

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2022/2023

Settle Group

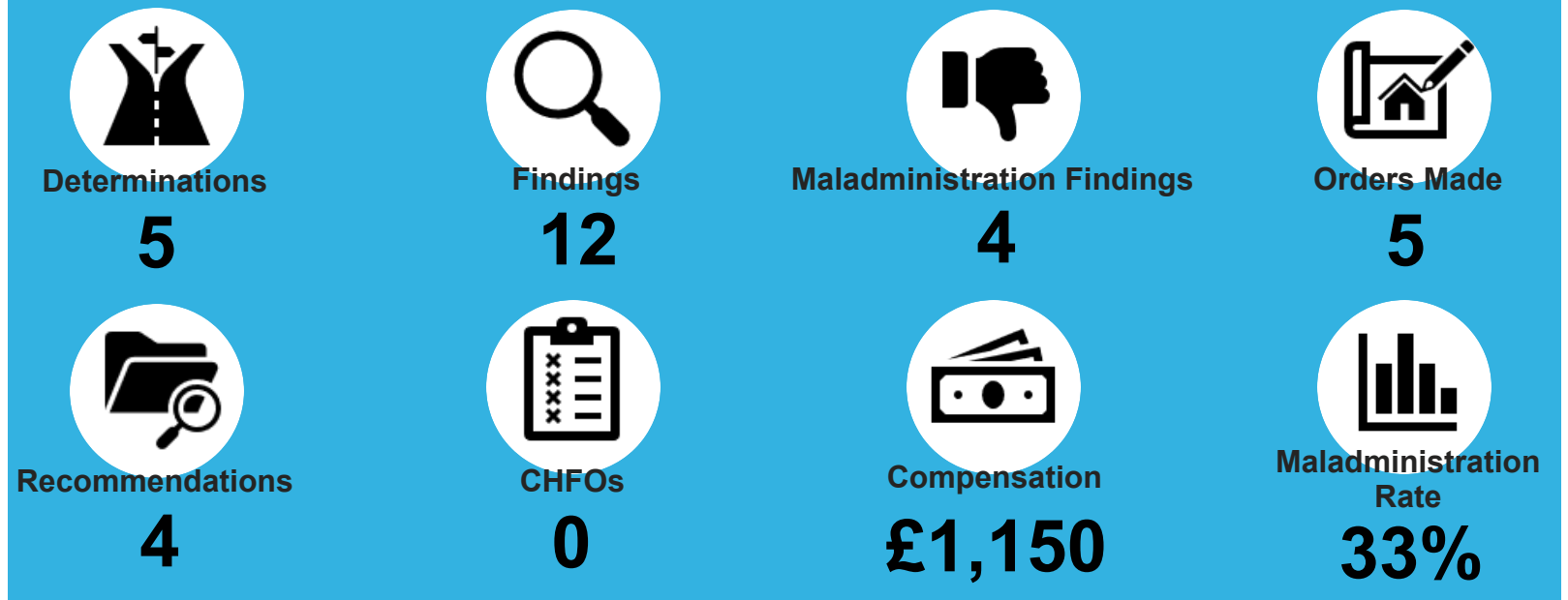
Landlord:

Landlord Homes: 9,800

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2021-2022

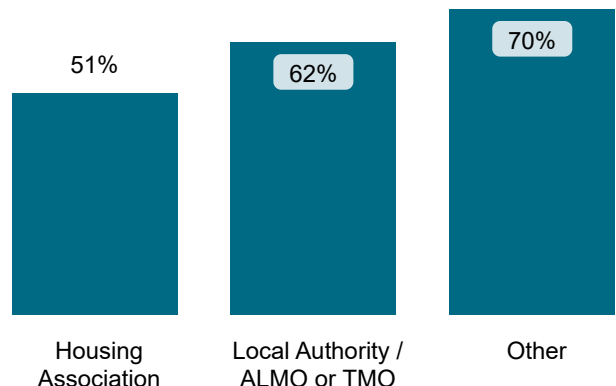
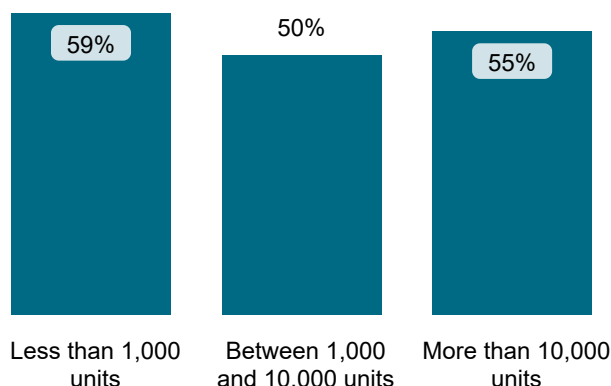


Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

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| Withdrawn | 0% | 0% | 0% | 0% |

| Settle Group | |
|--------------------------|------------|
| Outcome | % Findings |
| Severe Maladministration | 0% |
| Maladministration | 17% |
| Service failure | 17% |
| Mediation | 0% |
| Redress | 17% |
| No maladministration | 50% |
| Outside Jurisdiction | 0% |
| Withdrawn | 0% |

