

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Gentoo Group Limited

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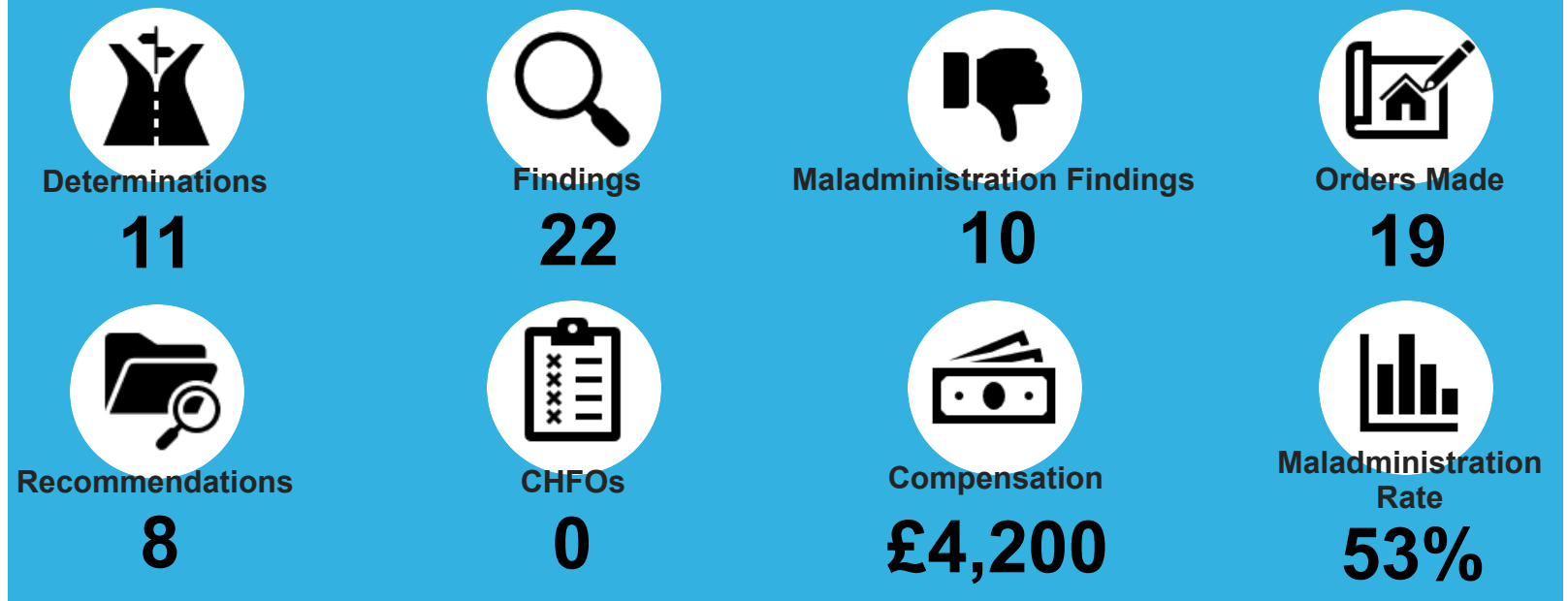
Landlord:

Landlord Homes: 29,683

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



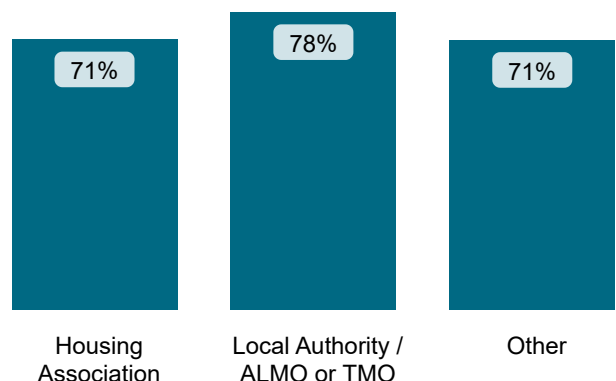
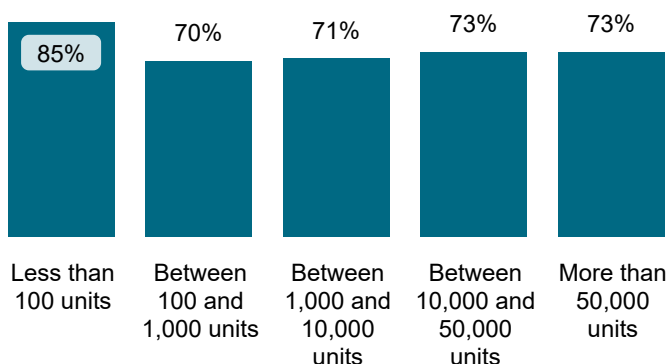
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

