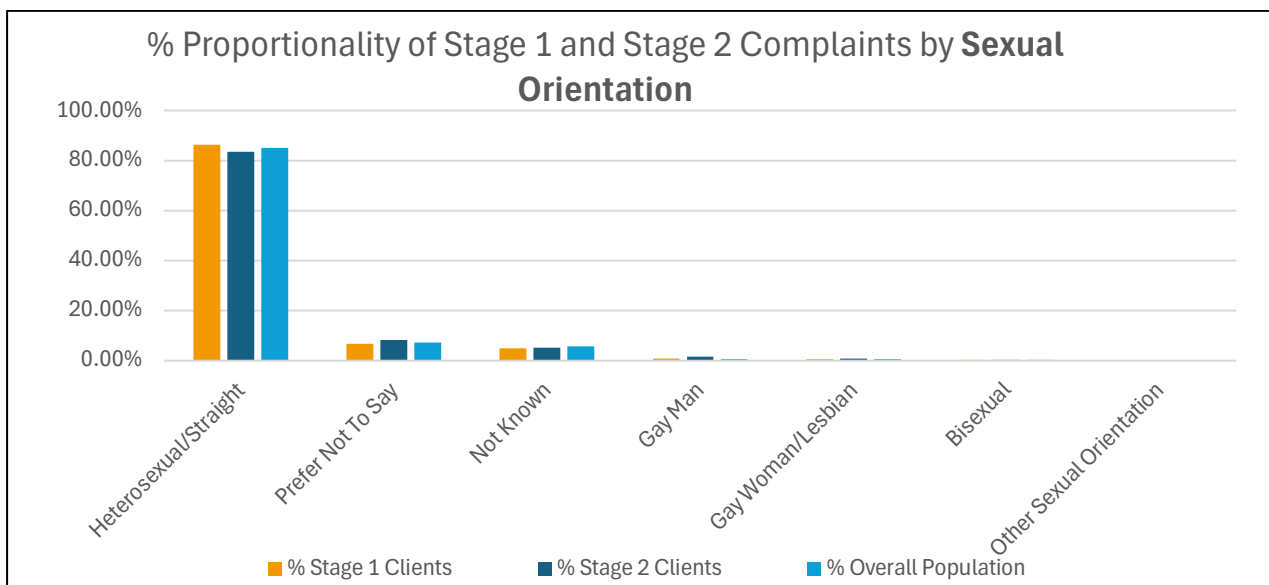
Gender. We are receiving a higher proportion of complaints from female customers and a lower proportion from males compared to the overall number.



Religion. Those customers with no religion are higher than the overall FH customer base but all other religions are broadly representative.



Sexual Orientation. Complaints for both stages are broadly aligned to the overall FH customer base.



Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2022/2023

ForHousing Limited

Landlord: ForHousing Limited

Landlord Homes: 24,406

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



Determinations

8



Findings

10



Maladministration Findings

8



Orders Made

21



Recommendations

9



CHFOs

1



Compensation

£4,280



Maladministration Rate

80%

PERFORMANCE 2021-2022



Determinations



Orders Made



Compensation



Maladministration Rate

Not Applicable

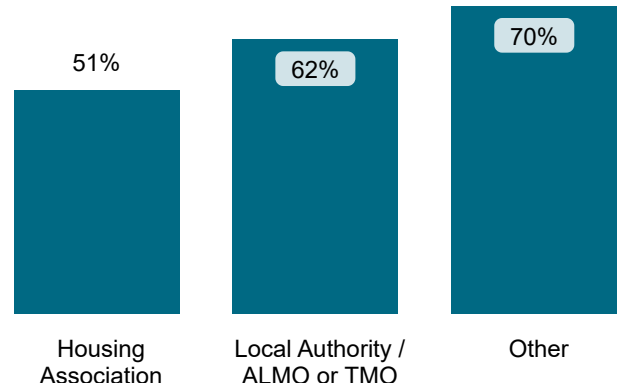
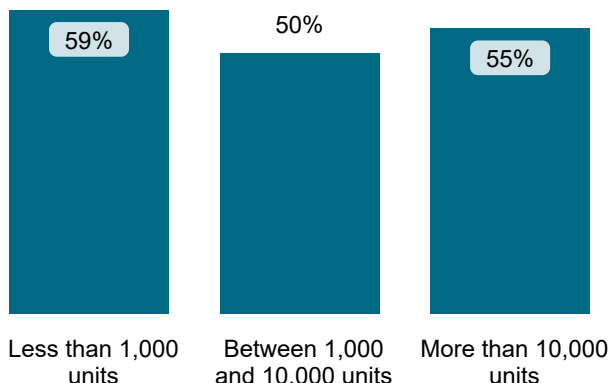
Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

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%

ForHousing Limited	
Outcome	% Findings
Severe Maladministration	0%
Maladministration	70%
Service failure	10%
Mediation	10%
Redress	0%
No maladministration	10%
Outside Jurisdiction	0%
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	70%
Service failure	10%
Mediation	10%
Redress	0%
No maladministration	10%
Outside Jurisdiction	0%
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	5	1	1	0	1	0	0	8
Complaints Handling	0	2	0	0	0	0	0	0	2
Total	0	7	1	1	0	1	0	0	10

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

Top Categories for ForHousing Limited Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	8	75%	54%
Complaints Handling	2	100%	76%

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%	100%
Property Condition	48%	54%	54%	75%

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%	100%
Property Condition	50%	64%	63%	75%

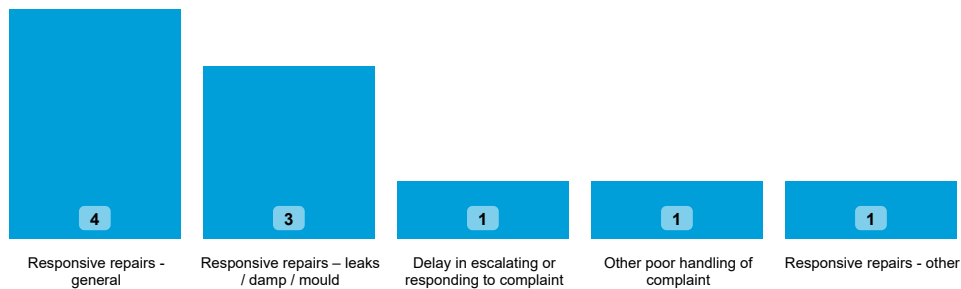
Findings by Sub-Category | Cases Determined between April 2022 - March 2023 Table 3.4

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	1	1	0	0	0	0	4
Responsive repairs – leaks / damp / mould	0	2	0	0	0	1	0	0	3
Total	0	4	1	1	0	1	0	0	7

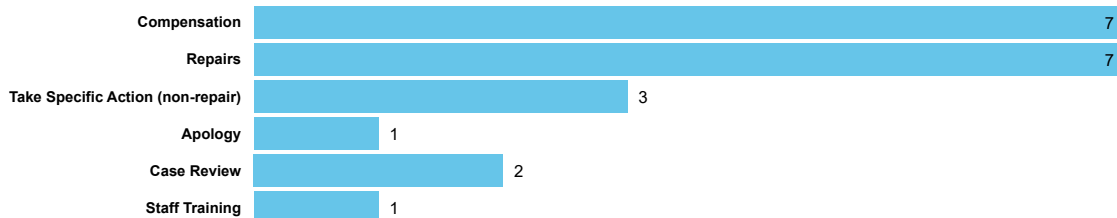
Top Sub-Categories | Cases determined between April 2022 - March 2023

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	21	100%
Total	21	100%

Compensation Ordered | Cases Determined between April 2022 - March 2023

Table 5.1

● Ordered ● Recommended

