



**Annual Complaints
and
Service Improvement Report
2024-25**

1.0 Introduction

- 1.1 The association is committed to providing high quality and accessible services to tenants by ensuring they meet the needs of people who use them or are affected by them.
- 1.2 As part of our Customer Service Excellence approach, we actively encourage tenant feedback through a variety of sources including our complaints policy, which provides a valuable indicator of our performance.
- 1.3 Our analysis of customer feedback tells us what we are doing well and where things are going wrong, so that we can then put them right, learn from them and take action to ensure they do not happen again. It also assists and feeds into any continuous improvement reviews.
- 1.4 This report provides a summary of complaint and compliments related activity during the year 2024/25.

2.0 Trends and Performance

2.1 Volume:

- 2.1.1 How our complaint case volumes compare with previous years.
- 2.1.2 The table below summarises the number of Stage 1 and Stage 2 complaints received across the last 4 years.

Year	Number of Properties	Number of Complaints Received	Complaints %
2024/25	1,105*	74	6.7%
2023/24	1,115*	40	3.5%
2022/23	1,108*	29	2.6%
2021/22	1,101*	13	1.2%

*Excludes Boaz Trust, Leaseholders and Shared Owners

- 2.1.3 With no significant changes in stock number, Arawak Waltons performance over the past 4 years remains relevant for direct comparison.
- 2.1.4 It can be seen that the number of complaints received in 2024/25 is substantially higher than any preceding year and though we aim to provide a consistently high level of service at all times, we recognise that sometimes we fall short of this, make mistakes and get things wrong. We therefore actively encourage feedback, including complaints to help us learn and improve and the increase is therefore welcomed.
- 2.1.5 Our ability to promote, record, monitor and respond appropriately to complaints has also been significantly strengthened and improved by the recruitment of a Tenant Engagement Officer in June 2024 whose remit includes complaints.

2.2 Tenant Satisfaction Measure's (TSM's)

2.2.1 How our performance against the complaint related Tenant Satisfaction Measures compares to last year.

TSM	20/23/24	2024/25	Change +/-
TP09 Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	53.7%	46.3%	-7.4%
CH01 (1) Number of Stage 1 complaints received per 1000 homes	34.9	67.0	+32.1
CH01 (2) Number of Stage 2 complaints received per 1000 homes	2.7	6.3	+3.6
Proportion of stage 1 complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	87.5%	81.1%	-6.4%
Proportion of stage 2 complaints responded to within the Housing Ombudsman Complaint Handling Code timescales	100%	100%	0

2.2.2 It can be seen that our performance in relation to complaint related TSM's varies but as reported earlier, there has been a significant increase in the number of complaints received from 2023/24 to 2024/25. This is welcomed as it provides assurance that tenants are aware of and able to access the complaint process and provides us with valuable opportunities to review, learn and improve.

2.2.3 This has however, been accompanied by a reduction in satisfaction with complaint handling and the proportion of complaints responded to within the timescales set out within the Housing Ombudsman Complaint Handling Code.

2.3 Complaint Satisfaction Surveys.

2.3.1 In addition to an annual Tenant Satisfaction Survey we ask all tenants who raise a formal complaint to undertake a Complaint Customer Satisfaction Survey once their complaint has been resolved. As there are a relatively low number of complaints raised, the number of satisfaction survey returns is correspondingly low and it is difficult to draw any firm conclusions from the data. We do however, ensure that anything specific that is shared or highlighted within a return is acted on and are reviewing our approach to the undertaking of these surveys in an attempt to increase the number returned.

- 2.3.2 As indicated earlier within this report, we have seen an improvement in the administration, monitoring and oversight of complaints since the recruitment of a Tenant Engagement Officer and clear expectations and performance targets have been set with complaint handling managers. In addition all role profiles contain standard objectives relating to complaint handling and professionalism.
- 2.3.3 Furthermore and as we continue to embed and consolidate the new operating model, introduced in July 2024 we expect the volume of complaints received and satisfaction with complaint handling to stabilise and improve.

2.4 Complaint Outcomes

- 2.4.1 What were the conclusions of our complaint investigations:

Outcome	2024/25	%
Upheld	37	50
Partially upheld	17	23
Not upheld	16	22
Withdrawn	4	5
Total	74	100

- 2.4.2 As per the Ombudsman's post-consultation guidance we continue to use the "Partially Upheld" outcome category - this means that the complaint contained elements of service failure but some elements of the complaint were not deemed to have been proven.
- 2.4.3 Almost 75% of complaints were upheld either in full or in part. All complainants are informed of their right to escalate their complaint and for the Chief Executive (or a Director in their absence) to review a stage one decision. During 2024/25 a total of 10 tenants took this option, If a tenant remains dissatisfied with our stage two response then they have the option to reach out to the Housing Ombudsman Service.

