

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Midland Heart Limited

[Midland Heart Limited](#)

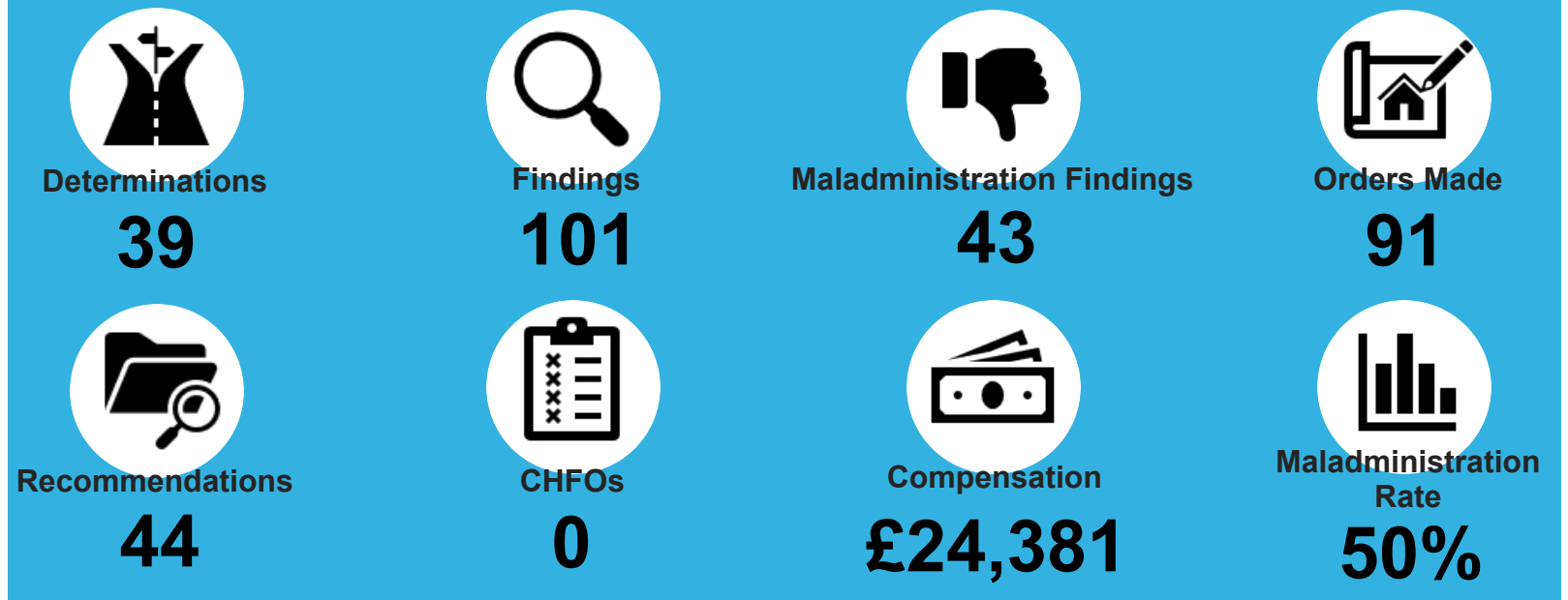
Landlord: Midland Heart Limited

Landlord Homes: 33,459

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



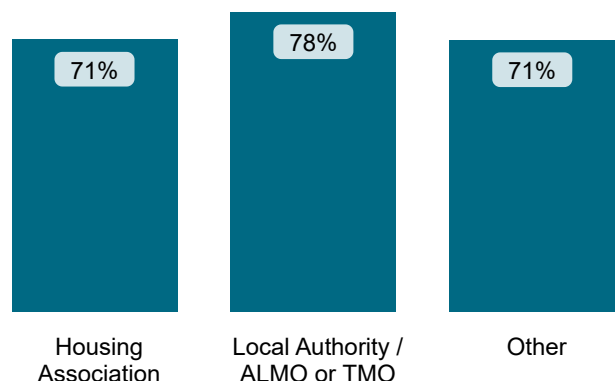
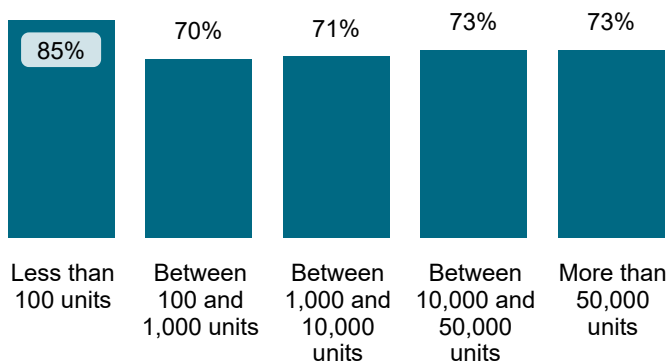
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

