

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

London Borough of Hackney

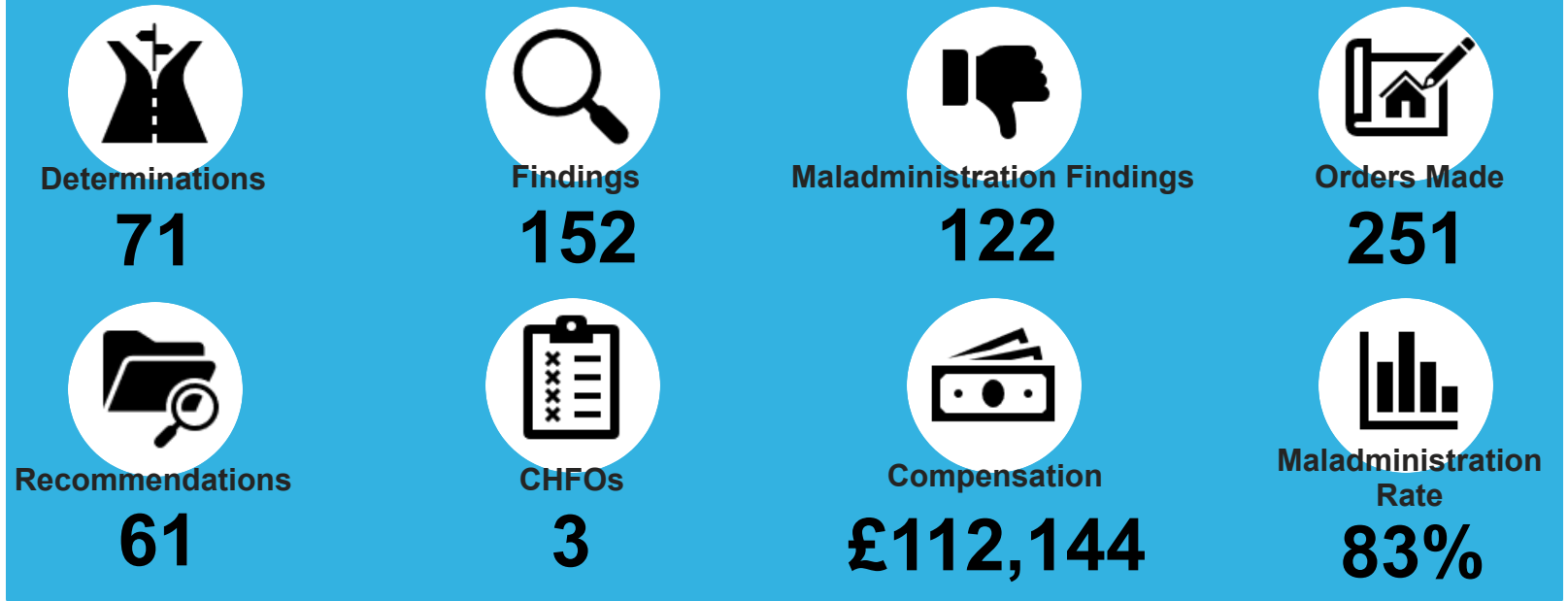
[London Borough of Hackney](#)

Landlord: London Borough of Hackney

Landlord Homes: 21,575

Landlord Type: Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



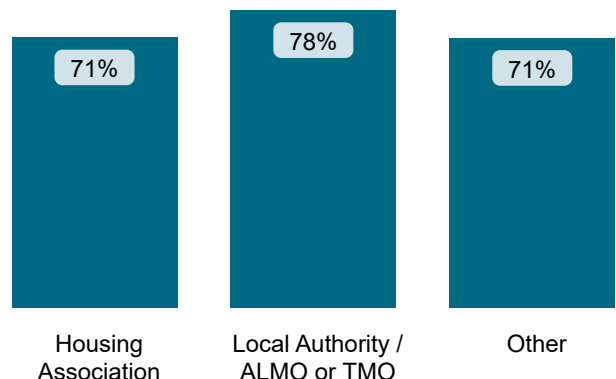
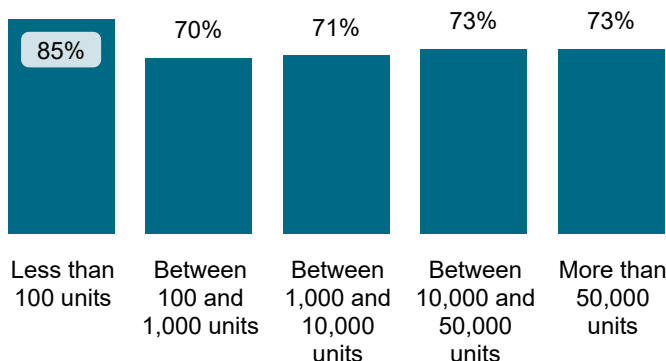
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

