

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

**2023/2024**

Metropolitan Thames Valley Housing (MTV)

[Metropolitan Thames Valley Housing \(MTV\)](#)

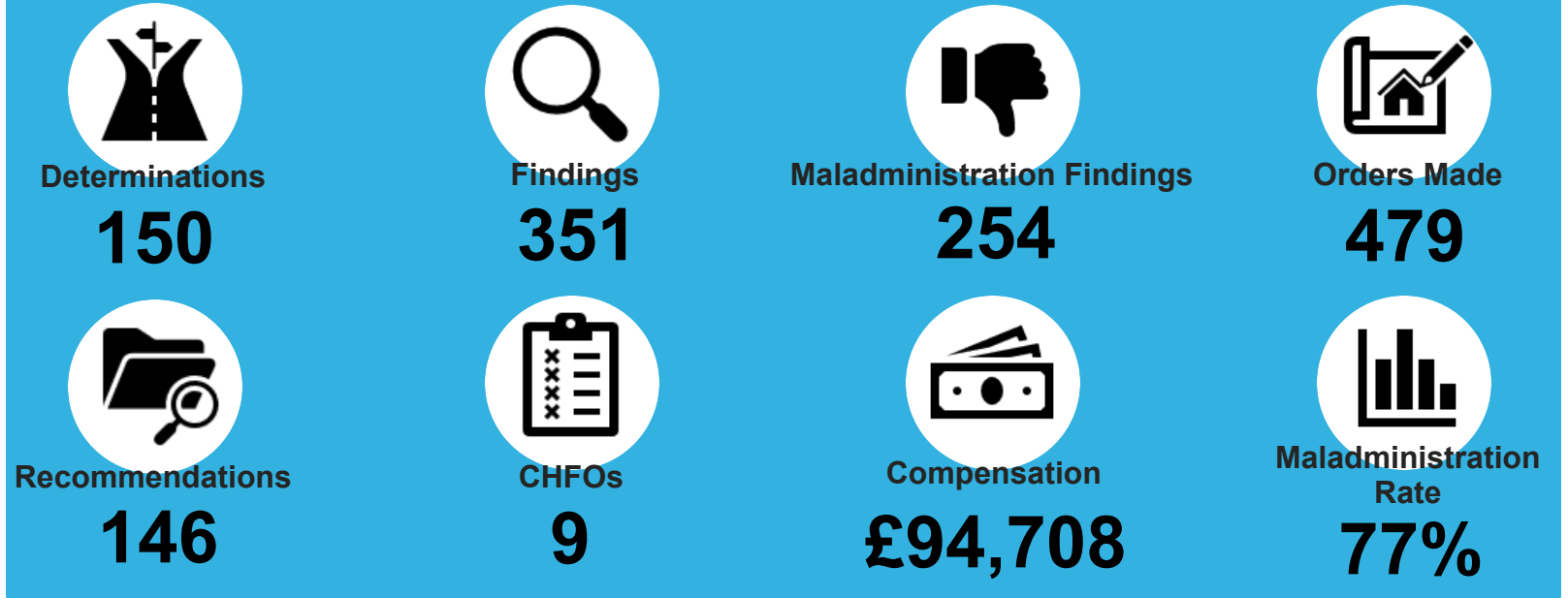
Landlord: Metropolitan Thames Valley Housing (MTV)

Landlord Homes: 52,904

Landlord Type:

Housing Association

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2022-2023**



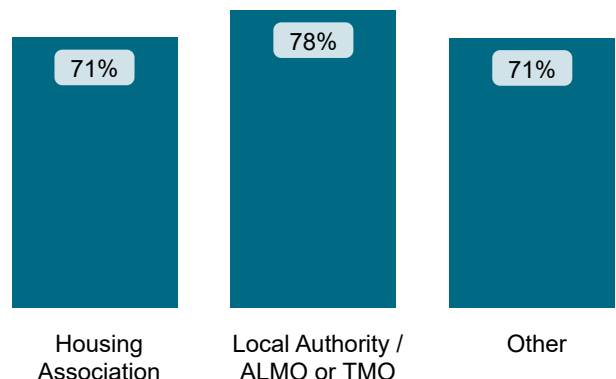
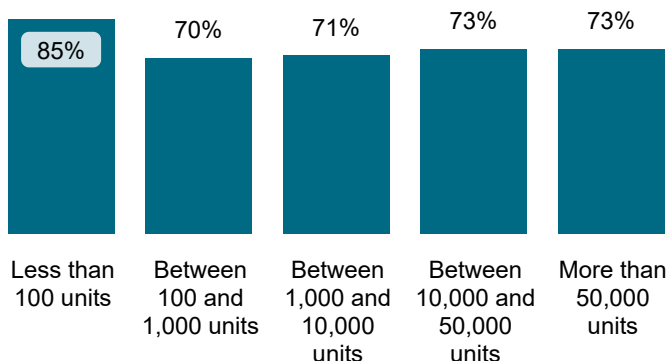
**Maladministration Rate Comparison** | Cases determined between April 2023 - March 2024

**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	14%	6%	4%	8%	7%	<b>7%</b>
Maladministration	35%	37%	41%	42%	43%	<b>42%</b>
Service failure	18%	19%	20%	18%	19%	<b>19%</b>
Mediation	0%	0%	1%	1%	1%	<b>1%</b>
Redress	0%	5%	7%	8%	12%	<b>9%</b>
No maladministration	12%	21%	20%	15%	12%	<b>15%</b>
Outside Jurisdiction	22%	11%	8%	7%	5%	<b>7%</b>
Withdrawn	0%	0%	0%	0%	0%	<b>0%</b>

**Metropolitan Thames Valley Housing (MTV)**

Outcome	% Findings
Severe Maladministration	<b>3%</b>
Maladministration	<b>47%</b>
Service failure	<b>23%</b>
Mediation	<b>1%</b>
Redress	<b>11%</b>
No maladministration	<b>10%</b>
Outside Jurisdiction	<b>6%</b>
Withdrawn	<b>0%</b>

**National Performance by Landlord Type:** Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	Total
Severe Maladministration	6%	9%	6%	<b>7%</b>
Maladministration	41%	45%	36%	<b>42%</b>
Service failure	19%	18%	21%	<b>19%</b>
Mediation	1%	1%	0%	<b>1%</b>
Redress	12%	4%	5%	<b>9%</b>
No maladministration	15%	15%	21%	<b>15%</b>
Outside Jurisdiction	6%	9%	11%	<b>7%</b>
Withdrawn	0%	0%	0%	<b>0%</b>

Outcome	% Findings
Severe Maladministration	<b>3%</b>
Maladministration	<b>47%</b>
Service failure	<b>23%</b>
Mediation	<b>1%</b>
Redress	<b>11%</b>
No maladministration	<b>10%</b>
Outside Jurisdiction	<b>6%</b>
Withdrawn	<b>0%</b>

**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	1	61	41	0	13	4	0	0	<b>120</b>
Property Condition	6	50	17	3	15	13	7	0	<b>111</b>
Charges	0	12	5	0	3	2	5	0	<b>27</b>
Estate Management	0	9	5	0	3	6	0	0	<b>23</b>
Anti-Social Behaviour	0	11	6	0	2	2	1	0	<b>22</b>
Information and data management	1	8	2	0	0	0	1	0	<b>12</b>
Health and Safety (inc. building safety)	0	6	2	0	0	1	0	0	<b>9</b>
Buying or selling a property	0	3	0	0	0	2	2	0	<b>7</b>
Staff	0	1	0	0	2	1	3	0	<b>7</b>
Moving to a Property	1	1	0	0	0	2	2	0	<b>6</b>
Occupancy Rights	1	1	0	0	0	2	0	0	<b>4</b>
Reimbursement and Payments	0	2	1	0	0	0	0	0	<b>3</b>
<b>Total</b>	<b>10</b>	<b>165</b>	<b>79</b>	<b>3</b>	<b>38</b>	<b>35</b>	<b>21</b>	<b>0</b>	<b>351</b>

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

**Top Categories for Metropolitan Thames Valley Housing (MTV)**

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Complaints Handling	120	86%	84%
Property Condition	104	70%	73%
Estate Management	23	61%	60%

**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%	86%
Estate Management	50%	67%	66%	58%	59%	61%
Property Condition	75%	63%	72%	74%	74%	70%

**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%	86%
Estate Management	59%	65%	38%	61%
Property Condition	72%	77%	59%	70%

