

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Joseph Rowntree Housing Trust

[Joseph Rowntree Housing Trust](#)

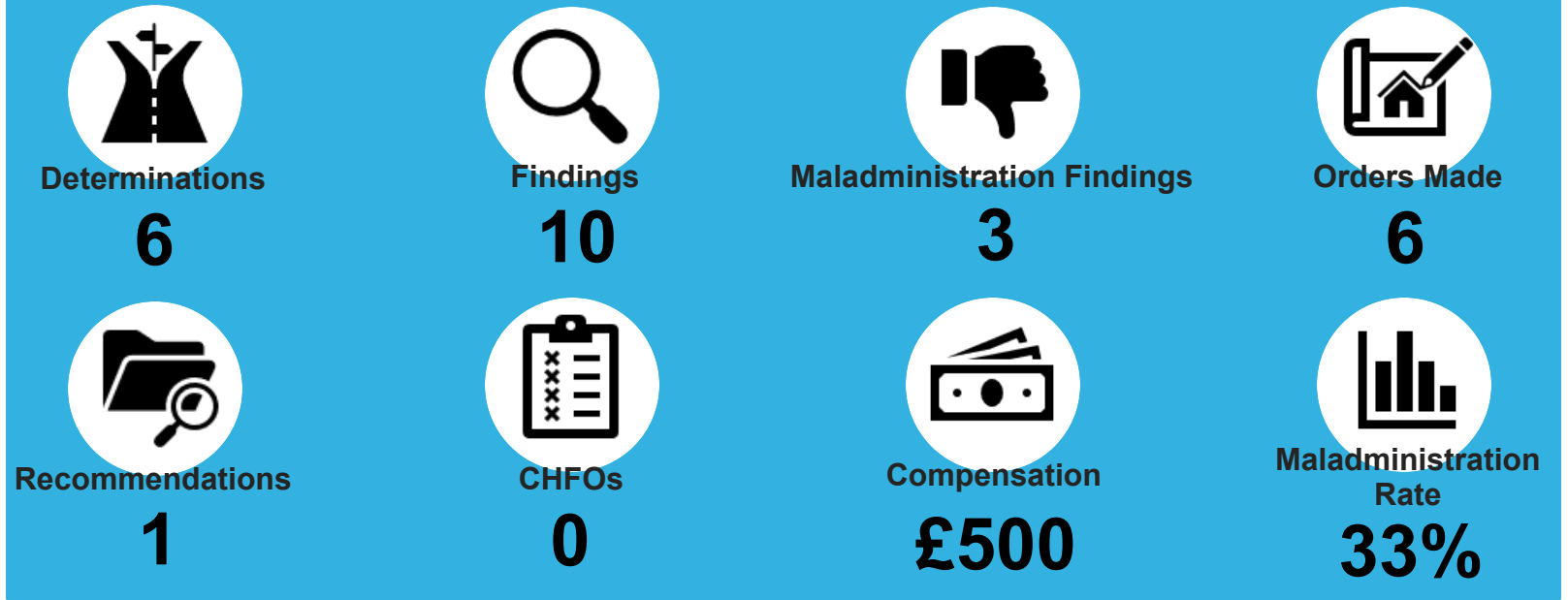
Landlord:

Landlord Homes: 2,519

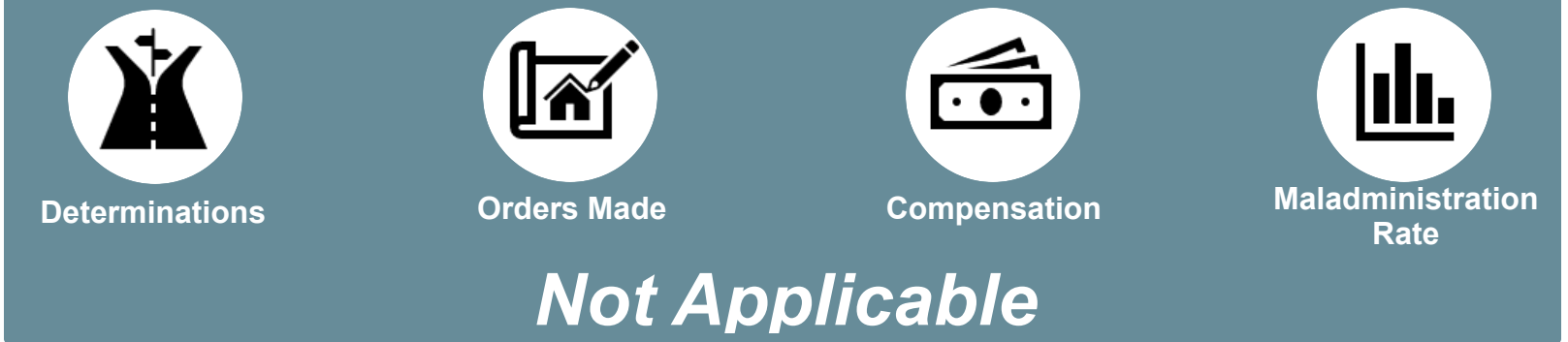
Landlord Type:

