

# National Landlord Report 2020-21

## 1.0 Number of Homes

Count of homes under the Housing Ombudsman Service's jurisdiction as of 31/03/2020

Housing Type	Homes	%
<b>Housing Association</b>	<b>2,927,953</b>	<b>61.3%</b>
<b>Local Authority / ALMO or TMO</b>	<b>1,706,932</b>	<b>35.7%</b>
<b>Other</b>	<b>70,751</b>	<b>1.5%</b>
Abbeyfield	16,542	0.3%
Almshouse	10,762	0.2%
Co-operative	16,076	0.3%
For profit	9,348	0.2%
Voluntary	18,023	0.4%
<b>Grand Total</b>	<b>4,776,387</b>	<b>100.0%</b>

## 2.0 Determinations

Cases determined between 01/04/2019 - 31/03/2021 by overall determination

### 2.1 By Financial Year

Overall Determination	2019-20		2020-21	
	Count	%	Count	%
Severe Maladministration	3	0.1%	1	0.0%
Maladministration	713	25%	550	25%
Partial Maladministration	393	14%	474	22%
Reasonable Redress	420	15%	264	12%
No Maladministration	969	34%	605	28%
Mediation	32	1%	52	2%
Outside Jurisdiction	304	11%	210	10%
Withdrawn	21	0.7%	29	1%
<b>Grand Total</b>	<b>2855</b>	<b>100%</b>	<b>2185</b>	<b>100%</b>

## 2.0 Determinations (continued)

Cases determined between 01/04/2019 - 31/03/2021 by overall determination

### 2.2 By Landlord Type for 2020-21

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

FY Determination Date		2020-21				
Overall Determination	Housing Association		Local Authority		Other	
	Count	%	Count	%	Count	%
Severe Maladministration		0.0%	1	0.1%		0.0%
Maladministration	353	25%	193	26%	4	36%
Partial Maladministration	297	21%	176	24%	1	9%
Reasonable Redress	213	15%	51	7%		0%
No Maladministration	397	28%	206	28%	2	18%
Mediation	37	3%	15	2%		0.0%
Outside Jurisdiction	115	8%	91	12%	4	36%
Withdrawn	18	1%	11	1%		0.0%
<b>Grand Total</b>	<b>1430</b>	<b>100%</b>	<b>744</b>	<b>100%</b>	<b>11</b>	<b>100%</b>

### 2.3 By Landlord Size for 2020-21

FY Determination Date		2020-21	
Overall Determination	Between 1k and 10k units	Less than 1k units	More than 10k units
	units		
Severe Maladministration	0.0%	0.0%	0.1%
Maladministration	22%	24%	26%
Partial Maladministration	21%	14%	22%
Reasonable Redress	11%	8%	13%
No Maladministration	34%	30%	26%
Mediation	2%	2%	3%
Outside Jurisdiction	8%	19%	9%
Withdrawn	1.4%	2%	1%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### 3.0 Findings by Decision

Findings on cases determined between 01/04/2019 - 31/03/2021 by decision and financial year

Decision	2019-20		2020-21	
	Count	%	Count	%
Severe Maladministration	7	0.2%	3	0.1%
Maladministration	325	10%	327	8%
Service failure	779	23%	1,082	28%
Redress	561	17%	588	15%
No maladministration	1,147	35%	1,243	32%
Settlement	32	1%	59	2%
Outside Jurisdiction	448	14%	539	14%
Withdrawn	16	0.5%	31	1%
<b>Grand Total</b>	<b>3,315</b>	<b>100%</b>	<b>3,872</b>	<b>100%</b>

### 4.0 Findings by Category

Findings on cases determined between 01/04/2019 - 31/03/2021 by category

#### 4.1 By Financial Year

Category	2019-20		2020-21	
	Count	%	Count	%
Property Condition	1,043	31%	1,167	30%
Complaints Handling	543	16%	717	19%
Tenants Behaviour	436	13%	473	12%
Estate Management	252	8%	266	7%
Charges	208	6%	257	7%
Home Ownership Issues (not new build)	184	6%	243	6%
Moving to a Property	135	4%	162	4%
Staff	115	3%	141	4%
Compensation	143	4%	137	4%
Health and Safety (inc. building safety)	45	1%	87	2%
Occupancy Rights	77	2%	70	2%
Information and Data Management	43	1%	51	1%
New Builds	22	0.7%	50	1%
Anti-Social Behaviour		0.0%	23	0.6%
Resident Involvement	21	0.6%	12	0.3%
Landlord Advice	36	1%	8	0.2%
Buying or selling a property		0.0%	4	0.1%
Governance	10	0.3%	2	0.1%
Reimbursement and Payments		0.0%	2	0.1%
Admin	2	0.1%		0.0%
<b>Grand Total</b>	<b>3,315</b>	<b>100%</b>	<b>3,872</b>	<b>100%</b>

