

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

**2023/2024**

London & Quadrant Housing Trust (L&Q)

[London & Quadrant Housing Trust \(L&Q\)](#)

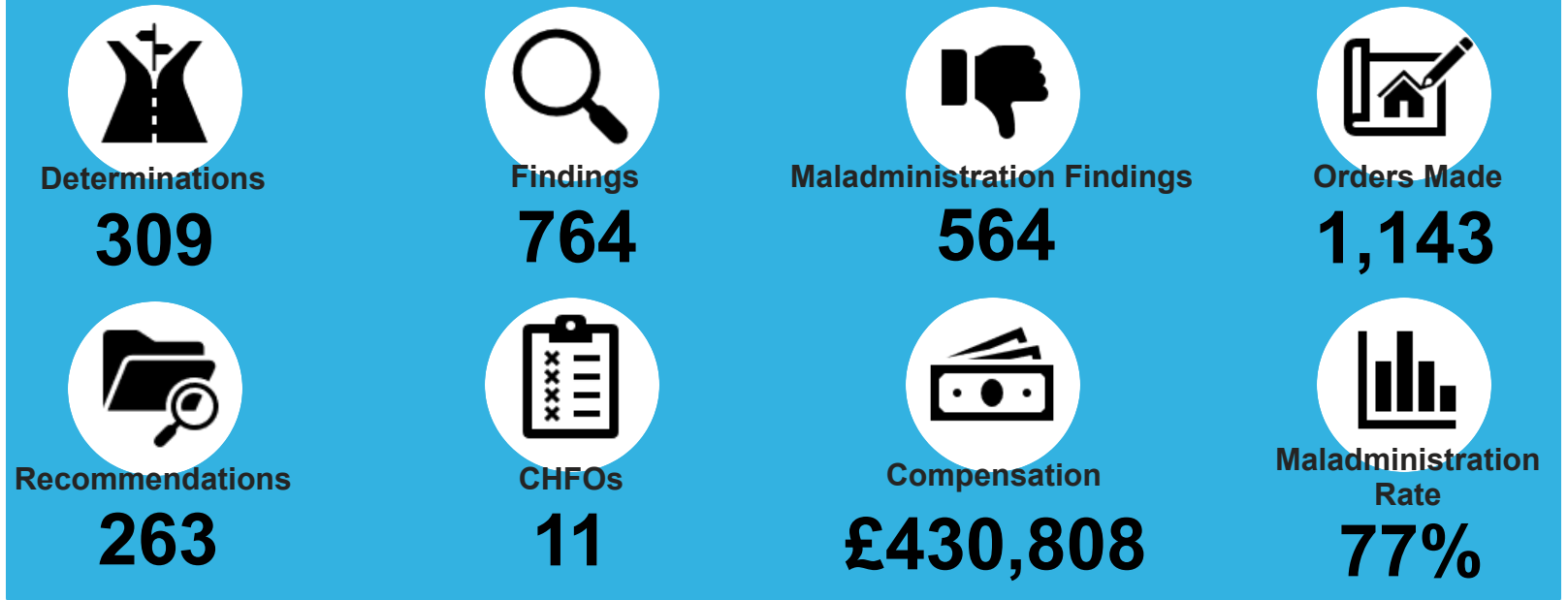
Landlord: London & Quadrant Housing Trust (L&Q)

Landlord Homes: 102,329

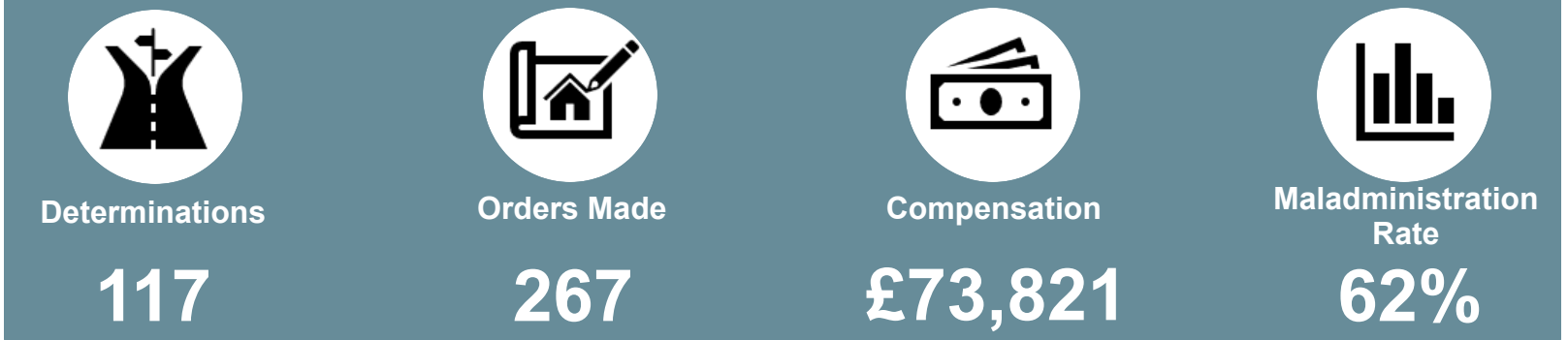
Landlord Type:

