

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Accent Group Limited

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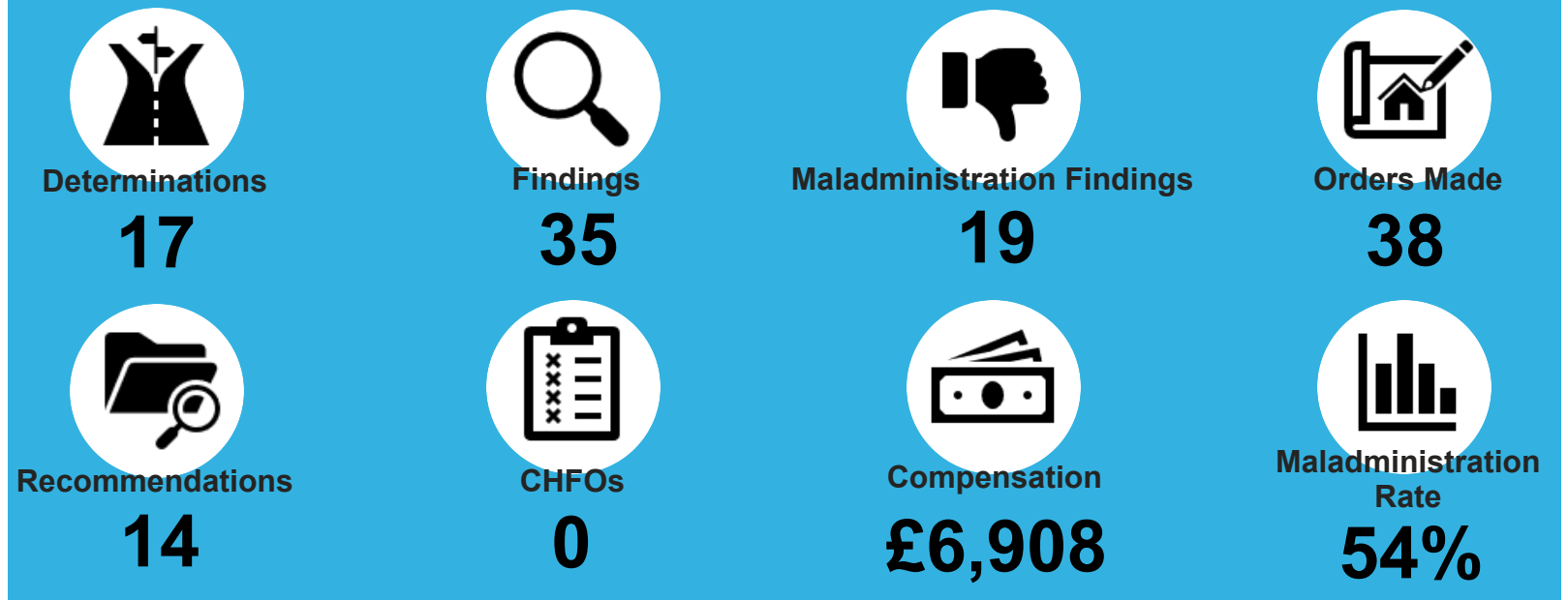
Landlord:

Landlord Homes: 19,936

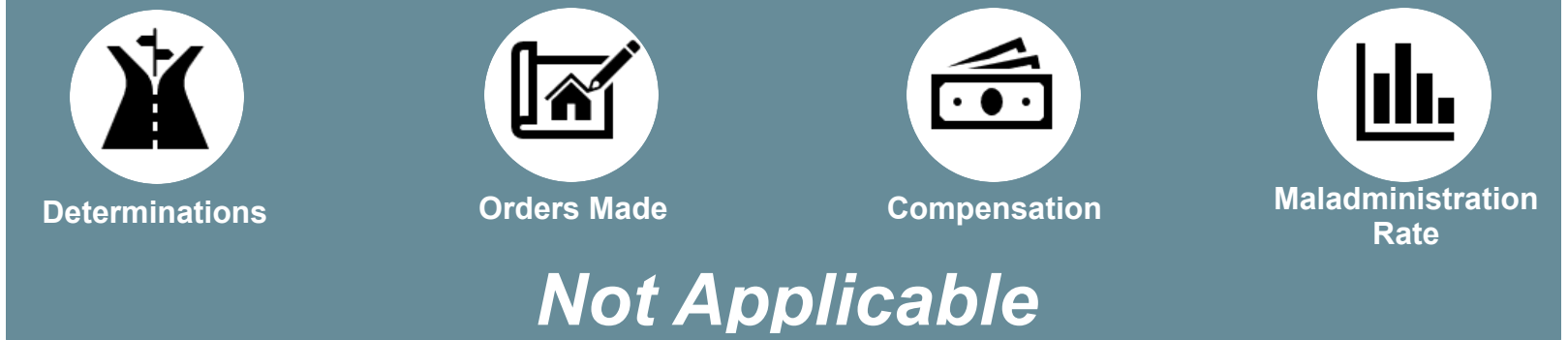
Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023

