

# Places Homes Housing Ombudsman Landlord Report

Units owned by Places Homes: **50,196**

Nature of landlord Enquiries/Complaints received*:	2017/2018		2018/2019		2019/2020	
	Number	%	Number	%	Number	%
Tenant Behaviour	4	5%	8	12%	9	20%
Staff	2	3%	2	3%	3	7%
Property Condition	34	46%	19	29%	17	37%
Occupancy Rights	1	1%	0	0%	1	2%
Moving to a Property	3	4%	4	6%	2	4%
Landlord Advice	8	11%	17	26%	1	2%
Home Ownership Issues (not new build)	2	3%	3	5%	2	4%
Health and Safety	0	0%	0	0%	1	2%
Estate Management	7	9%	2	3%	3	7%
Complaints Handling	3	4%	2	3%	3	7%
Charges	6	8%	2	3%	1	2%
Admin	0	0%	0	0%	1	2%
<b>Total enquiries and complaints received</b>	<b>119</b>		<b>59</b>		<b>44</b>	

Complaints to HOS closed without a formal investigation:	Informal	Formal
Places Homes – 2019/2020	<b>80%</b>	<b>20%</b>
Average of all Housing Associations – 2019/2020	<b>81%</b>	<b>19%</b>
Average of all landlords – 2019/2020	<b>79%</b>	<b>21%</b>
Average of all landlords between 1,000 and 10,000 units – 2019/2020	<b>79%</b>	<b>21%</b>

<b>Outcome of determinations:</b>	2019/2020		
Determination Outcome	Number	Landlord	All landlords
Maladministration	1	14%	24%
Partial Maladministration	0	0%	15%
Severe Maladministration	0	0%	0%
No Maladministration	3	43%	33%
Redress	1	14%	15%
Resolved with Intervention	0	0%	1%
Outside Jurisdiction	2	29%	10%
Withdrawn	0	0%	1%
<b>Total</b>	<b>7</b>		

<b>Time to comply with orders</b>	Within three months	More than three months
<b>Compliance with orders within 3 months</b>		
Places Homes – 2019/2020	<b>100%</b>	
All Housing Associations – 2019/2020	<b>97.3%</b>	<b>2.7%</b>
Average of all landlords between 1,000 and 10,000 units – 2019/2020	<b>98.2%</b>	<b>1.8%</b>
All landlords – 2019/2020	<b>96%</b>	<b>4%</b>

<b>Time to comply with orders</b>	Within six months	More than six months
<b>Compliance with orders within 6 months</b>		
Places Homes – 2019/2020	<b>100%</b>	
All Housing Associations – 2019/2020	<b>98.8%</b>	<b>1.2%</b>
Average of all landlords between 1,000 and 10,000 units – 2019/2020	<b>99.3%</b>	<b>0.7%</b>
All landlords – 2019/2020	<b>99%</b>	<b>1%</b>

<b>Orders made to the landlord for compliance during 2019 / 2020</b>	
Type of order	Number of orders
Compensation	2
<b>Total</b>	<b>2</b>

<b>Compensation orders made to the landlord for compliance during 2019 / 2020</b>	
	Total Compensation Amount
Places Homes - 2019 / 2020	<b>£650</b>