#### 4.0 Findings by Category (continued)

Findings on cases determined between 01/04/2019 - 31/03/2021 by category

#### 4.2 By Decision for 2020-21

FY Determination Date		2020-21						
Category	Decision							
	Severe Maladministration	Maladministration	Service failure	Redress	No maladministration	Settlement	Outside Jurisdiction	Withdrawn
Property Condition	2	112	329	220	356	30	105	13
Complaints Handling		86	377	117	117	1	17	2
Tenants Behaviour		40	97	36	234	3	60	3
Estate Management		18	70	24	121	5	28	
Charges		7	44	34	51	5	112	4
Home Ownership Issues (not new build)		19	48	59	67	2	45	3
Moving to a Property		7	23	14	56	2	58	2
Staff		7	21	14	72	1	25	1
Compensation		12	21	29	46	8	20	1
Health and Safety (inc. building safety)	1	8	15	11	43	1	7	1
Occupancy Rights		3	8	8	30	1	20	
Information and Data Management		1	8	5	11		26	
New Builds		5	12	12	16		4	1
Anti-Social Behaviour			5	3	9		6	
Resident Involvement			2		7		3	
Landlord Advice		2	1	1	3		1	
Buying or selling a property				1	2		1	
Governance			1		1			
Reimbursement and Payments					1		1	
<b>Grand Total</b>	<b>3</b>	<b>327</b>	<b>1,082</b>	<b>588</b>	<b>1,243</b>	<b>59</b>	<b>539</b>	<b>31</b>

## 5.0 Orders Made by Type

Orders on cases determined between 01/04/2019 -31/03/2021 by order type

### 5.1 By Financial Year

Order Type	2019-20		2020-21	
	Count	%	Count	%
Apology	99	6%	90	5%
Case Review	2	0.1%	47	3%
Compensation	1,104	68%	1,175	68%
Policy Review		0.0%	26	2%
Process Change	73	4%	29	2%
Repairs	111	7%	116	7%
Staff Training	1	0.1%	52	3%
Take Specific Action (non-repair)	5	0.3%	134	8%
Other	238	15%	64	4%
<b>Grand Total</b>	<b>1,633</b>	<b>100%</b>	<b>1,733</b>	<b>100%</b>

### 5.2 By Landlord Type for 2020-21

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

FY Determination Date 2020-21

Order Type	Housing Association		Local Authority		Other	
	Count	%	Count	%	Count	%
Apology	56	5%	32	5%	2	18%
Case Review	33	3%	14	2%		0%
Compensation	757	68%	414	68%	4	36%
Policy Review	18	2%	6	1%	2	18%
Process Change	22	2%	7	1%		0%
Repairs	61	5%	55	9%		0%
Staff Training	33	3%	19	3%		0%
Take Specific Action (non-repair)	90	8%	41	7%	3	27%
Other	43	4%	21	3%		0%
<b>Grand Total</b>	<b>1113</b>	<b>100%</b>	<b>609</b>	<b>100%</b>	<b>11</b>	<b>100%</b>

## 5.0 Orders Made by Type (continued)

Orders on cases determined between 01/04/2019 -31/03/2021 by order type

### 5.3 By Landlord Size for 2020-21

FY Determination Date 2020-21

Order Type	Between 1k and 10k	Less than 1k units	More than 10k units
	units		
Apology	5%	8%	5%
Case Review	3%	1%	3%
Compensation	65%	67%	68%
Policy Review	2%	3%	1%
Process Change	2%	5%	1%
Repairs	8%	6%	7%
Staff Training	4%	1%	3%
Take Specific Action (non-repair)	9%	6%	8%
Other	1%	3%	4%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## 6.0 Order Compliance Within 3 Months

Orders with compliance by the financial year compliance was due

Time to comply	2019-20		2020-21	
	Count	%	Count	%
More than three months	83	5%	32	2%
Within three months	1,611	95%	1,993	98%
<b>Grand Total</b>	<b>1,694</b>	<b>100%</b>	<b>2,025</b>	<b>100%</b>

## 7.0 Order Compliance Within 6 Months

Orders with compliance by the financial year compliance was due

Time to comply	2019-20		2020-21	
	Count	%	Count	%
More than six months	35	2%	6	0.3%
Within six months	1,659	98%	2,019	100%
<b>Grand Total</b>	<b>1,694</b>	<b>100%</b>	<b>2,025</b>	<b>100%</b>

## 8.0 Compensation Ordered

Total amount of compensation ordered in determinations made between 01/04/2020 - 31/03/2021

**Total 2020-21**

£321,309