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

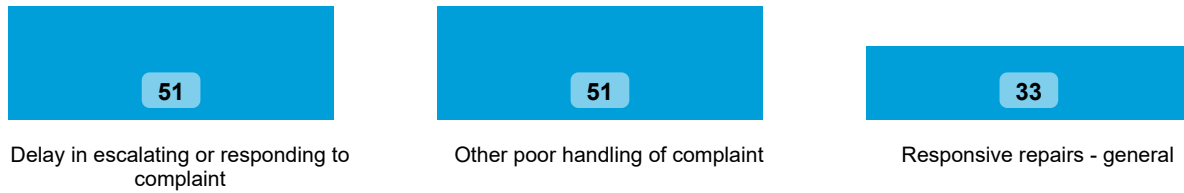
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	3	12	6	2	7	3	3	0	36
Responsive repairs – leaks / damp / mould	3	15	2	1	4	4	0	0	29
Service charges – amount or account management	0	10	3	0	3	1	4	0	21
Responsive repairs – heating and hot water	0	8	2	0	3	0	0	0	13
Noise	0	2	3	0	0	1	1	0	7
Staff conduct	0	1	0	0	2	1	3	0	7
Pest control (within property)	0	2	1	0	0	1	2	0	6
Fire Safety	0	4	1	0	0	0	0	0	5
Communal areas – pest control		1	0	0	1	0	0		2
District heating systems / Heat Networks	0	0	1	0	0	0	1	0	2
Gas inspections and safety	0	1	0	0	0	1	0	0	2
Decants (temp. or permanent)	0	0	0	0	0	0	1	0	1
Electrical safety	0	0	1	0	0	0	0		1
Structural safety	0	1	0	0	0	0	0		1
<b>Total</b>	<b>6</b>	<b>57</b>	<b>20</b>	<b>3</b>	<b>20</b>	<b>12</b>	<b>15</b>	<b>0</b>	<b>133</b>

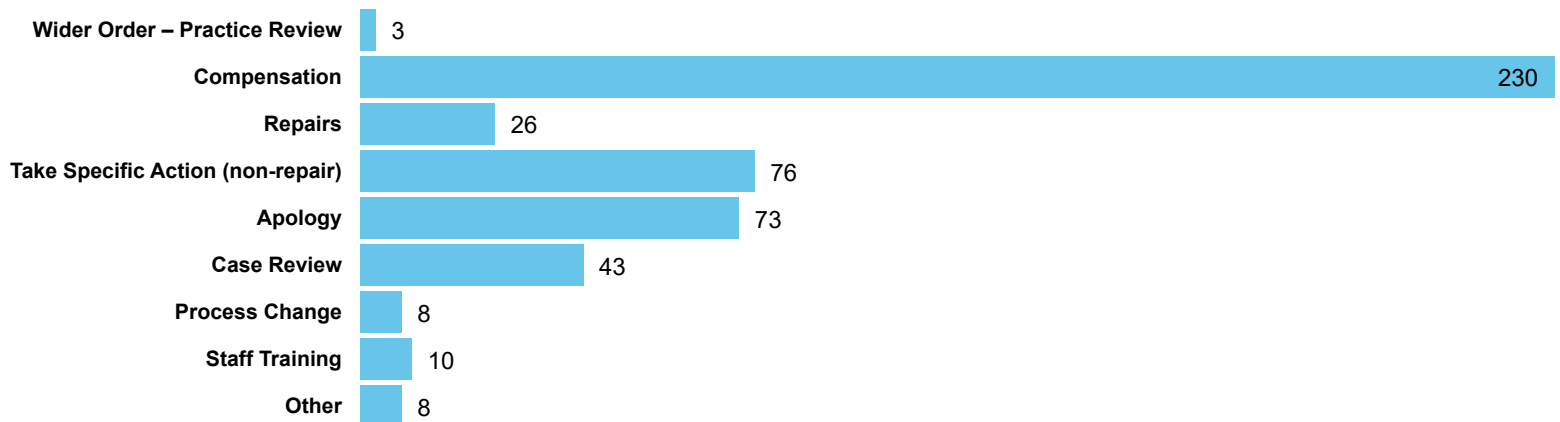
## Top Sub-Categories | Cases determined between April 2023 - March 2024

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	453	97%	16	3%
<b>Total</b>	<b>453</b>	<b>97%</b>	<b>16</b>	<b>3%</b>

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

Table 5.1

● Ordered ● Recommended

