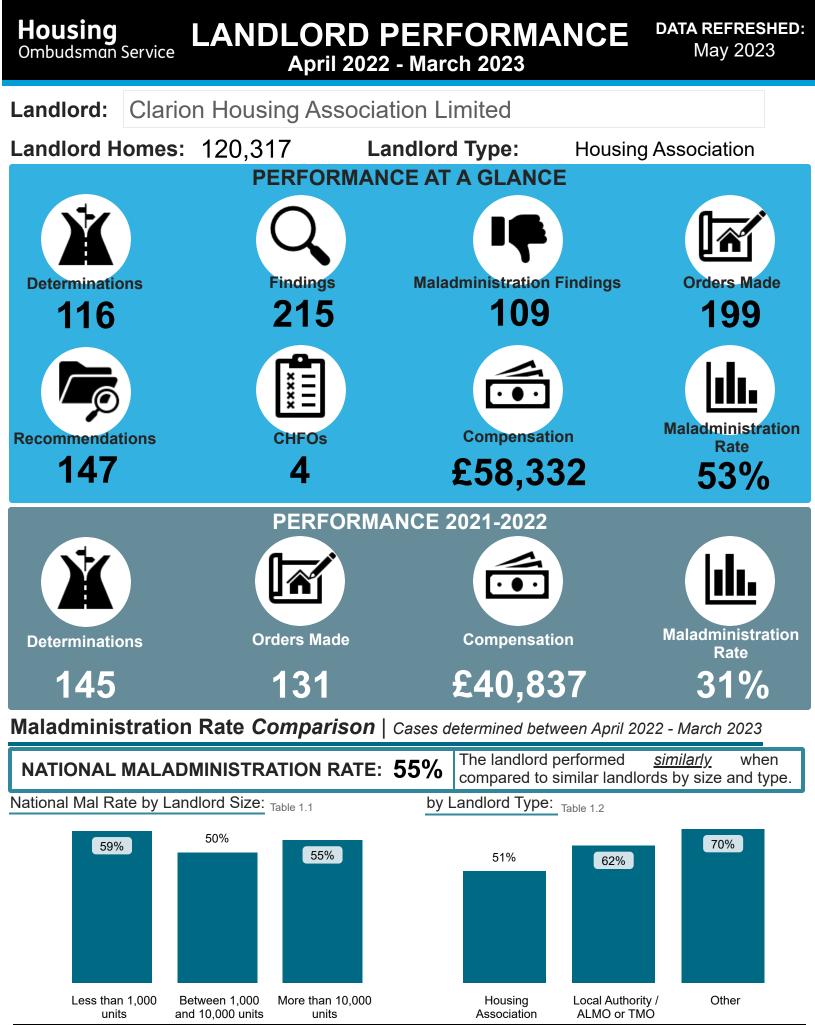
## Housing Ombudsman Service

# LANDLORD PERFORMANCE REPORT

2022/2023

**Clarion Housing Association Limited** 



Page 1

Housing Ombudsman

## LANDLORD PERFORMANCE Clarion Housing Association Limited

DATA REFRESHED: May 2023

% Findings

2%

30%

19%

2% 19%

23% 4%

0%

Clarion Housing Association Limited

## 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	Outcome
Severe Maladministration	5%	2%	3%	3%	Severe Maladministration
Maladministration	29%	21%	27%	26%	Maladministration
Service failure	19%	25%	22%	23%	Service failure
Mediation	0%	1%	2%	2%	Mediation
Redress	8%	12%	17%	16%	Redress
No maladministration	30%	34%	23%	25%	No maladministration
Outside Jurisdiction	9%	6%	5%	5%	Outside Jurisdiction
Withdrawn	0%	0%	0%	0%	Withdrawn

#### vice failure diation Iress maladministration side Jurisdiction ndrawn

#### National Performance by Landlord Type: Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	Total	Outcome	% Findings
Severe Maladministration	2%	4%	6%	3%	Severe Maladministration	2%
Maladministration	24%	30%	35%	26%	Maladministration	30%
Service failure	22%	24%	26%	23%	Service failure	19%
Mediation	2%	1%	3%	2%	Mediation	2%
Redress	20%	9%	3%	16%	Redress	19%
No maladministration	25%	26%	23%	25%	No maladministration	23%
Outside Jurisdiction	5%	6%	3%	6%	Outside Jurisdiction	4%
Withdrawn	0%	0%	0%	0%	Withdrawn	0%

