

Landlord Performance Data 2021-22

1.0 Number of Homes

Count of homes under the Housing Ombudsman Service's jurisdiction as of 31/03/2021

Landlord Name	Clarion Housing Group Limited
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Homes

109,545

2.0 Determinations by Outcome

Cases determined between 01/04/2021 - 31/03/2022 by overall determination

2.1 Individual Landlord

Landlord Name	Clarion Housing Group Limited
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Overall Determination	Count	%
Maladministration	20	14%
Partial Maladministration	36	25%
Reasonable Redress	27	19%
No Maladministration	33	23%
Mediation	6	4%
Outside Jurisdiction	21	14%
Withdrawn	2	1%
Grand Total	145	100%

2.0 Determinations (continued)

Cases determined between 01/04/2021 - 31/03/2022 by overall determination

2.2 By Landlord Type

'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types

Overall Determination	Housing Association	Local Authority	Other	Grand Total
Severe Maladministration	0%	0%	0%	0%
Maladministration	19%	26%	41%	21%
Partial Maladministration	24%	22%	18%	23%
Reasonable Redress	12%	6%	6%	10%
No Maladministration	27%	26%	6%	27%
Mediation	4%	2%	18%	3%
Outside Jurisdiction	11%	18%	12%	13%
Withdrawn	2%	1%	0%	2%
Grand Total	100%	100%	100%	100%

2.3 By Landlord Size

Overall Determination	Less than 1k units	Between 1k and 10k units	More than 10k units	Grand Total
Severe Maladministration	0%	0%	0%	0%
Maladministration	28%	20%	22%	21%
Partial Maladministration	25%	24%	23%	23%
Reasonable Redress	6%	6%	11%	10%
No Maladministration	14%	33%	25%	27%
Mediation	8%	2%	3%	3%
Outside Jurisdiction	19%	14%	13%	13%
Withdrawn	0%	1%	2%	2%
Grand Total	100%	100%	100%	100%

3.0 Findings by Category

Findings on cases determined between 01/04/2021 - 31/03/2022 by category and decision

Landlord Name Clarion Housing Group Limited

Category	Severe Maladministration	Maladministration	Service failure	Resolved with Intervention	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Grand Total
Anti-Social Behaviour		6	5	1	4	11	4		31
Buying or selling a property						1			1
Charges			5		6	4	21		36
Complaints Handling	2	5	27		26	3	1		64
Estate Management		2	1	1	7	8	3		22
Health and Safety (inc. building safety)		1	1		3	2			7
Information and Data Management		1	2			1	6		10
Moving to a Property			2			7	1		10
Occupancy Rights			1			2	3		6
Property Condition	2	10	14	4	25	22	15	2	94
Reimbursement and Payments			1			3	2		6
Staff		2			1	2	2		7
Grand Total	4	27	59	6	72	66	58	2	294

4.0 Orders Made by Type

Orders on cases determined between 01/04/2021 - 31/03/2022 by order type

Landlord Name Clarion Housing Group Limited
Type Order

Order Type	Count
Apology	7
Case Review	4
Compensation	95
Other	2
Process Change	1
Repairs	6
Staff Training	1
Take Specific Action (non-repair)	15
Grand Total	131

5.0 Order Compliance Within 3 Months

Orders with compliance target dates between 01/04/2021 - 31/03/2022

5.1 Individual Landlord

Landlord Name	Clarion Housing Group Limited
Type	Order

Time to comply	Count	%
Within three months	126	100%
Grand Total	126	100%

5.2 By Landlord Type

'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types

Time to comply	Housing Association	Local Authority	Other	Grand Total
Within three months	99%	99%	100%	99%
More than three months	1%	1%	0%	1%
Grand Total	100%	100%	100%	100%

5.3 By Landlord Size

Time to comply	Less than 1k units	Between 1k and 10k units	More than 10k units	Grand Total
Within three months	100%	100%	99%	99%
More than three months	0%	0%	1%	1%
Grand Total	100%	100%	100%	100%

6.0 Order Compliance Within 6 Months

Orders with compliance target dates between 01/04/2021 - 31/03/2022

6.1 Individual Landlord

Landlord Name	Clarion Housing Group Limited
Type	Order

Time to comply	Count	%
Within six months	126	100%
Grand Total	126	100%

6.2 By Landlord Type

'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types

Time to comply	Housing Association	Local Authority	Other	Grand Total
Within six months	100%	100%	100%	100%
More than six months	0%	0%	0%	0%
Grand Total	100%	100%	100%	100%

6.3 By Landlord Size

Time to comply	Between 1k and 10k units	Less than 1k units	More than 10k units	Grand Total
Within six months	100%	100%	100%	100%
More than six months	0%	0%	0%	0%
Grand Total	100%	100%	100%	100%

7.0 Compensation Ordered

Total amount of compensation ordered in determinations made between 01/04/2021 - 31/03/2022

Landlord Name	Clarion Housing Group Limited
Type	Order

Total
£24,141.00