Housing Association

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2022-2023**



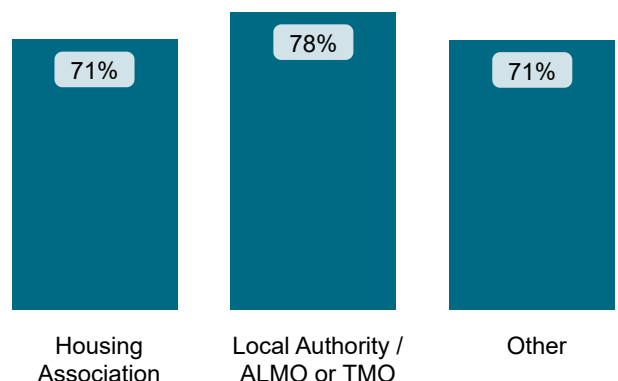
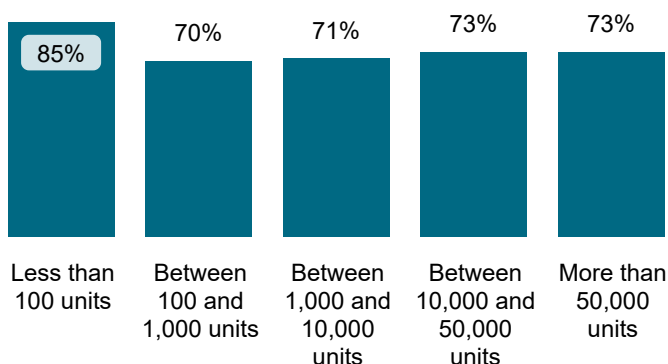
**Maladministration Rate Comparison** | Cases determined between April 2023 - March 2024

**NATIONAL MALADMINISTRATION RATE: 73%**

The landlord performed *poorly* 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Withdrawn	0%	0%	0%	0%	0%	0%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 & Quadrant Housing Trust (L&Q)

Outcome	% Findings
Severe Maladministration	12%
Maladministration	47%
Service failure	14%
Mediation	1%
Redress	12%
No maladministration	9%
Outside Jurisdiction	4%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	12%
Maladministration	47%
Service failure	14%
Mediation	1%
Redress	12%
No maladministration	9%
Outside Jurisdiction	4%
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
Complaints Handling	23	148	42	0	44	4	0	0	261
Property Condition	57	111	28	2	27	19	13	1	258
Anti-Social Behaviour	6	29	7	0	3	11	0	0	56
Moving to a Property	3	20	8	1	3	9	1	0	45
Charges	1	15	4	0	3	5	8	0	36
Estate Management	2	9	8	1	5	8	1	0	34
Information and data management	0	15	4	0	1	1	3	0	24
Health and Safety (inc. building safety)	1	2	5	0	5	4	0	0	17
Staff	1	3	4	0	3	2	1	1	15
Buying or selling a property	0	3	0	0	1	3	1	0	8
Reimbursement and Payments	1	1	0	0	0	1	2	0	5
Occupancy Rights	0	3	0	0	0	0	0	0	3
Resident Involvement		0	0		0	1	1		2
<b>Total</b>	<b>95</b>	<b>359</b>	<b>110</b>	<b>4</b>	<b>95</b>	<b>68</b>	<b>31</b>	<b>2</b>	<b>764</b>

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

**Top Categories for London & Quadrant Housing Trust (L&Q)**

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Complaints Handling	261	82%	84%
Property Condition	244	80%	73%
Anti-Social Behaviour	56	75%	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%	75%
Complaints Handling	100%	87%	87%	86%	81%	82%
Property Condition	75%	63%	72%	74%	74%	80%

