Housing
Ombudsman Service

LANDLORD PERFORMANCE REPORT

2022/2023

Walsall Housing Group Limited

Housing Ombudsman Service

LANDLORD PERFORMANCE

April 2022 - March 2023

DATA REFRESHED: May 2023

Landlord: Walsall Housing Group Limited

Landlord Homes: 21,933 **Landlord Type:** Housing Association

PERFORMANCE AT A GLANCE

Determinations	Findings	Maladministration Findings	Orders Made
6	11	7	10

Recommendations	CHFOs	Compensation	Maladministration Rate
5	1	£1,630	64%

PERFORMANCE 2021-2022

Determinations	Orders Made	Compensation	Maladministration Rate

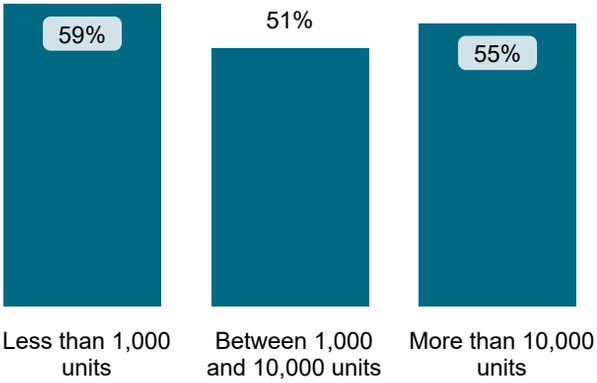
Not Applicable

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

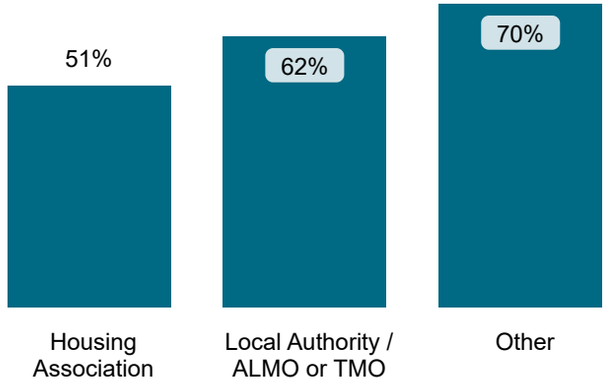
NATIONAL MALADMINISTRATION RATE: 55%

The landlord performed *poorly* 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	3%	2%	3%	**3%**
Maladministration	27%	20%	25%	**24%**
Service failure	20%	23%	21%	**21%**
Mediation	0%	1%	2%	**2%**
Redress	10%	12%	16%	**15%**
No maladministration	25%	32%	22%	**24%**
Outside Jurisdiction	15%	11%	10%	**11%**
Withdrawn	0%	1%	2%	**1%**

Walsall Housing Group Limited

Outcome	% Findings
Severe Maladministration	**0%**
Maladministration	**27%**
Service failure	**36%**
Mediation	**0%**
Redress	**0%**
No maladministration	**36%**
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Withdrawn	**0%**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%	3%	6%	**3%**
Maladministration	23%	28%	32%	**24%**
Service failure	21%	22%	24%	**21%**
Mediation	2%	1%	3%	**2%**
Redress	19%	8%	3%	**15%**
No maladministration	23%	24%	21%	**23%**
Outside Jurisdiction	9%	13%	12%	**11%**
Withdrawn	1%	1%	0%	**1%**

Outcome	% Findings
Severe Maladministration	**0%**
Maladministration	**27%**
Service failure	**36%**
Mediation	**0%**
Redress	**0%**
No maladministration	**36%**
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	2	3	0	0	0	0	0	**5**
Complaints Handling	0	1	0	0	0	1	0	0	**2**
Staff	0	0	1	0	0	1	0	0	**2**
Anti-Social Behaviour	0	0	0	0	0	1	0	0	**1**
Estate Management	0	0	0	0	0	1	0	0	**1**
Total	**0**	**3**	**4**	**0**	**0**	**4**	**0**	**0**	**11**

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

Top 3 Categories for Walsall Housing Group Limited

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	5	100%	54%
Complaints Handling	2	50%	76%
Staff	2	50%	31%

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	97%	75%	76%	50%
Property Condition	50%	54%	55%	100%
Staff	50%	28%	31%	50%

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%	50%
Property Condition	50%	63%	63%	100%
Staff	26%	36%	60%	50%