2.5 Refusals

- 2.5.1 Reasons for the exclusion of a complaint are set out within our Complaints, Concerns and Compensation policy and include:
- Matters for which we have a more specific policy in place, including complaints regarding anti-social behaviour, neighbour nuisance or all forms of discrimination.
 - When a tenant makes contact to inform us that something requires our attention, this is a request for service and is not (automatically) a complaint. However, it may progress to a complaint if we discover that the problem had arisen due to inaction or poor service on our part.
 - If the complaint relates to any formal legal proceedings that have commenced- this is defined as details of the claim, such as the Claim Form and Particulars of Claim, having been filed at court. However, should a complaint include any matters that will not be addressed as part of the legal proceedings, a course of action will be agreed upon

between the Operations Director and any other relevant colleagues as to the approach to take and communicated to the tenant.

- Parties whose services are not commissioned or endorsed by us.
- Historical matters that occurred over twelve months before the tenant raised the complaint/dissatisfaction for the first time or when a request to progress a complaint to Stage 2 has not been made within six months of a Stage One response having been provided.
- Matters that have already been considered under this Policy and that have completed our complaints process.

2.5.2 No complaints were excluded during 2024/25.

2.6 Equality, Diversity and Inclusion (ED&I)

2.6.1 How we ensure our tenants can access our complaints process.

2.6.2 As part of our commitment to ensuring all tenants (and others who may need to complain) have equal access to our complaints process, Arawak Walton undertake a review of Equality, Diversity and Inclusion (ED&I) data when considering adjustments or additions to our policies and procedures.

2.6.3 Tenant profile information, including ED&I data such as those below is collected as part of our onboarding process for a new tenant and also reviewed and updated as part of the biennial home visits we undertake with all tenants. As at year end, March 2025 100% of all tenant profile information had been recorded.

2.6.4 Collection of this data enables us to monitor, compare and report against the ED&I data of complainants versus the ED&I characteristics of all tenants.

2.6.5 The table below summarise the position in relation to the ED&I data of complainants versus the ED&I data for all tenants during 2024/25.

2024 – 2025	Complainant Profile %	Difference +/- %	Overall tenant profile %
Disability			
Has a disability	12.70	-4.70	17.40
Does not have a disability	54.90	-6.50	61.40
Refused	32.40	+11.30	21.10
Ethnicity			
Ethnic Minority	77.50	-2.90	80.40
Non-Ethnic Minority	21.10	+2.30	18.80
Refused	1.40	+0.60	0.80
Gender			
Male	19.40	-19.50	38.90
Female	80.60	+19.50	61.10
Age			
16-23	2.80	+1.50	1.30
25-34	21.10	+13.10	8.00

35-44	16.90	-1.50	18.40
45-54	23.90	+0.20	23.70
55-64	22.50	-2.90	25.40
Over 65	12.70	-10.40	23.10

2.6.6 What is the ED&I data telling us?

2.6.7 It can be seen that in 2024/25 the ethnicity of complainants was representative of the ethnicity of all Arawak Walton tenants.

2.6.8 Though accounting for 61% of our tenant population, complaints from females accounted for 81% of complaints received. Conversely, though accounting for 39% of our tenant population, complaints from male tenants accounted for just 20% of complaints received.

2.6.9 The age ranges of tenants who raised complaints during 2024/25 are broadly aligned with the age range of our wider tenant population however, it is noticeable that whilst 23% of our tenants are aged 65 and over, the percentage of complaints received from this cohort is significantly lower at 13%.

2.6.10 We will continue to collect and compare the ED&I data of tenants and complainants to ensure that we are able to identify any specific and required service improvements.

2.7 Service Areas

2.7.1 Which service areas received most complaints.

Analysis of complaints received during 2024/25 shows that the main reason for a tenant raising a complaint was around repairs and maintenance which is consistent with previous years including 2023/24.

2.7.2 We recognise the importance of our repairs and maintenance service and aim to deliver a service which ensures tenants homes and communal areas are safe, secure and compliant with all legislation and regulation whilst also ensuring tenants are treated with dignity and respect, repairs are completed efficiently, within a reasonable timeframe and they are updated as to progress and timescales.

2.7.3 Specific reasons for complaint included:

- Contractor performance e.g. Poor-quality workmanship
- Property condition e.g. damp and mould
- Contractor conduct e.g. failure to attend
- Neighbourhood and environmental issues e.g. communal cleaning and grounds maintenance
- Tenancy issues e.g. rent increase
- Staff conduct e.g. poor attitude and lack of support

2.7.4 Complaints continued to be raised through multiple channels, including website, email, telephone, letter, home visits and via the Housing Ombudsman.

3.0 Service Improvements

3.1 Examples of action taken in response to complaints and feedback.

3.2 Complaints and other feedback mechanisms are a great source of learning and insight and we look to use this to identify and implement service improvements.

3.3 Example of service improvements identified and implemented during 2024/25 include:

3.4 New Operating Model

Responding to the changing legislative and regulatory environment and feedback received e.g. via surveys, a new housing management operating model was implemented in the summer of 2024.

The new model increased investment in tenant engagement and housing management including adding an additional 2 new Officer level posts (Housing Officer and Tenant Engagement Officer) and reduced patch sizes to enable Housing Officers time for tenancy management and home visits, arrears management, estate inspections, ASB/safeguarding and letting properties.

Our ability to promote, record, monitor and respond appropriately to complaints has been significantly strengthened and improved by the recruitment of a Tenant Engagement Officer and supported the delivery of a high quality and joined up effective housing management and repairs service, embedding a culture of customer excellence across the team supported by a team of customer service specialists.

3.5 Customer Involvement with Policy reviews and changes:

Our Tenant Quality Panel has reviewed a number of policies to ensure tenants shape the development, review and monitoring of housing services. Examples of policies reviewed during 2024/25 include our Pest Control and Right to Repair policies.

3.6 Tenant Experience Committee (TEC)

Established in January 2025 by and accountable to our Board of Management for effective scrutiny and challenge around service delivery, drive tenant shaped service improvements, provide the Board with assurance that AWHHA is meeting all its health and safety obligations, review compliance with the Housing Ombudsman Complaint Handling Code and monitor ED&I in all customer related decisions.

3.7 Complaint Learning Forum (CLF)

Established by our Board of Management in January 2025 to strengthen accountability, improve service delivery and ensure compliance with the Housing Ombudsman Complaint Handling Code. The CLF is a consultative body, reviewing complaints to identify systemic issues, promote learning and drive continuous improvement.

3.8 Knowing our Tenants and Properties:

We continue to visit all our tenants in their homes to ensure that information held is up to date and accurate, identify any reasonable adjustments that need to be made and any property issue or support needs.

3.9 Tailoring our Services - income management

Learning from a complaint we reviewed our approach to income management, specifically in relation to the sending of rent arrears letters to ensure we take full account of individual tenants circumstances and manage appropriately.

3.10 Tailoring our Services - damp and mould

Learning from a damp and mould related complaint we provided refresher training to staff on identifying damp and mould which included communications with tenants when raising and recording damp and mould related repairs to ensure accurate, consistent and comprehensive recording. In addition we reviewed all properties where two or more reports of damp and mould had been reported to investigate, identify and resolve any root causes.

3.11 Weekly Performance Review Meetings:

Our Housing Services and Property Delivery Teams now meet every Monday to review all repair related activity and performance to ensure we are able to identify any issues and respond as soon as possible.

3.12 Contractor Performance:

We have introduced contractor performance review meetings to review tenant satisfaction feedback, repair response times and quality of workmanship.

3.13 Customer Services Team (CST)

Providing ongoing training to improve the CST's ability to accurately diagnose and raise a repair, taking full account of individual tenants circumstances and making reasonable adjustments as required e.g. appointment date and times.

3.14 Temporary Accommodation

In certain circumstances it is necessary to temporarily move a tenant from their main home. Learning from a complaint we have reviewed our processes to ensure that when booking temporary accommodation, meals are included within the booking.

3.15 Tenant Voice Video

We provide a tenant with the ability to be interviewed about their experience with Arawak Walton and this is shared with our Board before each meeting. In this way our Board get to hear directly from tenants on a regular basis.

