

# Landlord Performance Data 2020-21

## 1.0 Number of Homes

Count of homes under the Housing Ombudsman Service's jurisdiction as of 31/03/2020

**Landlord Name** Vivid Housing Limited

### Homes

29,186

## 2.0 Determinations by Outcome

Cases determined between 01/04/2020 - 31/03/2021 by overall determination

### 2.1 Individual Landlord

**Landlord Name** Vivid Housing Limited

<b>Overall Determination</b>	<b>Count</b>	<b>%</b>
Maladministration	4	29%
Partial Maladministration	2	14%
Reasonable Redress	2	14%
No Maladministration	5	36%
Outside Jurisdiction	1	7%
<b>Grand Total</b>	<b>14</b>	<b>100%</b>

## 2.0 Determinations by Outcome (continued)

Cases determined between 01/04/2020 - 31/03/2021 by overall determination

### 2.2 By Landlord Type

*'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types*

Overall Determination	Housing Association	Local Authority	Other	Grand Total
Severe Maladministration	0%	0.1%	0%	0.05%
Maladministration	25%	26%	36%	25%
Partial Maladministration	21%	24%	9%	22%
Reasonable Redress	15%	7%	0%	12%
No Maladministration	28%	28%	18%	28%
Mediation	3%	2%	0%	2%
Outside Jurisdiction	7%	12%	36%	9%
Withdrawn	1%	1%	0%	1%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### 2.3 By Landlord Size

Overall Determination	Less than 1k units	Between 1k and 10k units	More than 10k units	Grand Total
Severe Maladministration	0%	0%	0.1%	0%
Maladministration	25%	22%	26%	25%
Partial Maladministration	15%	21%	23%	22%
Reasonable Redress	9%	12%	13%	12%
No Maladministration	29%	35%	26%	28%
Mediation	2%	2%	3%	2%
Outside Jurisdiction	18%	8%	8%	9%
Withdrawn	2%	1%	1%	1%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### 3.0 Findings by Category

Findings on cases determined between 01/04/2020 - 31/03/2021 category and decision

**Landlord Name** Vivid Housing Limited

Category	Decision				Grand Total
	Service failure	Redress	No maladministration	Outside Jurisdiction	
Tenants Behaviour	1	1	2	1	5
Charges		1	1	1	3
Property Condition	2	1			3
Complaints Handling	2		1		3
Home Ownership Issues (not new t	1			2	3
Estate Management			1	1	2
Staff			1		1
Occupancy Rights				1	1
Landlord Advice	1				1
<b>Grand Total</b>	<b>7</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>22</b>

### 4.0 Orders Made by Type

Orders on cases determined between 01/04/2020 - 31/03/2021 by order type

**Landlord Name** Vivid Housing Limited

Order Type	Count
Compensation	7
Staff Training	1
Other	2
<b>Grand Total</b>	<b>10</b>

## 5.0 Order Compliance Within 3 Months

Orders with compliance target dates between 01/04/2020 - 31/03/2021

### 5.1 Individual Landlord

**Landlord Name** Vivid Housing Limited

<b>Time to comply</b>	<b>Count</b>	<b>%</b>
Within three months	10	100%
<b>Grand Total</b>	<b>10</b>	<b>100%</b>

### 5.2 By Landlord Type

*'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types*

<b>Time to comply</b>	<b>Housing Association</b>	<b>Local Authority</b>	<b>Other</b>	<b>Grand Total</b>
Within three months	98%	99%	100%	99%
More than three months	2%	1%	0%	1%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### 5.3 By Landlord Size

<b>Time to comply</b>	<b>Less than 1k units</b>	<b>Between 1k and 10k units</b>	<b>More than 10k units</b>	<b>Grand Total</b>
Within three months	99%	99%	98%	99%
More than three months	1%	1%	2%	1%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## 6.0 Order Compliance Within 6 Months

Orders with compliance target dates between 01/04/2020 - 31/03/2021

### 6.1 Individual Landlord

Landlord Name	Vivid Housing Limited
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Time to Comply	Count	%
Within six months	10	100%
<b>Grand Total</b>	<b>10</b>	<b>100%</b>

### 6.2 By Landlord Type

*'Other' includes Co-operatives, For profit, Voluntary, Almshouse or Abbeyfield provider types*

Time to comply	Housing Association	Local Authority	Other	Grand Total
Within six months	100%	99%	100%	100%
More than six months	0%	1%	0%	0%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

### 6.3 By Landlord Size

Time to comply	Less than 1k units	Between 1k and 10k units	More than 10k units	Grand Total
Within six months	100%	100%	100%	100%
More than six months	0%	0.3%	0.2%	0.2%
<b>Grand Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

## 7.0 Compensation Ordered

Total amount of compensation ordered in determinations made between 01/04/2020 - 31/03/2021

Landlord Name	Vivid Housing Limited
Type	Order
<b>Total</b>	
£1,200.00	