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

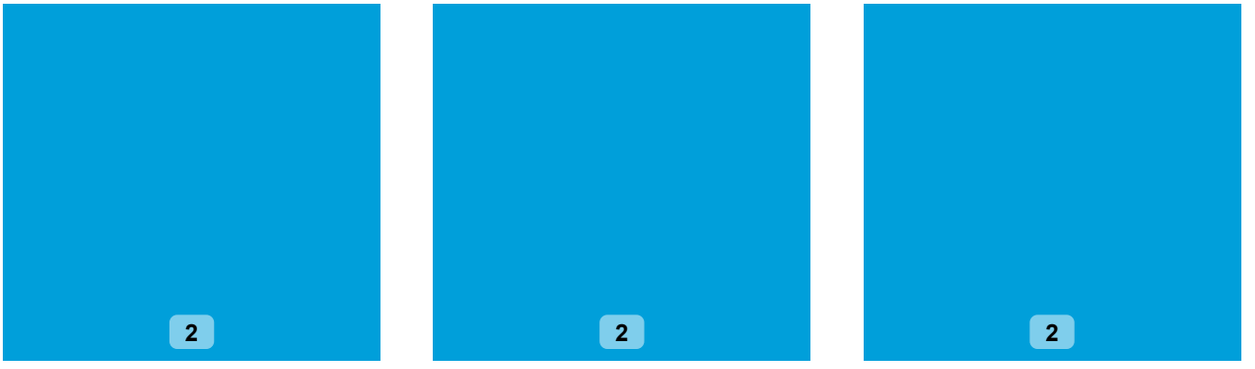
Table 3.4

Highlighted Service Delivery Sub-Categories *only*:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs – heating and hot water	0	1	1	0	0	0	0	0	2
Staff conduct	0	0	1	0	0	1	0	0	2
Responsive repairs - general	0	0	1	0	0	0	0	0	1
Responsive repairs – leaks / damp / mould	0	1	0	0	0	0	0	0	1
Total	**0**	**2**	**3**	**0**	**0**	**1**	**0**	**0**	**6**

Top 3 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	Within 3 Months	
Complete?	Count	%
Complied	10	100%
Total	**10**	**100%**

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

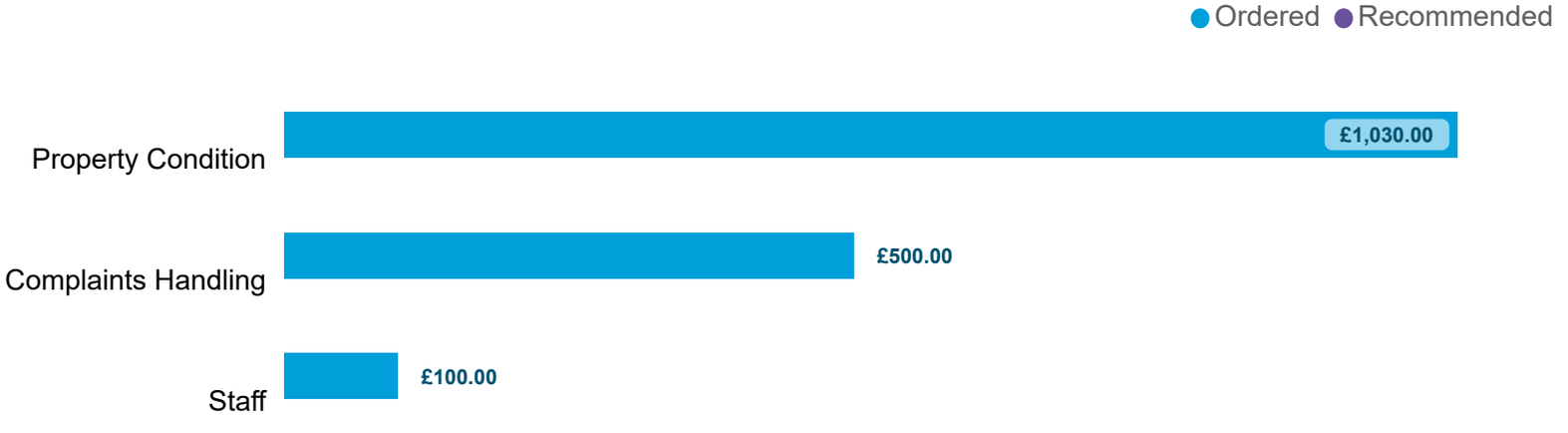



Table 5.1