

Table 1 Housing Ombudsman

HOUSING OMBUDSMAN SERVICE COMPLAINT HANDLING FAILURE ORDER DATA (22-23) and (23-24)								
Non Compliance Types and Trends	Q1 22-23	Q1 23-24	Q2 22-23	Q2 23-24	Q3 22-23	Q3 23-24	Q4 22-23	Q4 23-24
Type 1 (Accept/Progress Complaint)	16	35	35	38	23	17	35	19
Type 2 (Delays in Info to Ombudsman)	6	7	10	12	12	7	2	19
Type 3 (Membership Compliance Failure)	0	1	0	2	3	0	3	0
Total (Types 1, 2 and 3 Combined)	22	43	45	52	38	24	40	38
Not Complied (Of Total of Types 1, 2, 3)	5	18	6	14	10	10	12	18

Table 2 Regulator of Social Housing

REGULATOR OF SOCIAL HOUSING GOVERNANCE AND VIABILITY GRADINGS AND ROUTE ACTIVITY (As at 28th March 2024)															
Governance Rating Total					Viability Rating Total					Route Activity Total					
G1	G2	G3	G4	N/A	V1	V2	V3	V4	N/A	Stability Check	In Depth Assessment	Reactive Engagement	Stability Check and Reactive Engagement	In Depth Assessment and Reactive Engagement	Merger Activity
162	23	13	2	41	72	118	9	1	41	120	33	50	31	5	2