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Withdrawn	0%	0%	0%	0%	0%	0%

Joseph Rowntree Housing Trust	
Outcome	% Findings
Severe Maladministration	0%
Maladministration	20%
Service failure	10%
Mediation	0%
Redress	0%
No maladministration	60%
Outside Jurisdiction	10%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	0%
Maladministration	20%
Service failure	10%
Mediation	0%
Redress	0%
No maladministration	60%
Outside Jurisdiction	10%
Withdrawn	0%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Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total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	0	1	0	0	0	2	0	0	3
Anti-Social Behaviour	0	0	0	0	0	2	0	0	2
Charges	0	0	1	0	0	0	0	0	1
Complaints Handling	0	0	0	0	0	1	0	0	1
Estate Management	0	1	0	0	0	0	0	0	1
Health and Safety (inc. building safety)	0	0	0	0	0	0	1	0	1
Moving to a Property	0	0	0	0	0	1	0	0	1
Total	0	2	1	0	0	6	1	0	10

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

Top Categories for Joseph Rowntree Housing Trust

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	3	33%	73%
Anti-Social Behaviour	2	0%	68%
Charges	1	100%	60%
Complaints Handling	1	0%	84%
Estate Management	1	100%	60%
Moving to a Property	1	0%	54%

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%	0%
Charges	0%	63%	47%	57%	65%	100%
Complaints Handling	100%	87%	87%	86%	81%	0%
Estate Management	50%	67%	66%	58%	59%	100%
Moving to a Property	100%	25%	49%	51%	58%	0%
Property Condition	75%	63%	72%	74%	74%	33%

National Maladministration Rate by Landlord Type:

Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Anti-Social Behaviour	68%	70%	67%	0%
Charges	62%	50%	75%	100%
Complaints Handling	82%	91%	91%	0%
Estate Management	59%	65%	38%	100%
Moving to a Property	52%	60%	80%	0%
Property Condition	72%	77%	59%	33%

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

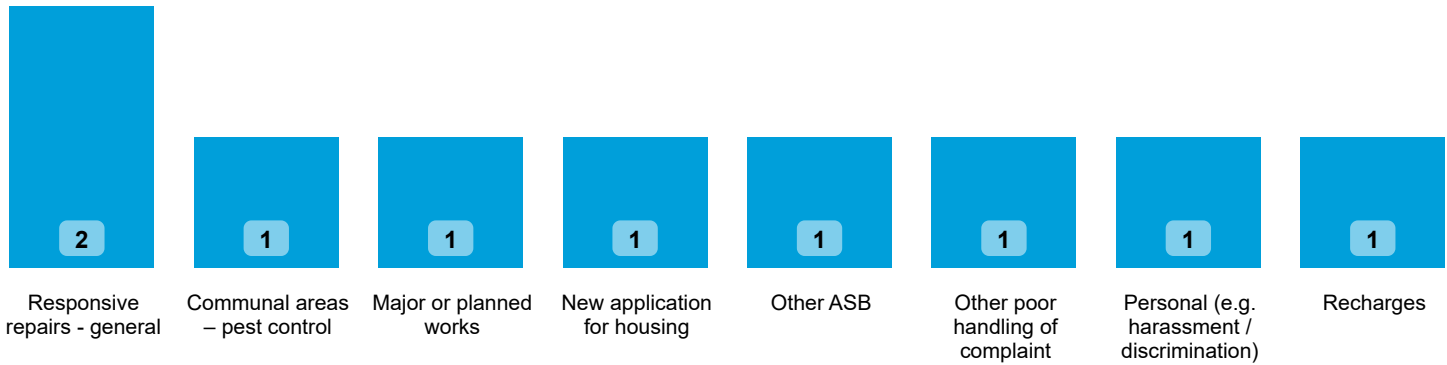
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	0	0	0	0	0	2	0	0	2
Communal areas – pest control		1	0	0	0	0	0		1
Electrical safety	0	0	0	0	0	0	1		1
Total	0	1	0	0	0	2	1	0	4

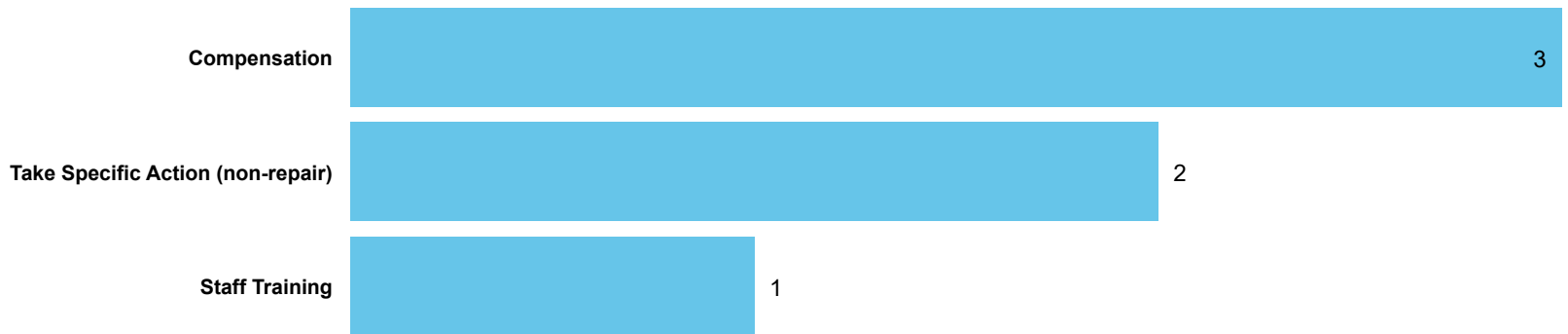
Top Sub-Categories | *Cases determined between April 2023 - March 2024*

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	6	100%
Total	6	100%

Compensation Ordered | *Cases Determined between April 2023 - March 2024*

Table 5.1

● Ordered ● Recommended

