

Living Plus Housing Ombudsman Landlord Report

Units owned by Living Plus: **6254**

Nature of landlord Enquiries/Complaints received*:	2017/2018		2018/2019		2019/2020	
	Number	%	Number	%	Number	%
Home Ownership Issues (not new build)					1	100%

Complaints to HOS closed without a formal investigation:	Informal	Formal
Living Plus – 2019/2020	100%	0%
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%

Time to comply with orders	Within three months	More than three months
Compliance with orders within 3 months		
Living Plus – 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		
Living Plus – 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	Number of orders
Type of order	
Compensation	
Total	

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