4.0 Housing Ombudsman Investigations and Judgements

4.1 What cases have the Housing Ombudsman investigated and what were their findings?

- 4.2 Arawak Walton received 1 determination from the Housing Ombudsman (excluding cases outside of their jurisdiction or withdrawn) during 2024/25. This related to our handling of the tenants:
- Report of repairs
 - Report of a rodent infestation
 - Report of damp
 - Complaint
- 4.3 Within their determination they found there to be:
- Service failures in our handling of repairs, rodent infestation and handling of the complaint.
 - Maladministration in relation to our record keeping
- 4.4 The Housing Ombudsman provides the following explanations as to the different categories of outcomes from an investigation;
- 4.5 **Service failure** - is the lowest level of maladministration and is reserved for minor failings where action is still needed to put things right. We will still apply a finding to a service failure where we identify a single or very limited number of minor failings in the landlords service delivery which we determine have had a minimal detrimental impact on the resident.
- 4.6 Minor failings often (but not always) include:
- A single limited-service failure
 - Administrative errors with limited impact on the resident
 - Minor delays to complaint handling
- 4.7 **Maladministration** - this finding should be made where there was a failure which has adversely affected the resident. The failure will often (but not always) include:
- The landlord not responding, or its response exacerbating the situation and further undermining the landlord/resident relationship
 - Several independent service failures
 - Service failures accumulating over a period of time
 - The landlord failing to provide a service, put things right, or learn from outcomes
 - The landlord failing to engage with the Ombudsman's investigation
 - The landlord failing to engage with the Ombudsman's Complaint Handling Failure Orders (CHFO), including the pre-CHFO stage and order itself
- 4.8 There may be evidence that the landlord has:
- Failed to acknowledge its failings and/or has made no attempt to put things right
 - Acknowledged failings and/or made some attempt to put things right but failed to adequately address the detriment to the resident

and/or the offer was not proportionate to the failings identified by our investigation

- Previously received a service failure or maladministration finding from the Ombudsman in relation to the same issues and has not demonstrated
- Sufficient learning in the present case

4.9 Arawak Walton has complied with all orders and recommendations made by the Housing Ombudsman and confirmed the same with both the tenant and the Ombudsman. A copy of the full Housing Ombudsman Landlord Performance Report 2024/25 is provided within **Appendix 1**.

5.0 Housing Ombudsman Insight

5.1 In addition to investigations, the Housing Ombudsman also provides a wide range of support, training and learning resources including Spotlight, Special Investigation, Learning from Severe Maladministration, Insight and Quarterly Complaints Handling reports, webinars and an on-line training hub. Arawak Walton continues to gain and use insight from these resources to ensure our policies, procedures and processes reflect best practice.

6.0 Anti-social Behaviour

6.1 Arawak Walton recognise that all tenants have the right to the quiet enjoyment of their homes without serious disturbance and that in order to provide safe, clean and green neighbourhoods we must work with tenants and partners to effectively prevent or respond to incidents of anti-social behaviour.

6.2 The table below summarises how our performance against ASB related Tenant Satisfaction Measures (TSM) compares to last year:

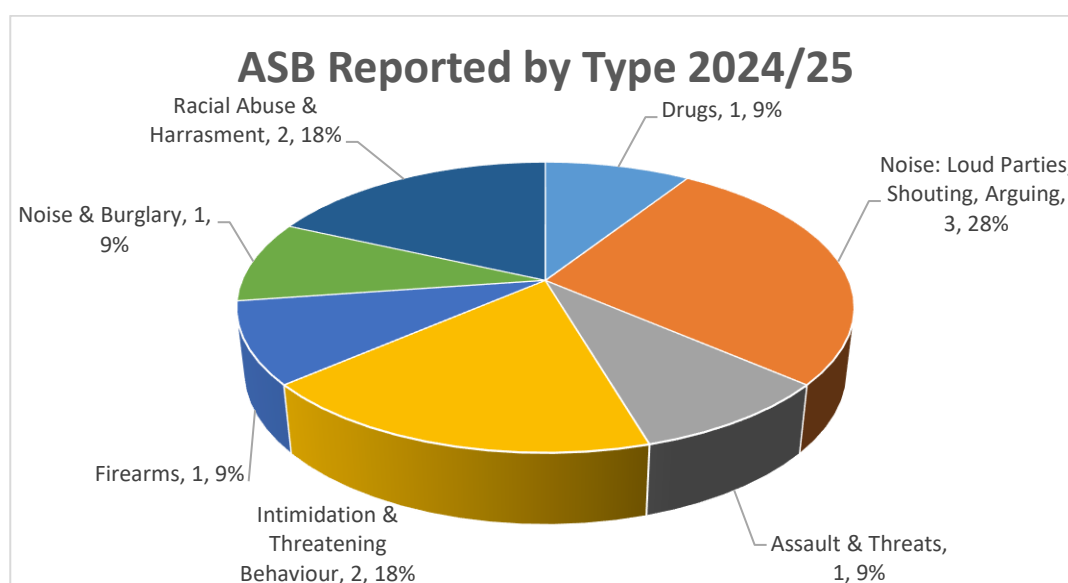
TSM	2023/24	2024/25	Change +/-
Number of anti-social behaviour cases opened per 1000 homes NM01 (1)	8.9	9.9	+1
Number of anti-social behaviour cases that involve hate incidents opened per 1000 homes NM01 (2)	0.0	1.8	+1.8
Satisfaction with approach to handling ASB TP12	76%	80%	+4%

6.3 The table below summarises ASB complaints received in 2024/25 compared to previous years:

Anti-Social Behaviour	
Year	Complaints Received
2024/25	11
2023/24	17
2022/23	12
2020/21	7
2019/20	14

- 6.4 It can be seen that the number of cases received is lower than in 2023/24 but broadly consistent across the previous 5 years.

The chart below summarises ASB reported by type during 2024/25.



- 6.5 As can be seen we have relatively low number of ASB cases reported which whilst positive, can also be an indicator of under-reporting or a lack of confidence in a landlord's ability to manage issues if reported. It is therefore essential that we engage with tenants and communities and work with our partners to build trust and relationships within neighbourhoods. In support of this all colleagues undertake regular and mandatory training on anti-social behaviour.

7.0 Compliments

- 7.1 We received and recorded a total of 22 compliments during the year, 16 (73%) of which related to contractor performance, 5 (23%) related to service from staff and 1 (4%) related to property condition.

8.0 Tenant Experience Committee and Arawak Walton Board of Management

- 8.1 This report and our Housing Ombudsman Complaint Handling Code Self-Assessment were considered by our Tenant Experience Committee at their

meeting on 16 September 2025 and Arawak Walton Board of Management at their meeting on 24 September 2025.

- 8.2 The Self-Assessment had been prepared in conjunction with the Board Member Responsible for Complaints (MRC), Sharon Thomas and the Chair of the Tenant Experience Committee, Elizabeth Webster.
- 8.3 Board acknowledged the work that had gone into preparation of the documents and thanked both for their input. Board acknowledge the comprehensive approach to managing complaints and the resulting service improvements identified and implemented.
- 8.4 Looking forwards, the formation of both the Tenant Experience Committee and Complaint Learning Forum and review of the Tenant Quality Panel, together with the undertaking of further analysis around the root cause of complaints, satisfaction with complaint handling and outcomes and links to ED&I were discussed and cited as evidence of our commitment to continuous improvement and a learning culture.
- 8.5 A comprehensive suite of relevant key performance indicators will continue to be recorded, monitored and reported to both the Tenant Experience Committee and Board of Management on a quarterly basis and our Complaint Learning Forum will meet quarterly to review specific complaint handling and learning outcomes.

Housing
Ombudsman Service

LANDLORD PERFORMANCE REPORT

2024/2025

Arawak Walton Housing Association Limited

Arawak Walton Housing Association Limited

Landlord:

Arawak Walton Housing Association Limited

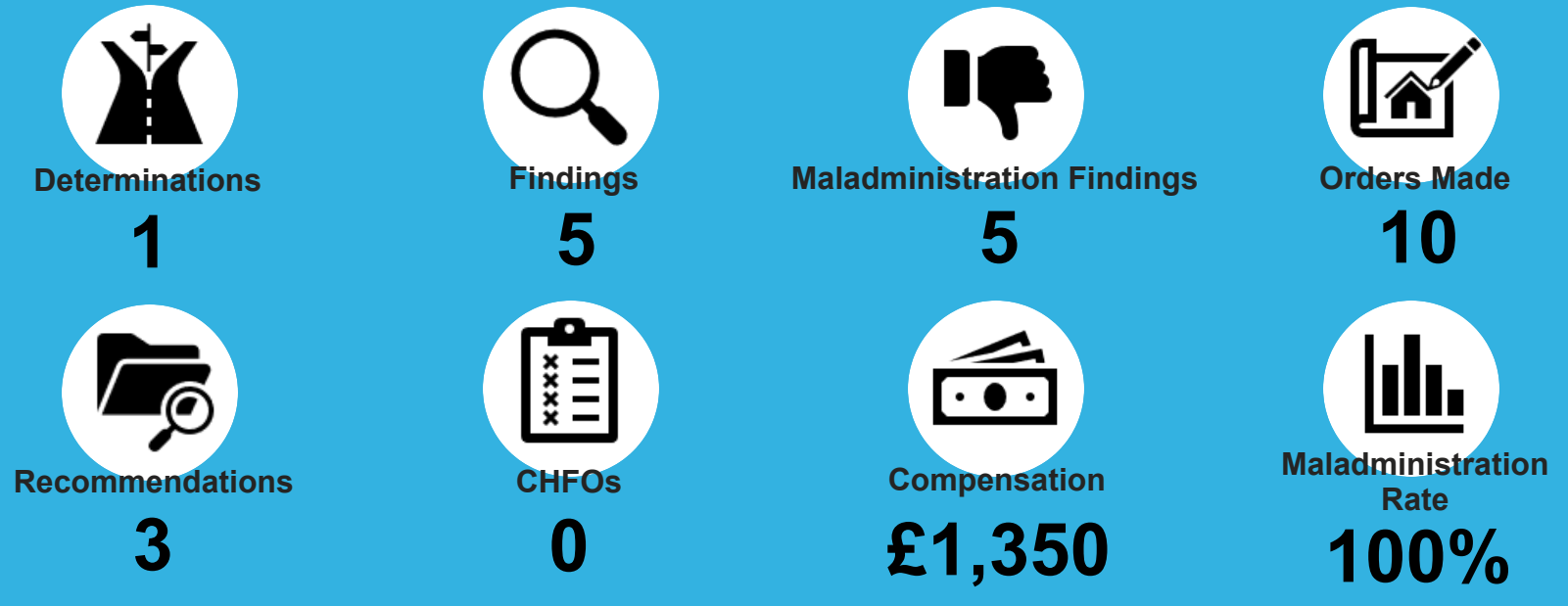
Landlord Homes:

1,123

Landlord Type:

Housing Association

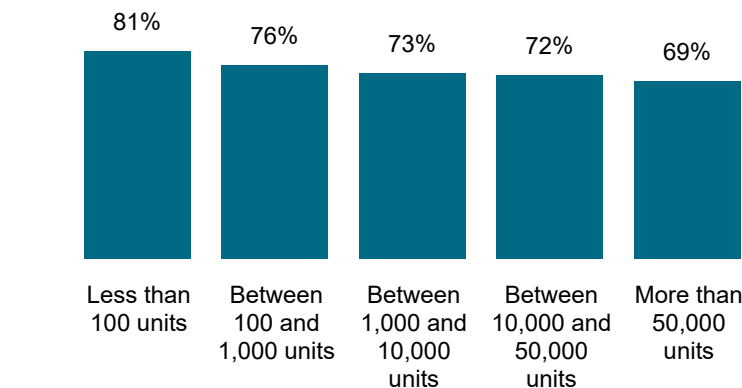
PERFORMANCE AT A GLANCE



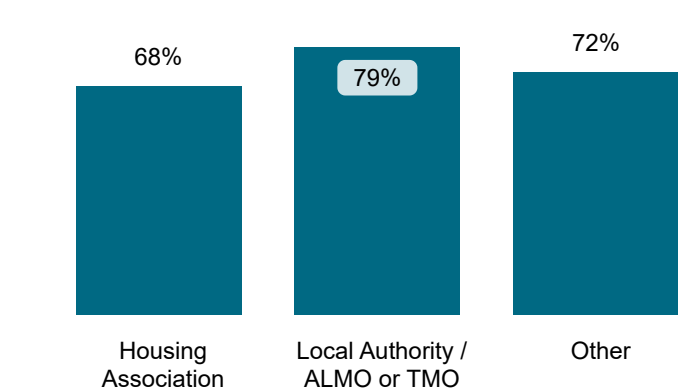
Maladministration Rate *Comparison* | Cases determined between April 2024 - March 2025

NATIONAL MALADMINISTRATION RATE: 71%	National Maladministration rate for Landlords of a similar size <i>and</i> type: 70%
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National Mal Rate by Landlord Size: Table 1.1



by Landlord Type: Table 1.2



Findings Outcome Comparison | Cases determined between April 2024 - March 2025

National Performance by Landlord Size: Table 2.1

Outcome	Less than 100 units	Between 100 and 1,000 units	Between 1,000 and 10,000 units	Between 10,000 and 50,000 units	More than 50,000 units	National	Landlord Findings
Severe Maladministration	5%	10%	5%	5%	5%	5%	0%
Maladministration	38%	36%	41%	41%	41%	41%	40%
Service failure	32%	24%	22%	22%	20%	21%	60%
Mediation	0%	0%	1%	2%	2%	1%	0%
Redress	3%	6%	10%	12%	17%	13%	0%
No maladministration	14%	17%	15%	13%	10%	13%	0%
Outside Jurisdiction	8%	7%	6%	6%	5%	6%	0%
Withdrawn	0%	0%	0%	0%	0%	0%	0%

National Performance by Landlord Type: Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	National	Landlord Findings
Severe Maladministration	4%	6%	3%	5%	0%
Maladministration	39%	45%	35%	41%	40%
Service failure	21%	22%	27%	21%	60%
Mediation	1%	1%	1%	1%	0%
Redress	16%	7%	10%	13%	0%
No maladministration	13%	11%	15%	13%	0%
Outside Jurisdiction	5%	7%	8%	6%	0%
Withdrawn	0%	0%	0%	0%	0%

Landlord Findings by Category | Cases determined between April 2024 - March 2025

Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Property Condition	0	1	2	0	0	0	0	0	3
Complaints Handling	0	0	1	0	0	0	0	0	1
Information and data management	0	1	0	0	0	0	0	0	1
Total	0	2	3	0	0	0	0	0	5

Findings by Category Comparison | Cases determined between April 2024 - March 2025

Top Categories for Arawak Walton Housing Association Limited

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	3	100%	73%
Complaints Handling	1	100%	77%
Information and data management	1	100%	90%

National Maladministration Rate by Landlord Size:

Table 3.2

Category	Less than 100 units	Between 100 and 1,000 units	Between 1,000 and 10,000 units	Between 10,000 and 50,000 units	More than 50,000 units	% Landlord Maladministration
Complaints Handling	100%	86%	84%	81%	70%	100%
Information and data management	50%	100%	89%	89%	92%	100%
Property Condition	65%	79%	73%	74%	73%	100%

National Maladministration Rate by Landlord Type:

Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Complaints Handling	73%	87%	86%	100%
Information and data management	87%	94%	100%	100%
Property Condition	71%	79%	68%	100%

Findings by Sub-Category | Cases Determined between April 2024 - March 2025

Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Pest control (within property)	0	0	1	0	0	0	0	0	1
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	1	2	0	0	0	0	0	3

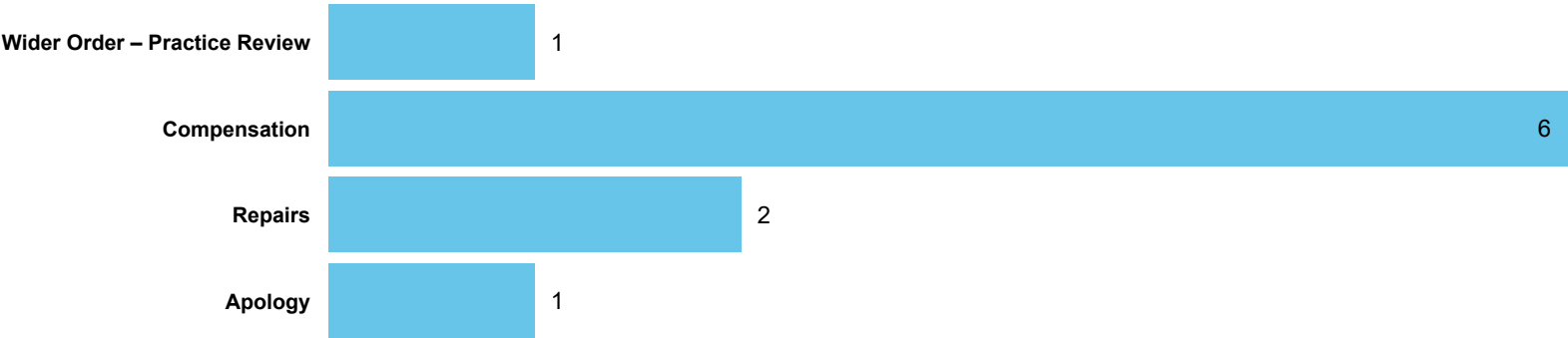
Top Sub-Categories | Cases determined between April 2024 - March 2025

Table 3.5



Orders Made by Type | Orders on cases determined between April 2024 - March 2025

Table 4.1



Order Compliance | Order target dates between April 2024 - March 2025

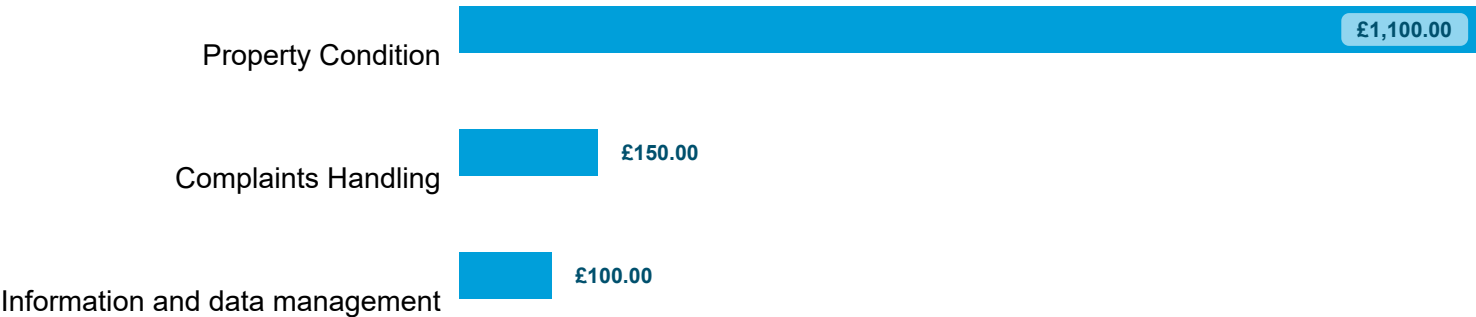
Table 4.2

Order Complete?	Within 3 Months	
	Count	%
Complied	10	100%
Total	10	100%

Compensation Ordered | Cases Determined between April 2024 - March 2025

Table 5.1

Ordered Recommended



Introduction | *Notes on your figures in this report*

The Housing Ombudsman's 2024-25 landlord reports are for landlords with 5 or more findings made in cases determined between 1 April 2024 and 31 March 2025.

The data comes from our casework management system. The reports include statistics on cases determined in the period. If we published a performance report for the landlord last year, then its individual report will also include limited statistics about cases determined between 1 April 2022 and 31 March 2024 for year-on-year comparison. Where a landlord has merged, we have merged the 2022-24 data and it may therefore be different to the published figures last year.

Determinations | *Cases Determined*

The number of cases determined (decided upon) for this landlord by the Ombudsman. 2 determinations were recorded for Arawak Walton Housing Association Limited, this includes OSJ and Withdrawn determinations. 1 determination was made excluding OSJ and Withdrawn.

In this report we are only counting the determinations excluding OSJ and Withdrawn overall - this is a change from previous years to where we counted all Determinations. We have also adjusted the determined figures for 22/23 and 23/24 referenced on the first page of this report to exclude OSJ and Withdrawn so that it is comparable. This means these figures may not match the published reports for those years.

Findings | *Category Findings*

The number of findings on cases determined. Each category on a determined case has one finding. When we count findings, we exclude any cases where the entire case was declared outside our jurisdiction (OSJ) or all elements of the complaint were entirely Withdrawn, usually prior to the case being allocated for investigation.

On this basis, we are only counting the findings made in the 1 determination. 5 findings were recorded for Arawak Walton Housing Association Limited in these 1 determination.

Maladministration Rate | *Calculated from Category Findings*

Under our Scheme, maladministration includes findings of severe maladministration, maladministration and service failure. The number of findings of maladministration are expressed as a percentage of the total number of findings (excluding findings of 'outside jurisdiction' and 'withdrawn'). This is referred to as 'mal rate'.

The number of findings recorded for Arawak Walton Housing Association Limited to calculate the Maladministration rate is 5. This excludes the findings of Outside Jurisdiction or where elements of the case were Withdrawn during our investigation, but we made other findings on the case.

The number of 'Mal' findings recorded for Arawak Walton Housing Association Limited is 5, which gives the Maladministration rate of 100.0% (5 / 5). The national Mal rate is calculated on the same basis and is comparable to previous reports.

Orders | *Calculated from Orders issued on Cases Determined*

We issue Orders when the case investigation has resulted in a category finding of some level of maladministration or mediation. They are intended to put things right for the resident. We can issue multiple orders for each category of a case, so if we issue compensation of £50 for one category, and £50 for another category - we will count this as two orders even though the Landlord may just see it as one order of £100 compensation for the case.

The number of orders recorded for Arawak Walton Housing Association Limited is 10, these orders are across 5 category findings.

Unit Numbers | *Homes owned by the Landlord*

The number of homes (or 'units') owned or managed by the member landlord under the Housing Ombudsman Service's jurisdiction as of 31 March 2024. This is based on information available from the Regulator of Social Housing and provided by landlords.