

# The Housing Ombudsman Annual Landlord Survey 2022-23

Welcome to our second annual survey of member landlords to gather feedback on the impact of the work we do to support landlords in dealing with complaints effectively and about your complaints operation.

In this year's survey we're seeking feedback on the impact of our most recent Spotlight reports, how landlords demonstrate learning from complaints, how and when you tell residents about our service, your self-assessment against our Complaint Handling Code, information about your complaints team and accessibility.

The survey results will feed into this year's Annual Complaints Review, which provides an analysis of the sector's performance using the survey results, our case data and landlord performance reports, and shares learning for the sector.

We would encourage you to share the survey within your organisation. Responses are welcome from people in different roles in your organisation or it can be a single collective response. Please respond by the closing date **26 August 2022**.

1

Member landlord name (in full):

2

Your name:

3

Your contact email address

4

What is your role?

5

How many housing units does your organisation have?

Select your answer

Section 2

## The Housing Ombudsman Annual Landlord Survey

### Information about our service

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How well informed do you feel about our service?

<input type="radio"/>											
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Not informed at all

Extremely informed

Section 3

## The Housing Ombudsman Annual Landlord Survey

**Spotlight reports** Our series of reports put the spotlight on issues identified through the complaints we have investigated and resolved. We've published two Spotlight reports in the last year on different topics and would like to hear your feedback on their impact in your organisation.

Logic applied

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**Spotlight on damp and mould: It's not lifestyle** Have you changed anything as a result of this Spotlight report such as policies or processes?

Yes

No

8

What have you changed as a result of this Spotlight report?

		<input type="button" value="▼"/>
<input type="button" value="◀"/>	<input type="button" value="▶"/>	

Logic applied

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### **Spotlight on landlords' engagement with private freeholders and managing agents**

Have you changed anything as a result of this Spotlight report such as policies or processes?

- Yes
- No

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What have you changed as a result of this Spotlight report?

Section 4

## **Housing Ombudsman Service**

### **The Housing Ombudsman Annual Landlord Survey**

**Demonstrating learning from complaints**

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Where do you report learning from complaints in your organisation? (Tick all that apply. If selecting 'other' please specify.)

- Board or equivalent
- Executive/senior leadership
- Department level
- Annual tenant report
- Newsletter
- Website
- Annual report and accounts
- 
- 

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How often do you report the learning from complaints?

- Monthly
- Quarterly
- Annually

Logic applied

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Do you share the learning from complaints with all of your residents?

- Yes
- No

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How do you share learning from complaints with your residents?

Section 5

## Housing Ombudsman Service

### The Housing Ombudsman Annual Landlord Survey

#### Telling residents about the Housing Ombudsman Service

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How do you inform residents about the Housing Ombudsman Service? (Tick all that apply.)

- At the start of the complaints process (stage one)
- During the complaints process (stage two)
- At the end of the complaints process (final response)
- Through wider communications with all residents

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If you ticked '**through wider communications with all residents**' what wider communication methods with residents do you use? (Tick all that apply. If selecting 'other' please specify.)

- Website
- Newsletter
- Posters
- Leaflets
- All correspondence
- 

Section 6

## The Housing Ombudsman Annual Landlord Survey Complaint Handling Code

Logic applied

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The Ombudsman's Complaint Handling Code requires landlords to carry out a self-assessment against the Code every year. Have you involved residents in your self-assessment process?

- Yes
- No

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How did you involve residents in your self assessment ? (Tick all that apply. If selecting 'other' please specify.)

- As members of the Board
- Through a Tenant Group
- 
- 

19

Have you changed your policy and procedure following the self-assessment?

- Yes
- No

Logic applied

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Have you trained staff following the self-assessment?

- Yes
- No

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Which groups of staff have you trained?

- Complaints team
- Repairs team
- Other operational teams
- Contractors/third parties

Section 7

## The Housing Ombudsman Annual Landlord Survey

### Your complaints team

Logic applied

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Have members of the complaints team in your organisation been asked to meet with the board during the last year to discuss its work?

- Yes
- No

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How often have members of the complaints team in your organisation been asked to meet with the board during the last year to discuss its work?

- 1-2 meetings
- 3-4 meetings
- More than 5

Section 8

## The Housing Ombudsman Annual Landlord Survey Accessibility

Logic applied

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Do you gather equality monitoring data on residents who access your complaints process?

- Yes
- No

25

What has the equality monitoring data on residents who access your complaints process told you?

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What action have you taken based on the equality monitoring data gathered?

Section 9

## Housing Ombudsman Service

### The Housing Ombudsman Annual Landlord Survey Comments