**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%	75%
Complaints Handling	81%	91%	91%	82%
Property Condition	72%	77%	59%	80%

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

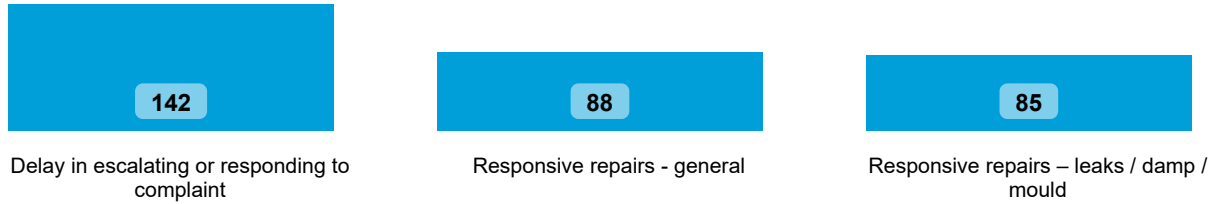
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	10	50	8	2	11	7	8	0	96
Responsive repairs – leaks / damp / mould	34	32	8	0	8	3	3	0	88
Service charges – amount or account management	1	15	4	0	1	2	8	0	31
Responsive repairs – heating and hot water	4	13	4	0	4	0	0	1	26
Noise	1	10	1	0	1	3	0	0	16
Staff conduct	1	2	4	0	3	2	0	1	13
Fire Safety	1	2	3	0	2	2	0	0	10
Pest control (within property)	2	4	2	0	2	0	0	0	10
Decants (temp. or permanent)	1	3	1	0	1	0	0	0	6
Gas inspections and safety	0	0	1	0	2	1	0	0	4
Asbestos	0	0	1	0	0	1	0	0	2
Communal areas – pest control		0	0	0	0	1	0		1
Structural safety	0	0	0	0	1	0	0		1
<b>Total</b>	<b>55</b>	<b>131</b>	<b>37</b>	<b>2</b>	<b>36</b>	<b>22</b>	<b>19</b>	<b>2</b>	<b>304</b>

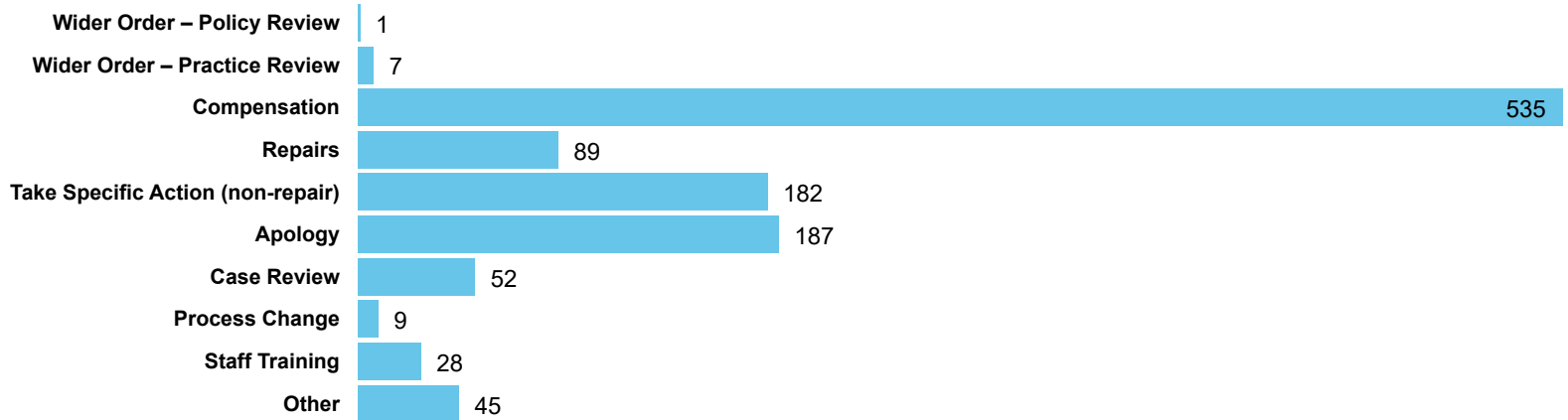
**Top Sub-Categories** | *Cases determined between April 2023 - March 2024*

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	1,078	99%	10	1%
<b>Total</b>	<b>1,078</b>	<b>99%</b>	<b>10</b>	<b>1%</b>

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

Table 5.1

● Ordered ● Recommended