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Withdrawn	0%	0%	0%	0%	0%	0%

Midland Heart Limited	
Outcome	% Findings
Severe Maladministration	1%
Maladministration	24%
Service failure	18%
Mediation	0%
Redress	21%
No maladministration	22%
Outside Jurisdiction	15%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	1%
Maladministration	24%
Service failure	18%
Mediation	0%
Redress	21%
No maladministration	22%
Outside Jurisdiction	15%
Withdrawn	0%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	1	8	4	0	8	1	0	0	22
Property Condition	0	6	4	0	7	3	1	0	21
Anti-Social Behaviour	0	3	5	0	2	4	3	0	17
Estate Management	0	4	0	0	1	4	0	0	9
Moving to a Property	0	1	2	0	1	3	1	0	8
Charges	0	0	1	0	0	0	5	0	6
Buying or selling a property	0	1	0	0	1	1	1	0	4
Health and Safety (inc. building safety)	0	0	0	0	1	3	0	0	4
Staff	0	0	1	0	0	1	2	0	4
Occupancy Rights	0	1	0	0	0	1	1	0	3
Information and data management	0	0	1	0	0	0	1	0	2
Reimbursement and Payments	0	0	0	0	0	1	0	0	1
Total	1	24	18	0	21	22	15	0	101

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

Top Categories for Midland Heart Limited

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Complaints Handling	22	59%	84%
Property Condition	20	50%	73%
Anti-Social Behaviour	14	57%	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%	57%
Complaints Handling	100%	87%	87%	86%	81%	59%
Property Condition	75%	63%	72%	74%	74%	50%

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%	57%
Complaints Handling	81%	91%	91%	59%
Property Condition	72%	77%	59%	50%

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

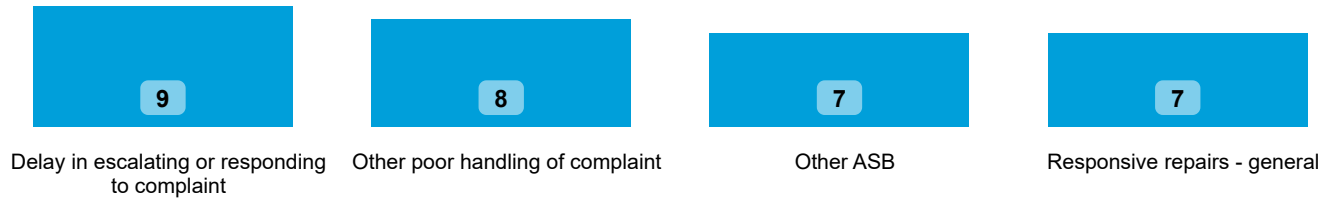
Table 3.4

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	3	0	0	2	2	1	0	8
Responsive repairs – leaks / damp / mould	0	0	2	0	4	0	0	0	6
Noise	0	1	1	0	2	0	0	0	4
Service charges – amount or account management	0	0	1	0	0	0	3	0	4
Staff conduct	0	0	0	0	0	1	2	0	3
Electrical safety	0	0	0	0	1	1	0		2
Asbestos	0	0	0	0	0	1	0	0	1
Communal areas – pest control		0	0	0	0	1	0		1
Decants (temp. or permanent)	0	0	0	0	1	0	0	0	1
Fire Safety	0	0	0	0	0	1	0	0	1
Responsive repairs – heating and hot water	0	1	0	0	0	0	0	0	1
Total	0	5	4	0	10	7	6	0	32

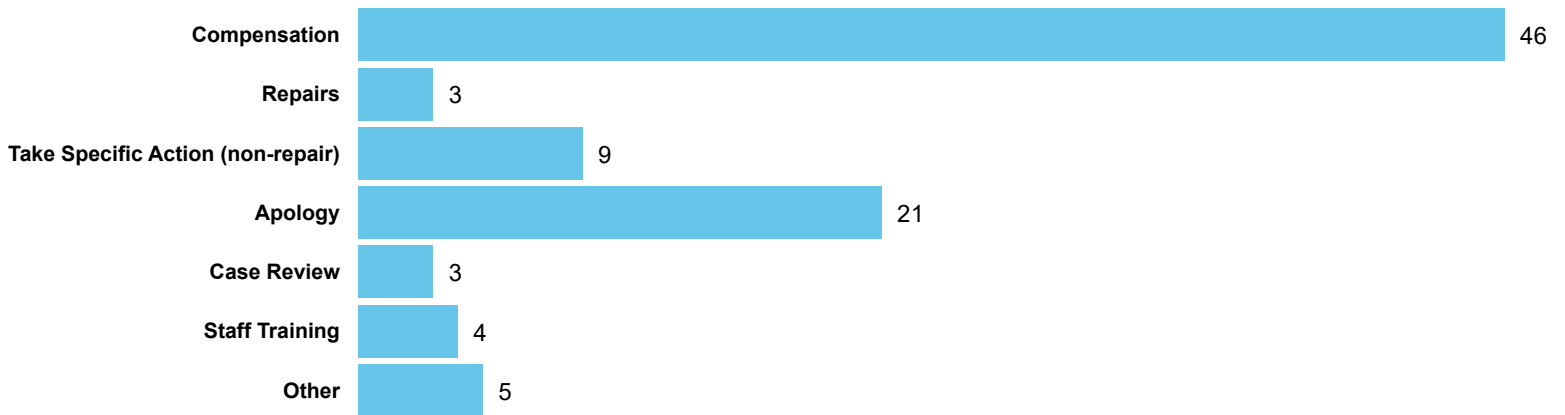
Top Sub-Categories | Cases determined between April 2023 - March 2024

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	77	100%
Total	77	100%

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended