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

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total ▼
Property Condition	1	34	15	3	15	12	6	0	86
Complaints Handling	2	19	14	1	16	2	0	0	54
Anti-Social Behaviour	0	2	1	0	2	14	0	0	19
Moving to a Property	0	1	2	0	2	10	1	0	16
Charges	0	3	1	0	3	2	0	0	9
Estate Management	0	0	3	0	1	3	1	0	8
Health and Safety (inc. building safety)	0	3	2	0	0	1	0	0	6
Staff	0	0	1	0	1	3	0	0	5
Information and data management	0	1	0	0	0	1	1	1	4
Buying or selling a property		1	0	0	0	2	0	0	3
Occupancy Rights	1	0	1	0	1	0	0	0	3
Reimbursement and Payments	0	1	0	1	0	0	0	0	2
Total	4	65	40	5	41	50	9	1	215

## LANDLORD PERFORMANCE Clarion Housing Association Limited

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

Το	p Categories for	Clarion Housing Ass	ociation Limited		Table 3.1
	Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration	
	Property Condition	80	63%	54%	
	Complaints Handling	54	65%	76%	
	Anti-Social Behaviour	19	16%	41%	

## 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

Anti-Social Behaviour	33%	38%	41%	16%
Complaints Handling	96%	75%	76%	65%
Property Condition	48%	54%	54%	<b>63</b> %

#### National Maladministration Rate by Landlord Type: Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Anti-Social Behaviour	39%	43%	0%	16%
Complaints Handling	71%	87%	100%	65%
Property Condition	50%	64%	63%	63%

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

#### 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	11	3	1	7	3	4	0	29
Responsive repairs – leaks / damp / mould	0	10	8	1	2	3	0	0	24
Noise	0	1	1	0	1	6	0	0	9
Pest control (within property)	0	1	3	0	1	0	0	0	5
Responsive repairs – heating and hot water	0	3	0	1	1	0	0	0	5
Service charges – amount or account management	0	1	1	0	2	1	0	0	5
Staff conduct	0	0	1	0	1	3	0	0	5
Fire Safety	0	2	1	0	0	1	0	0	4
Gas inspections and safety	0	1	1	0	0	0	0	0	2
Communal areas – pest control		0	0	0	0	1	0		1
Decants (temp. or permanent)	0	1	0		0	0	0		1
District heating systems / Heat Networks	0	0	0	0	0	0	1		1
Total	0	31	19	3	15	18	5	0	91