National Performance by Landlord Type: Table 2.2

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| Withdrawn | 0% | 0% | 0% | 0% |

| Outcome | % Findings |
|--------------------------|------------|
| Severe Maladministration | 0% |
| Maladministration | 17% |
| Service failure | 17% |
| Mediation | 0% |
| Redress | 17% |
| No maladministration | 50% |
| Outside Jurisdiction | 0% |
| Withdrawn | 0% |

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 | 0 | 1 | 1 | 0 | 2 | 1 | 0 | 0 | 5 |
| Staff | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 |
| Anti-Social Behaviour | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Complaints Handling | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| Estate Management | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Health and Safety (inc. building safety) | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Moving to a Property | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Total | 0 | 2 | 2 | 0 | 2 | 6 | 0 | 0 | 12 |

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

Top Categories for Settle Group

Table 3.1

| Category | # Landlord Findings | % Landlord Maladministration | % National Maladministration |
|--|---------------------|------------------------------|------------------------------|
| Property Condition | 5 | 40% | 54% |
| Staff | 2 | 0% | 31% |
| Anti-Social Behaviour | 1 | 0% | 41% |
| Complaints Handling | 1 | 100% | 76% |
| Estate Management | 1 | 100% | 42% |
| Health and Safety (inc. building safety) | 1 | 0% | 52% |
| Moving to a Property | 1 | 0% | 29% |

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% | 0% |
| Complaints Handling | 96% | 75% | 76% | 100% |
| Estate Management | 20% | 38% | 43% | 100% |
| Health and Safety (inc. building safety) | 40% | 57% | 52% | 0% |
| Moving to a Property | 50% | 17% | 31% | 0% |
| Property Condition | 48% | 54% | 54% | 40% |
| Staff | 57% | 28% | 31% | 0% |

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% | 0% |
| Complaints Handling | 71% | 87% | 100% | 100% |
| Estate Management | 42% | 41% | 0% | 100% |
| Health and Safety (inc. building safety) | 51% | 54% | 0% | 0% |
| Moving to a Property | 27% | 33% | 100% | 0% |
| Property Condition | 50% | 64% | 63% | 40% |
| Staff | 26% | 36% | 60% | 0% |

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

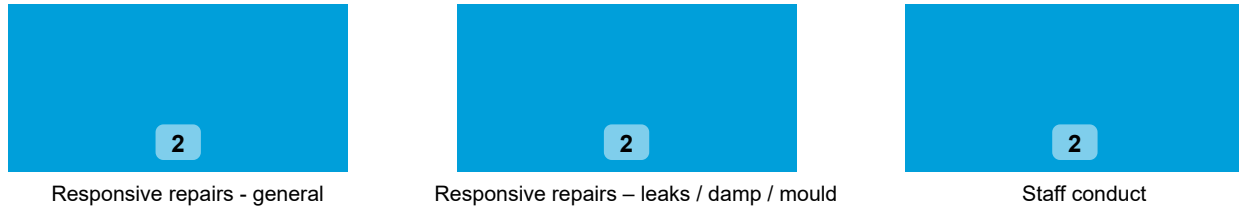
Table 3.4

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 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 2 |
| Responsive repairs – leaks / damp / mould | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 2 |
| Staff conduct | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 |
| Gas inspections and safety | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Total | 0 | 0 | 1 | 0 | 2 | 4 | 0 | 0 | 7 |

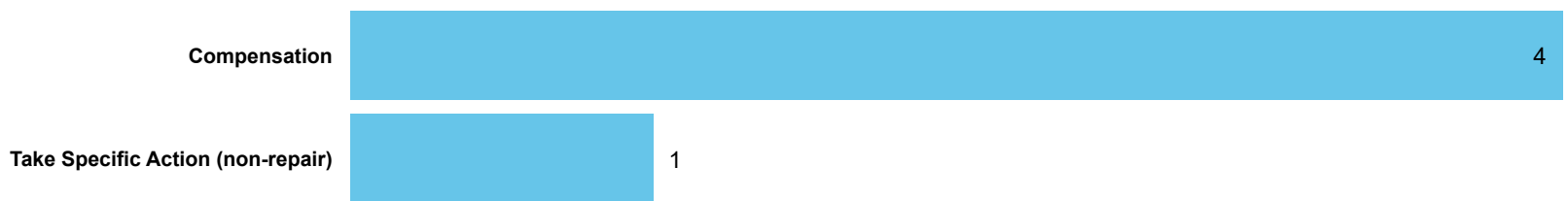
Top Sub-Categories | *Cases determined between April 2022 - March 2023*

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 | |
|-----------------|-----------------|-------------|
| | Count | % |
| Complied | 5 | 100% |
| Total | 5 | 100% |

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

Table 5.1

● Ordered ● Recommended