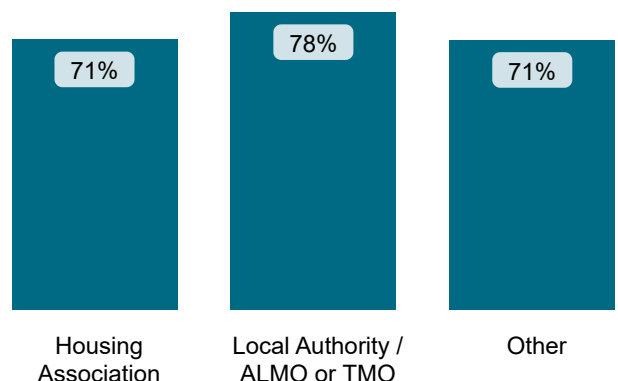
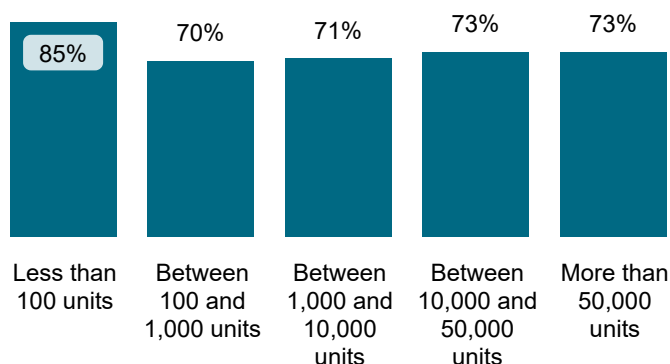


Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

NATIONAL MALADMINISTRATION RATE: 73% The landlord performed *similarly* when compared to similar landlords by size and type.

National Mal Rate by Landlord Size: [Table 1.1](#)

by Landlord Type: [Table 1.2](#)



Findings Comparison | Cases determined between April 2023 - March 2024

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	Total
Severe Maladministration	15%	6%	4%	8%	7%	7%
Maladministration	36%	37%	42%	42%	43%	42%
Service failure	17%	19%	20%	18%	19%	19%
Mediation	0%	0%	1%	1%	1%	1%
Redress	0%	5%	7%	8%	12%	9%
No maladministration	13%	21%	19%	16%	12%	15%
Outside Jurisdiction	19%	11%	8%	7%	5%	7%
Withdrawn	0%	0%	0%	0%	0%	0%

Accent Group Limited	
Outcome	% Findings
Severe Maladministration	3%
Maladministration	40%
Service failure	11%
Mediation	0%
Redress	14%
No maladministration	31%
Outside Jurisdiction	0%
Withdrawn	0%

National Performance by Landlord Type: Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	Total
Severe Maladministration	6%	9%	6%	7%
Maladministration	41%	45%	36%	42%
Service failure	19%	18%	21%	19%
Mediation	1%	1%	0%	1%
Redress	12%	4%	6%	9%
No maladministration	15%	15%	21%	15%
Outside Jurisdiction	6%	9%	10%	7%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	3%
Maladministration	40%
Service failure	11%
Mediation	0%
Redress	14%
No maladministration	31%
Outside Jurisdiction	0%
Withdrawn	0%

Landlord Findings by Category | Cases determined between April 2023 - March 2024

Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Property Condition	1	6	0	0	1	4	0	0	12
Complaints Handling	0	4	3	0	2	2	0	0	11
Anti-Social Behaviour	0	2	1	0	0	0	0	0	3
Information and data management	0	1	0	0	0	1	0	0	2
Staff	0	0	0	0	2	0	0	0	2
Buying or selling a property	0	0	0	0	0	1	0	0	1
Charges	0	0	0	0	0	1	0	0	1
Health and Safety (inc. building safety)	0	0	0	0	0	1	0	0	1
Moving to a Property	0	0	0	0	0	1	0	0	1
Reimbursement and Payments	0	1	0	0	0	0	0	0	1
Total	1	14	4	0	5	11	0	0	35

Findings by Category Comparison | Cases determined between April 2023 - March 2024

Top Categories for Accent Group Limited

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	12	58%	73%
Complaints Handling	11	64%	84%
Anti-Social Behaviour	3	100%	68%

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
Anti-Social Behaviour	71%	61%	60%	67%	75%	100%
Complaints Handling	100%	87%	87%	86%	81%	64%
Property Condition	75%	63%	72%	74%	74%	58%

National Maladministration Rate by Landlord Type: Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Anti-Social Behaviour	68%	69%	67%	100%
Complaints Handling	81%	91%	91%	64%
Property Condition	72%	77%	59%	58%

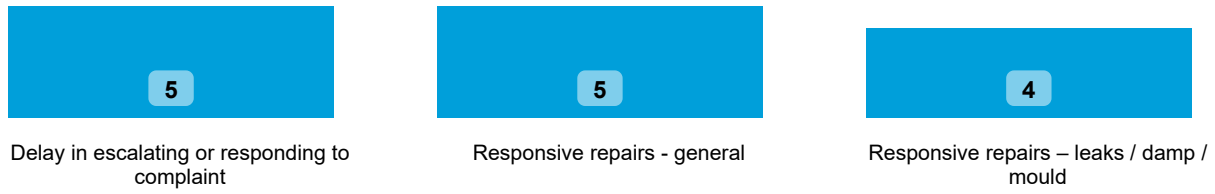
Findings by Sub-Category | Cases Determined between April 2023 - March 2024 Table 3.4

Highlighted Service Delivery Sub-Categories *only*:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	1	2	0	0	1	1	0	0	5
Responsive repairs – leaks / damp / mould	0	3	0	0	0	1	0	0	4
Staff conduct	0	0	0	0	2	0	0	0	2
Gas inspections and safety	0	0	0	0	0	1	0	0	1
Responsive repairs – heating and hot water	0	0	0	0	0	1	0	0	1
Total	1	5	0	0	3	4	0	0	13

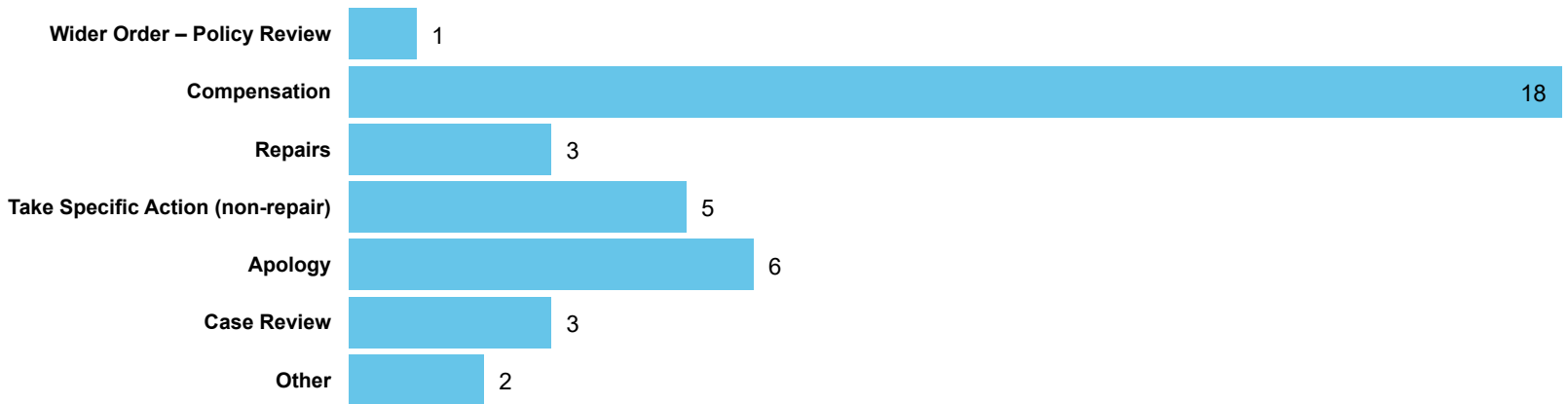
Top Sub-Categories | Cases determined between April 2023 - March 2024

Table 3.5



Orders Made by Type | Orders on cases determined between April 2023 - March 2024

Table 4.1



Order Compliance | Order target dates between April 2023 - March 2024

Table 4.2

Order	Within 3 Months	
Complete?	Count	%
Complied	38	100%
Total	38	100%

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended

