

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

2022/2023

Metropolitan Thames Valley Housing

Landlord: Metropolitan Thames Valley Housing

Landlord Homes: 63,962

Landlord Type:

Housing Association

## PERFORMANCE AT A GLANCE



Determinations

105



Findings

181



Maladministration Findings

94



Orders Made

151



Recommendations

114



CHFOs

1



Compensation

£34,323



Maladministration Rate

55%

## PERFORMANCE 2021-2022



Determinations

105



Orders Made

129



Compensation

£45,591



Maladministration Rate

42%

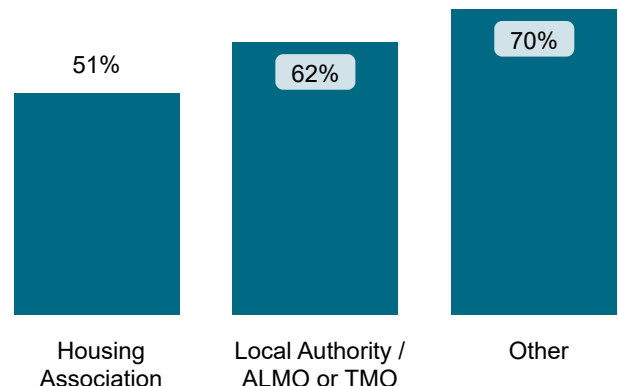
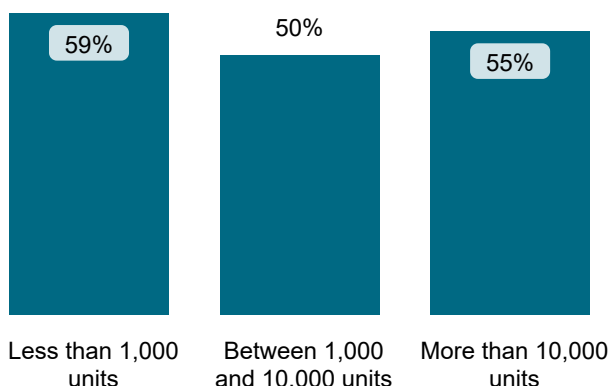
## Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

NATIONAL MALADMINISTRATION RATE: 55%

The landlord performed *similarly* 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%                     | <b>3%</b>  |
| Maladministration        | 29%                   | 21%                            | 27%                    | <b>26%</b> |
| Service failure          | 19%                   | 25%                            | 22%                    | <b>23%</b> |
| Mediation                | 0%                    | 1%                             | 2%                     | <b>2%</b>  |
| Redress                  | 8%                    | 12%                            | 17%                    | <b>16%</b> |
| No maladministration     | 30%                   | 34%                            | 23%                    | <b>25%</b> |
| Outside Jurisdiction     | 9%                    | 6%                             | 5%                     | <b>5%</b>  |
| Withdrawn                | 0%                    | 0%                             | 0%                     | <b>0%</b>  |

| Metropolitan Thames Valley Housing |            |
|------------------------------------|------------|
| Outcome                            | % Findings |
| Severe Maladministration           | <b>2%</b>  |
| Maladministration                  | <b>22%</b> |
| Service failure                    | <b>28%</b> |
| Mediation                          | <b>6%</b>  |
| Redress                            | <b>24%</b> |
| No maladministration               | <b>14%</b> |
| Outside Jurisdiction               | <b>5%</b>  |
| Withdrawn                          | <b>0%</b>  |

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

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

| Outcome                  | % Findings |
|--------------------------|------------|
| Severe Maladministration | <b>2%</b>  |
| Maladministration        | <b>22%</b> |
| Service failure          | <b>28%</b> |
| Mediation                | <b>6%</b>  |
| Redress                  | <b>24%</b> |
| No maladministration     | <b>14%</b> |
| Outside Jurisdiction     | <b>5%</b>  |
| Withdrawn                | <b>0%</b>  |

**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                       | 1                        | 16                | 19              | 3         | 19        | 5                    | 1                    | 0         | <b>64</b>  |
| Complaints Handling                      | 2                        | 14                | 19              | 2         | 14        | 1                    | 0                    | 0         | <b>52</b>  |
| Estate Management                        | 0                        | 2                 | 7               | 2         | 3         | 3                    | 1                    | 0         | <b>18</b>  |
| Anti-Social Behaviour                    | 0                        | 3                 | 2               | 1         | 1         | 7                    | 1                    | 0         | <b>15</b>  |
| Charges                                  | 0                        | 2                 | 2               | 0         | 0         | 3                    | 4                    | 0         | <b>11</b>  |
| Health and Safety (inc. building safety) | 0                        | 3                 | 0               | 0         | 1         | 1                    | 0                    | 0         | <b>5</b>   |
| Moving to a Property                     | 0                        | 0                 | 0               | 1         | 1         | 3                    | 0                    | 0         | <b>5</b>   |
| Staff                                    | 1                        | 0                 | 1               | 0         | 0         | 2                    | 1                    | 0         | <b>5</b>   |
| Information and data management          | 0                        | 0                 | 0               | 0         | 1         | 0                    | 1                    | 0         | <b>2</b>   |
| Reimbursement and Payments               | 0                        | 0                 | 0               | 1         | 1         | 0                    | 0                    | 0         | <b>2</b>   |
| Buying or selling a property             | 0                        | 0                 | 0               | 0         | 1         | 0                    | 0                    | 0         | <b>1</b>   |
| Occupancy Rights                         | 0                        | 0                 | 0               | 0         | 1         | 0                    | 0                    | 0         | <b>1</b>   |
| <b>Total</b>                             | <b>4</b>                 | <b>40</b>         | <b>50</b>       | <b>10</b> | <b>43</b> | <b>25</b>            | <b>9</b>             | <b>0</b>  | <b>181</b> |