Top Sub-Categories   Cases determined between April 2022 - March 2023 Delivy in excluding or reaponding to Responsive repairs - general Responsive repairs - basks / demp / Dotor SMade by Type   Orders on cases determined between April 2022 - March 2023 Table 4.1 Compensation Repairs R		LORD PERFORMANCE DATA REFRES On Housing Association Limited May 2023	
Delay in escalating or responding to complement       Responsive repairs - general       Responsive repairs - leaks / damp / moded         Orders Made by Type       Orders on cases determined between April 2022 - March 2023       Table 4.1         Image: Specific Action (non-repair)       0       0         Process Change       1       10         Start Training       1       8         Order Compliance       Order target dates between April 2022 - March 2023       Table 5.1         Complete 7       Count       %         Complete 7       Count       %         Completing 176       100%       Table 5.1         Completing 2       Count       %         Completing 2       Count       %       Count         Completing 2       Count       %       Count         Conder 0       Cases Determined between April 2022 - March 2023       Table 5.1         Completing 2       Count       %       Count </th <th>Fop Sub-Categories   Cases</th> <th>determined between April 2022 - March 2023 Table 3.5</th> <th></th>	Fop Sub-Categories   Cases	determined between April 2022 - March 2023 Table 3.5	
Complete 2 Count 74 Complete 2 Count 74 Cont 74 Complete 2 Count 74 Complete 2 Count 74	31	25 24	
Compensation       103         Repairs       22         ake Specific Action (non-repair)       0         Staff Training       1         Staff Training       1         Other       8         Order Compliance       Order target dates between April 2022 - March 2023         Table 4.2       Table 4.2         Order       %         Complete?       Count         Complet?       Count         Complet?       Count         Complet?       Count         Complet?       Count         Count       State Management         Count       £1000         Charges       £1000         Coupancy Rights       £120.00         Anti-Social Behaviour       £1000			
Compensation       22         alse Specific Action (non-repair)       20         Acology       20         Case Review       10         Process Change       1         Staft Training       1         Order Complement       Order target dates between April 2022 - March 2023         Total       176         Total       176         Order Complement       Cases Determined between April 2022 - March 2023         Total       176         Occupancy Rights       £1,280.00         Complements       £14,988.00         Complexity Condition       £25,038.63         Complexity Condition       £14,988.00         Charges       £1,484.76         Occupancy Rights       £1,280.00         Health and Safety (inc. building safety)       £1,030.00         Moving to a Property       £600.00         Buying or selling a property       £600.00         Buying or selling a property       £600.00         Reimbursement and Payments       £100.00	Orders Made by Type   Orde	ers on cases determined between April 2022 - March 2023 Table 4.1	
Process Change 1 Staff Training 0 Other 8 Order Compliance Order target dates between April 2022 - March 2023 Table 4.2 Table 4.2 Table 4.2 Table 5.1 Complete? Count % Compled 176 100% Total 176 100% Complementation Ordered Cases Determined between April 2022 - March 2023 Table 5.1 Compleation Ordered Cases Determined between April 2022 - March 2023 Table 5.1 Compleation Ordered Cases Determined between April 2022 - March 2023 Cases Determined between April 2022 - March 2023 Table 5.1 Complexity Condition Compliants Handling E2,000.21 Charges E1,454.76 Occupancy Rights E1,280.00 Anti-Social Behaviour E1,080.00 Health and Safety (inc. building safety) Estate Management E1,080.00 Buying or selling a property E400.00 Reimbursement and Payments E100.00	Repairs Repairs Action (non-repair) Apology	29	103
Other       8         Order Compliance       Order target dates between April 2022 - March 2023 Table 4.2         Order       Within 3 Months         Complete?       Count         Year       %         Complete?       Count         Year       Cases Determined between April 2022 - March 2023         Table 5.1       Table 5.1         Complaints Handling       £2,090.21         Charges       £1,454.76         Occupancy Rights       £1,88.00         Anti-Social Behaviour       £1,080.00         Moving to a Property       £100.00         Estate Management       £600.00         Buying or selling a property       £400.00         Reimbursement and Payments       £100.00			
Order Compliance       Order target dates between April 2022 - March 2023         Table 4.2         Order       Within 3 Months         Complete?       Count         %       Complete?         Complete       176         176       100%         Complete?       Count         %       Complete?         Count       %         Complete       176         176       100%         Complexition Ordered       Cases Determined between April 2022 - March 2023         Table 5.1       Table 5.1         Complaints Handling       E2,090.21         Complaints Handling       E2,090.21         Charges       E1,454.76         Occupancy Rights       E1,280.00         Anti-Social Behaviour       E1,080.00         Health and Safety (inc. building safety)       E1,030.00         Moving to a Property       E700.00         Estate Management       E600.00         Buying or selling a property       E400.00         Reimbursement and Payments       E100.00			
Order       Within 3 Months         Complete?       Count         Y       %         Complete?       Count         Y       176         100%       176         Total       176         176       100%         Complete?       Count         %       Complete 176         Ordered       Cases Determined between April 2022 - March 2023         Table 5.1       Table 5.1         Ordered       Recommended         Property Condition       £25,038.63         Complaints Handling       £2,090.21         Charges       £1,454.76         Occupancy Rights       £1,080.00         Anti-Social Behaviour       £1,080.00         Health and Safety (inc. building safety)       £100.00         Buying or selling a property       £400.00         Reimbursement and Payments       £100.00			
● Ordered ● Recommended Property Condition Complaints Handling £25,038.63 Complaints Handling £2,090.21 Charges £1,454.76 Occupancy Rights £1,280.00 Anti-Social Behaviour Health and Safety (inc. building safety) Moving to a Property £1,030.00 Keimbursement and Payments £100.00 Estate Management £100.00 Estate Management £100.00 Buying or selling a property £100.00 Estate Jane 20 Estate Management £100.00 Buying or selling a property £100.00 Buying or sel	OrderWithin 3 MonthsComplete?CountComplied176100%Total176	ases Determined between April 2022 - March 2023	
Complaints Handling       £2,090.21         Charges       £1,454.76         Occupancy Rights       £1,280.00         Anti-Social Behaviour       £1,080.00         Health and Safety (inc. building safety)       £1,030.00         Moving to a Property       £700.00         Estate Management       £600.00         Buying or selling a property       £400.00         Reimbursement and Payments       £100.00			ended
Staff £50.00	Complaints Handling Charges Occupancy Rights Anti-Social Behaviour Health and Safety (inc. building safety) Moving to a Property Estate Management Buying or selling a property	£14,988.00 £2,090.21 £1,454.76 £1,280.00 £1,080.00 £1,030.00 £700.00 £600.00 £400.00	5,038.63
		£50.00	

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