

Housing

Ombudsman Service

London Insight report
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London context

21% London households are social renters

- 16% rest of England
- Higher proportion of local authority rental

Stock profile is different

- Over half of all London homes are flats/apartments/maisonettes
 - Three out of four social rent homes

More older homes, but they are in better condition, except when they're really not

Key statistics

47% of cases come from London residents

- Three times the expected ratio

54 of the 101 fire safety complaints

12 of the 31 structural safety complaints

12 of the 17 district heating complaints

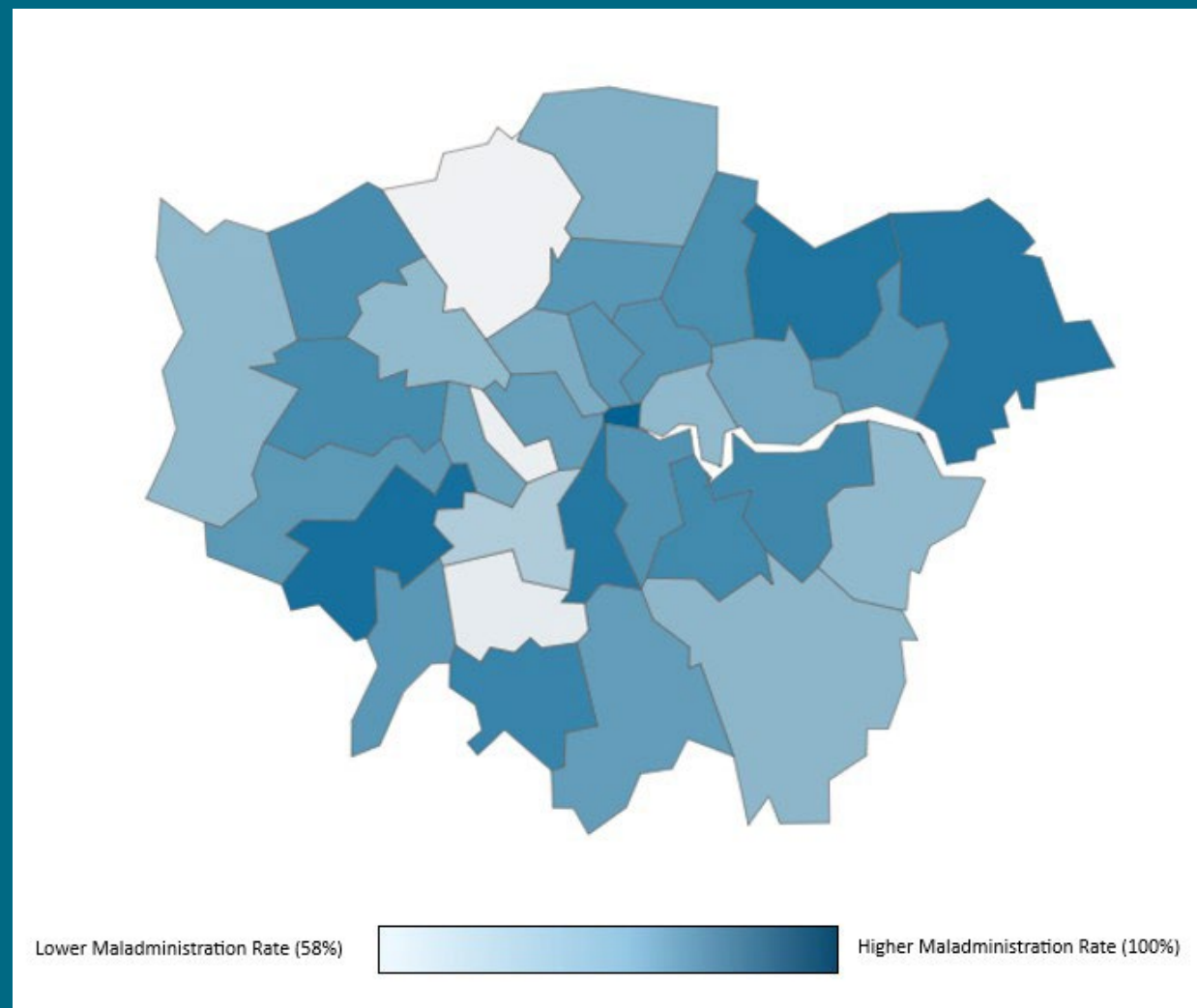
56% of all shared/leasehold complaints

Over two thirds of all complaint handling failure orders

Maladministration rates

9.3% severe mal rate
7.4% rest of England

77% mal rate
68.5% rest of England



Maladministration rates

Highest mal rate for housing associations

- 74%

Highest mal rate for local authorities

- 82%

Highest mal rate for >10,000 homes

- 77%

Highest mal rate for 1,000-10,000 homes

- 79%

Second highest mal rate for <1,000 homes

- 75%

Quality

Highest mal rate for property condition

- 78%

Highest mal rate for health & safety

- 74%

Highest mal rate for ASB

- 73%

Key Learning

Positive complaints culture

Don't lose sight of the person

Good record keeping = good customer service

Good complaint handling recovers trust

Use insight and intelligence strategically

Further reading

Spotlights

- Attitudes, rights and respect
- Cladding
- Damp and mould
- Heating, hot water and energy
- Knowledge and information management
- Noise

Special reports

- Catalyst (now Peabody)
- Clarion
- Hammersmith & Fulham Council
- Haringey Council
- Islington Council
- Lambeth Council
- London & Quadrant
- Southern Housing

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