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

**Top Categories for Metropolitan Thames Valley Housing**

Table 3.1

| Category            | # Landlord Findings | % Landlord Maladministration | % National Maladministration |
|---------------------|---------------------|------------------------------|------------------------------|
| Property Condition  | 63                  | 57%                          | 54%                          |
| Complaints Handling | 52                  | 67%                          | 76%                          |
| Estate Management   | 17                  | 53%                          | 42%                          |

**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%                    | 67%                          |
| Estate Management   | 20%                   | 38%                            | 43%                    | 53%                          |
| Property Condition  | 48%                   | 54%                            | 54%                    | 57%                          |

**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%  | 67%                          |
| Estate Management   | 42%                 | 41%                           | 0%    | 53%                          |
| Property Condition  | 50%                 | 64%                           | 63%   | 57%                          |

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

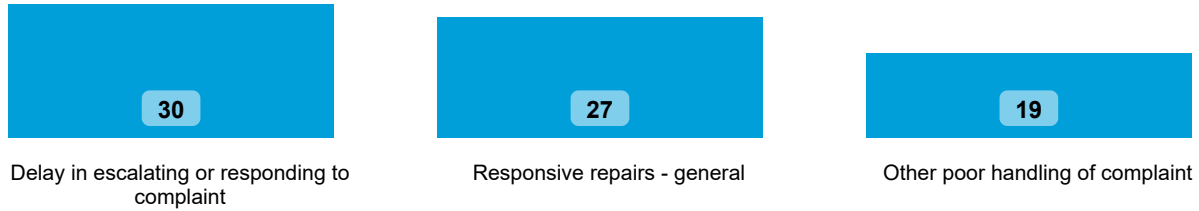
Table 3.4

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                        | 10                | 8               | 2         | 4         | 3                    | 0                    | 0         | 27        |
| Responsive repairs – leaks / damp / mould      | 0                        | 4                 | 3               | 0         | 4         | 2                    | 0                    | 0         | 13        |
| Responsive repairs – heating and hot water     | 0                        | 1                 | 3               | 1         | 6         | 0                    | 1                    | 0         | 12        |
| Service charges – amount or account management | 0                        | 2                 | 2               | 0         | 0         | 2                    | 3                    | 0         | 9         |
| Noise  | 0                        | 1                 | 1               | 0         | 1         | 2                    | 0                    | 0         | 5         |
| Staff conduct                                  | 1                        | 0                 | 1               | 0         | 0         | 2                    | 1                    | 0         | 5         |
| Fire Safety                                    | 0                        | 2                 | 0               | 0         | 1         | 1                    | 0                    | 0         | 4         |
| Pest control (within property)                 | 1                        | 0                 | 0               | 0         | 2         | 0                    | 0                    | 0         | 3         |
| Asbestos                                       | 0                        | 1                 | 0               |           | 0         | 0                    | 0                    | 0         | 1         |
| Communal areas – pest control                  |                          | 0                 | 1               | 0         | 0         | 0                    | 0                    |           | 1         |
| District heating systems / Heat Networks       | 0                        | 0                 | 0               | 0         | 1         | 0                    | 0                    |           | 1         |
| <b>Total</b>                                   | <b>2</b>                 | <b>21</b>         | <b>19</b>       | <b>3</b>  | <b>19</b> | <b>12</b>            | <b>5</b>             | <b>0</b>  | <b>81</b> |

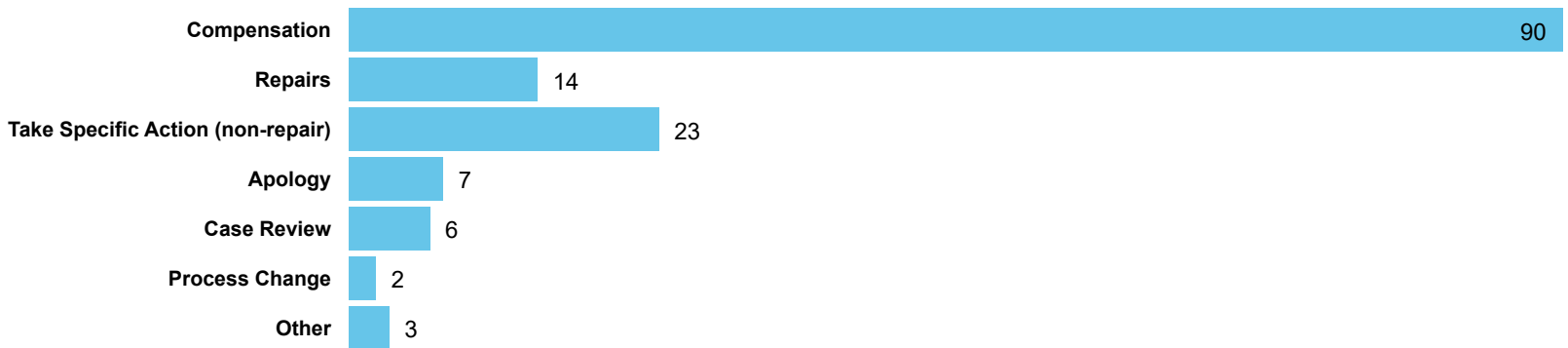
**Top Sub-Categories** | Cases determined between April 2022 - March 2023

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 |            | Within 6 Months |           |
|-----------------|-----------------|------------|-----------------|-----------|
|                 | Count           | %          | Count           | %         |
| Complied        | 137             | 99%        | 1               | 1%        |
| <b>Total</b>    | <b>137</b>      | <b>99%</b> | <b>1</b>        | <b>1%</b> |

**Compensation Ordered** | Cases Determined between April 2022 - March 2023

Table 5.1

● Ordered ● Recommended