NATIONAL MALADMINISTRATION RATE: 73%

The landlord performed well 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 | 14% | 6% | 4% | 8% | 7% | 7% |
| Maladministration | 35% | 37% | 41% | 42% | 43% | 42% |
| Service failure | 18% | 19% | 20% | 18% | 19% | 19% |
| Mediation | 0% | 0% | 1% | 1% | 1% | 1% |
| Redress | 0% | 5% | 7% | 8% | 12% | 9% |
| No maladministration | 12% | 21% | 20% | 15% | 12% | 15% |
| Outside Jurisdiction | 22% | 11% | 8% | 7% | 5% | 7% |
| Withdrawn | 0% | 0% | 0% | 0% | 0% | 0% |

| Gentoo Group Limited | |
|--------------------------|------------|
| Outcome | % Findings |
| Severe Maladministration | 5% |
| Maladministration | 18% |
| Service failure | 23% |
| Mediation | 0% |
| Redress | 5% |
| No maladministration | 36% |
| Outside Jurisdiction | 14% |
| Withdrawn | 0% |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% | 5% | 9% |
| No maladministration | 15% | 15% | 21% | 15% |
| Outside Jurisdiction | 6% | 9% | 11% | 7% |
| Withdrawn | 0% | 0% | 0% | 0% |

| Outcome | % Findings |
|--------------------------|------------|
| Severe Maladministration | 5% |
| Maladministration | 18% |
| Service failure | 23% |
| Mediation | 0% |
| Redress | 5% |
| No maladministration | 36% |
| Outside Jurisdiction | 14% |
| 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 | 1 | 2 | 0 | 0 | 3 | 1 | 0 | 8 |
| Complaints Handling | 0 | 2 | 0 | 0 | 0 | 3 | 0 | 0 | 5 |
| Staff | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 3 |
| Buying or selling a property | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| Information and data management | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 2 |
| Occupancy Rights | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Reimbursement and Payments | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Total | 1 | 4 | 5 | 0 | 1 | 8 | 3 | 0 | 22 |

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

Top Categories for Gentoo Group Limited

Table 3.1

| Category | # Landlord Findings | % Landlord Maladministration | % National Maladministration |
|---------------------|---------------------|------------------------------|------------------------------|
| Property Condition | 7 | 57% | 73% |
| Complaints Handling | 5 | 40% | 84% |
| Staff | 3 | 33% | 48% |

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% | 87% | 87% | 86% | 81% | 40% |
| Property Condition | 75% | 63% | 72% | 74% | 74% | 57% |
| Staff | 67% | 63% | 47% | 49% | 46% | 33% |

National Maladministration Rate by Landlord Type: Table 3.3

| Category | Housing Association | Local Authority / ALMO or TMO | Other | % Landlord Maladministration |
|---------------------|---------------------|-------------------------------|-------|------------------------------|
| Complaints Handling | 81% | 91% | 91% | 40% |
| Property Condition | 72% | 77% | 59% | 57% |
| Staff | 48% | 50% | 50% | 33% |

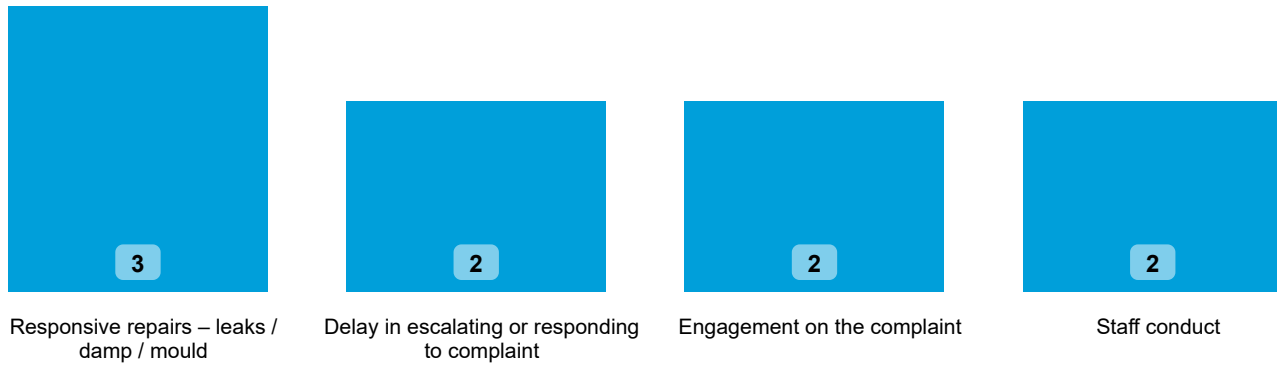
Findings by Sub-Category | Cases Determined between April 2023 - March 2024 Table 3.4

Highlighted Service Delivery Sub-Categories only:

| Sub-Category | Severe Maladministration | Maladministration | Service failure | Mediation | Redress | No maladministration | Outside Jurisdiction | Withdrawn | Total |
|--|--------------------------|-------------------|-----------------|-----------|----------|----------------------|----------------------|-----------|----------|
| Responsive repairs – leaks / damp / mould | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 3 |
| Staff conduct | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 2 |
| Responsive repairs - general | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Responsive repairs – heating and hot water | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Total | 1 | 1 | 1 | 0 | 1 | 3 | 0 | 0 | 7 |

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 Complete? | Within 3 Months | |
|-----------------|-----------------|-------------|
| | Count | % |
| Complied | 18 | 100% |
| Total | 18 | 100% |

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended

