



HOHP User Group Event 13 August 2014

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Homeowner Housing Panel (hohp)



Registration of Property Factors

- The total number of registered Property Factors: **357**
- **20** local authorities
- **120** Housing Associations (registered social landlords)
- **217** Commercial property factors (including **137** land management companies that are registered as factors)

This information has been supplied by the Property Factor Registration Team.



HOHP Applications

460 - Total number of applications received from 1 October 2012- 31 July 2014

- **18** in 2012
- **333** in 2013 (includes 146 applications from one development and 15 applications from one homeowner over 2 developments)
- **109** in 2014



Rejected Applications

110- Total number of rejected applications

Reasons rejected:

- 18(2)(a)- that it is vexatious or frivolous - 35
- 18(2)(b)- that the homeowner has not afforded the property factor a reasonable opportunity to resolve the dispute- 23
- 18(2)(c) – where the homeowner has previously made an identical or substantially similar application in relation to the same property, that a reasonable period of time has not elapsed between the applications, or - 1
- 18(2)(d)- that the dispute to which the application relates has been resolved- 51



Withdrawn Applications

44 Total number of withdrawn applications

Reasons withdrawn:

23- Resolved

8- Process too long

7- New application submitted

2- To gather further information

2- Due to outcome of lead application

2- No reason given



Decisions

Total number of Decisions published: **57**

Of **57** Decisions, **35** resulted in at least one ground of complaint within the application being upheld.

Of the **57** cases determined, they can be broken down as follows:

3 determinations involving **2** Local Authorities.

8 determinations involving **7** Housing Associations.

46 determinations involving **21** Property Factoring Firms.



Summary of 57 Published Decisions

Section of Code	No of Complaints	No of Complaints upheld by Committee (HOHC)
Section 1- Written Statement of Service	26	10
Section 2- Communication and Consultation	38	20
Section 3- Financial Obligations	21	8
Section 4- Debt Recovery	10	4
Section 5- Insurance	11	5
Section 6- Repairs and Maintenance	40	9
Section 7- Complaint Resolution	23	13
Property Factors Duties	47	15
TOTAL	216	84



Figures

- Number of Hearings: 75 (1st took place April 2013)
- Number of Mediations: 3
- Number of PFEO'S: 29
- Number of Variations of PFEO'S: 1
- Number of Failure to Comply issued: 3
- Number of Certificate of Compliance issued: 13
- Number of Appeals: 6
- Number of cases sent for Prosecution: 2



Figures

Total number of applications determined, rejected or withdrawn: **375**

Total number of applications where written decisions issued by Committees: **221**

Total number of applications rejected and withdrawn: **154**



Finance Figures

Year	Costings
2012 (From 1 Oct 12 to 31 Mar 13)	£195,000.00 (See note below)
2013 (1 Apr 13 to 31 Mar 14)	£260,700.00
2014 (1 April 14 to 30 June 14)	£63,625.00

The above expenditure for 2012 is shown on the basis of the financial year 1 October 2012 (date of commencement of the Panel) to 31 March 2013. These figures include transitional and initial set-up costs from October to December 2012 which are not recurring costs.

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Questions

