

Cotman Housing Ombudsman Landlord Report

Units owned by Cotman Housing:

Nature of landlord Enquiries/Complaints received*:	2017/2018		2018/2019		2019/2020	
	Number	%	Number	%	Number	%
Tenant Behaviour	4	9%	2	6%	4	8%
Staff	0	0%	1	3%	0	0%
Property Condition	25	53%	15	43%	24	48%
Outside of jurisdiction	0	0%	0	0%	1	2%
Moving to a Property	1	2%	1	3%	1	2%
Landlord Advice	6	13%	7	20%	3	6%
Home Ownership Issues (not new build)	2	4%	2	6%	3	6%
Estate Management	2	4%	1	3%	5	10%
Complaints Handling	0	0%	2	6%	2	4%
Charges	5	11%	3	9%	5	10%
Compensation	2	4%	1	3%	1	2%
Admin	0	0%	0	0%	1	2%
Total enquiries and complaints received	47		35		50	

Complaints to HOS closed without a formal investigation:	Informal	Formal
Cotman Housing – 2019/2020	89%	11%
Average of all Housing Associations – 2019/2020	81%	19%
Average of all landlords – 2019/2020	79%	21%
Average of all landlords between 1,000 and 10,000 units – 2019/2020	79%	21%

Outcome of determinations:	2019/2020		
Determination Outcome	Number	Landlord	All landlords
Maladministration	0	0%	24%
Partial Maladministration	0	0%	15%
Severe Maladministration	0	0%	0%
No Maladministration	3	50%	33%
Redress	1	17%	15%
Resolved with Intervention	0	0%	1%
Outside Jurisdiction	2	33%	10%
Withdrawn	0	0%	0%
Total	6		

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

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

Orders made to the landlord for compliance during 2019 / 2020	
Type of order	Number of orders
Compensation	
Total	0

Compensation orders made to the landlord for compliance during 2019 / 2020	
	Total Compensation Amount
Cotman Housing - 2019 / 2020	£0