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Withdrawn	0%	0%	0%	0%	0%	0%

London Borough of Hackney	
Outcome	% Findings
Severe Maladministration	16%
Maladministration	51%
Service failure	13%
Mediation	1%
Redress	5%
No maladministration	11%
Outside Jurisdiction	3%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	16%
Maladministration	51%
Service failure	13%
Mediation	1%
Redress	5%
No maladministration	11%
Outside Jurisdiction	3%
Withdrawn	0%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	17	31	11	2	2	9	2	0	74
Complaints Handling	5	30	1	0	6	0	0	0	42
Anti-Social Behaviour	0	6	3	0	0	0	0	0	9
Moving to a Property	2	4	1	0	0	2	0	0	9
Information and data management	0	4	1	0	0	0	1	0	6
Staff	0	2	2	0	0	0	0	0	4
Occupancy Rights	1	0	0	0	0	2	0	0	3
Reimbursement and Payments	0	0	0	0	0	1	1	0	2
Charges	0	0	1	0	0	0	0	0	1
Estate Management	0	0	0	0	0	1	0	0	1
Health and Safety (inc. building safety)	0	0	0	0	0	1	0	0	1
Total	25	77	20	2	8	16	4	0	152

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

Top Categories for London Borough of Hackney

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	72	82%	73%
Complaints Handling	42	86%	84%
Anti-Social Behaviour	10	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%	86%
Property Condition	75%	63%	72%	74%	74%	82%

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%	86%
Property Condition	72%	77%	59%	82%

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

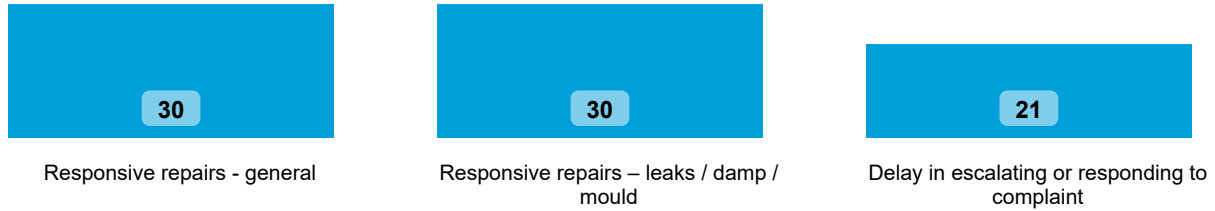
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	4	13	6	1	1	5	1	0	31
Responsive repairs – leaks / damp / mould	9	14	3	1	0	3	0	0	30
Responsive repairs – heating and hot water	3	2	1	0	0	0	0	0	6
Noise	0	2	2	0	0	0	0	0	4
Staff conduct	0	2	2	0	0	0	0	0	4
Decants (temp. or permanent)	2	1	0	0	0	0	0	0	3
Gas inspections and safety	0	0	0	0	0	1	0	0	1
Service charges – amount or account management	0	0	1	0	0	0	0	0	1
Total	18	34	15	2	1	9	1	0	80

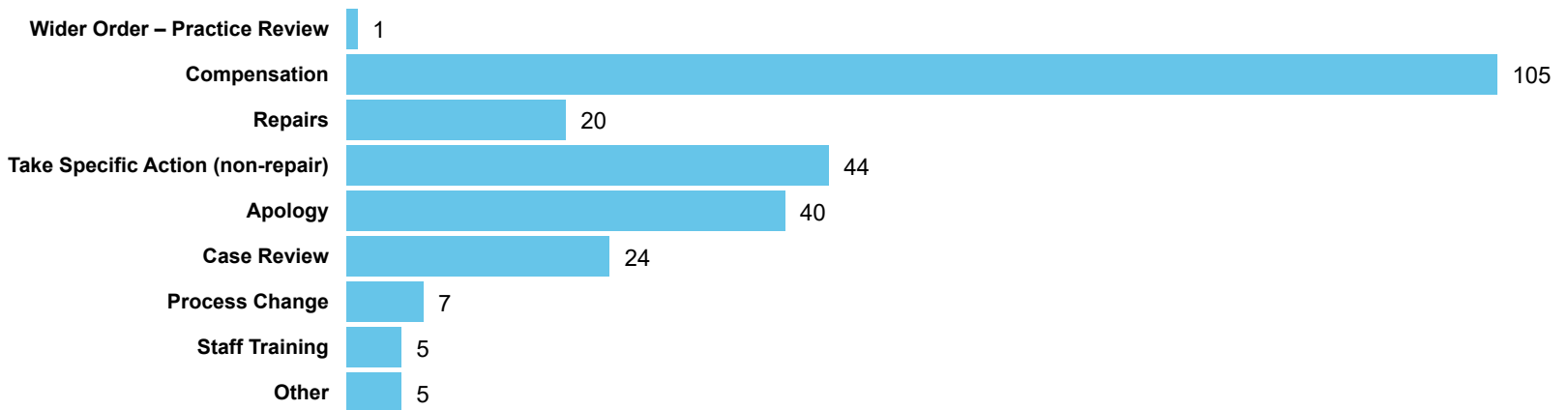
Top Sub-Categories | *Cases determined between April 2023 - March 2024*

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		Within 6 Months	
	Count	%	Count	%
Complied	249	99%	2	1%
Total	249	99%	2	1%

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

Table 5.1

● Ordered ● Recommended

