

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

**2023/2024**

Peabody Trust

Peabody Trust

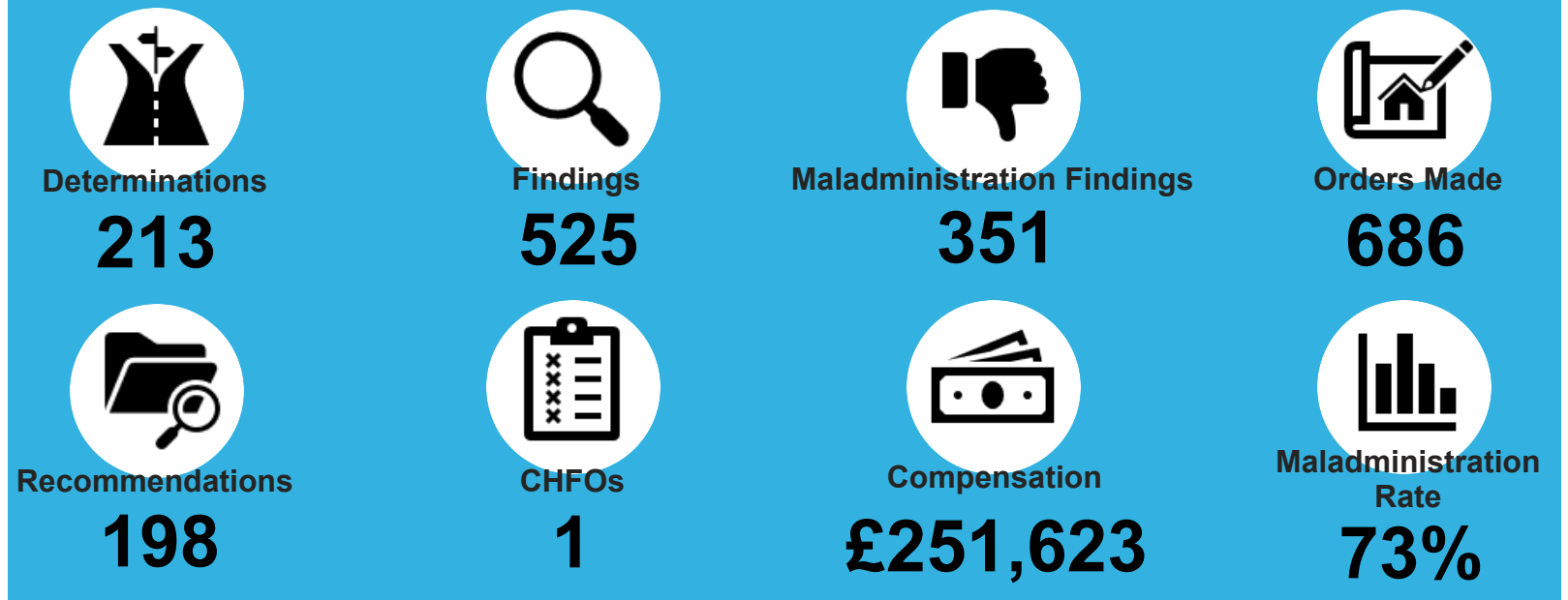
Landlord: Peabody Trust

Landlord Homes: 85,944

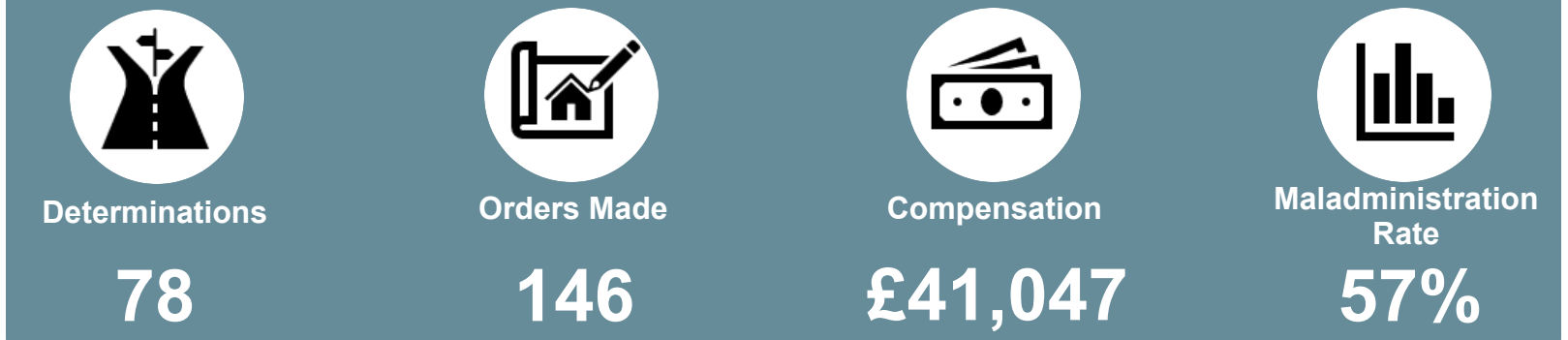
Landlord Type:

Housing Association

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2022-2023**



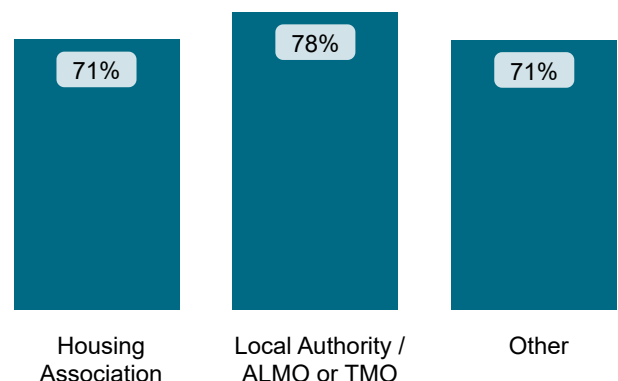
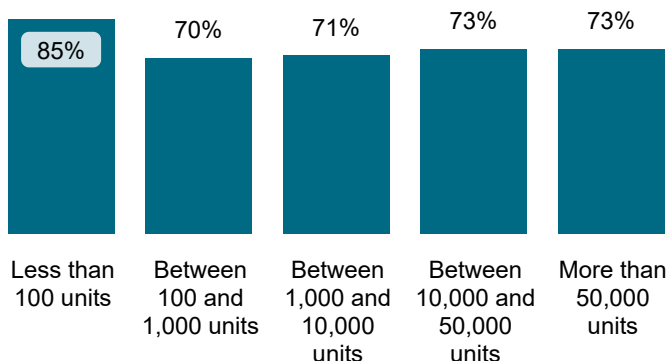
**Maladministration Rate Comparison** | Cases determined between April 2023 - March 2024

**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%	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Withdrawn	0%	0%	0%	0%	0%	0%

Peabody Trust	
Outcome	% Findings
Severe Maladministration	8%
Maladministration	42%
Service failure	17%
Mediation	1%
Redress	15%
No maladministration	9%
Outside Jurisdiction	8%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	8%
Maladministration	42%
Service failure	17%
Mediation	1%
Redress	15%
No maladministration	9%
Outside Jurisdiction	8%
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	12	89	34	1	39	1	2	0	178
Property Condition	24	50	12	1	28	17	11	0	143
Anti-Social Behaviour	3	30	8	0	3	7	4	0	55
Charges	0	11	7	1	0	3	10	0	32
Estate Management	0	10	10	0	2	4	6	0	32
Moving to a Property	3	5	5	0	3	6	4	0	26
Information and data management	1	12	6	0	1	0	2	0	22
Staff	0	4	2	0	0	4	1	0	11
Health and Safety (inc. building safety)	0	5	2	0	0	1	2	0	10
Buying or selling a property	0	2	0	0	1	3	2	0	8
Occupancy Rights	0	2	0	0	1	1	0	0	4
Reimbursement and Payments	0	0	1	0	1	1	0	0	3
Resident Involvement		1	0		0	0	0		1
<b>Total</b>	<b>43</b>	<b>221</b>	<b>87</b>	<b>3</b>	<b>79</b>	<b>48</b>	<b>44</b>	<b>0</b>	<b>525</b>

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

**Top Categories for Peabody Trust**

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Complaints Handling	176	77%	84%
Property Condition	132	65%	73%
Anti-Social Behaviour	51	80%	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%	80%
Complaints Handling	100%	87%	87%	86%	81%	77%
Property Condition	75%	63%	72%	74%	74%	65%

**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%	80%
Complaints Handling	81%	91%	91%	77%
Property Condition	72%	77%	59%	65%

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

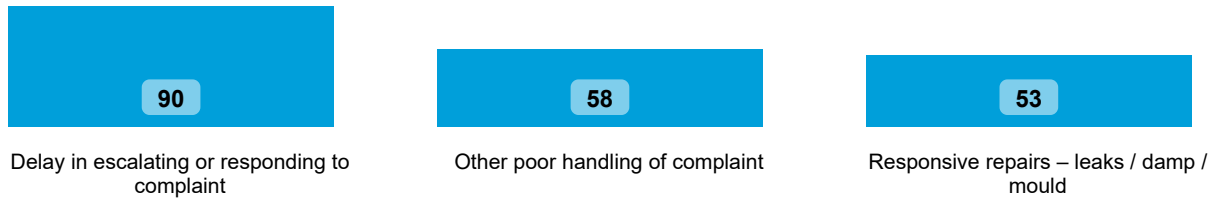
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs – leaks / damp / mould	16	21	2	1	7	6	3	0	56
Responsive repairs - general	4	17	5	0	13	5	3	0	47
Noise	1	9	6	0	1	2	1	0	20
Service charges – amount or account management	0	9	3	1	0	0	7	0	20
Staff conduct	0	4	2	0	0	4	1	0	11
Responsive repairs – heating and hot water	1	4	3	0	1	0	0	0	9
Pest control (within property)	1	3	0	0	3	1	0	0	8
Decants (temp. or permanent)	3	2	0	0	1	0	0	0	6
Fire Safety	0	4	0	0	0	1	1	0	6
Communal areas – pest control		0	1	0	1	0	0		2
Gas inspections and safety	0	0	2	0	0	0	0	0	2
Asbestos	0	0	0	0	0	0	1	0	1
Structural safety	0	1	0	0	0	0	0		1
<b>Total</b>	<b>26</b>	<b>74</b>	<b>24</b>	<b>2</b>	<b>27</b>	<b>19</b>	<b>17</b>	<b>0</b>	<b>189</b>

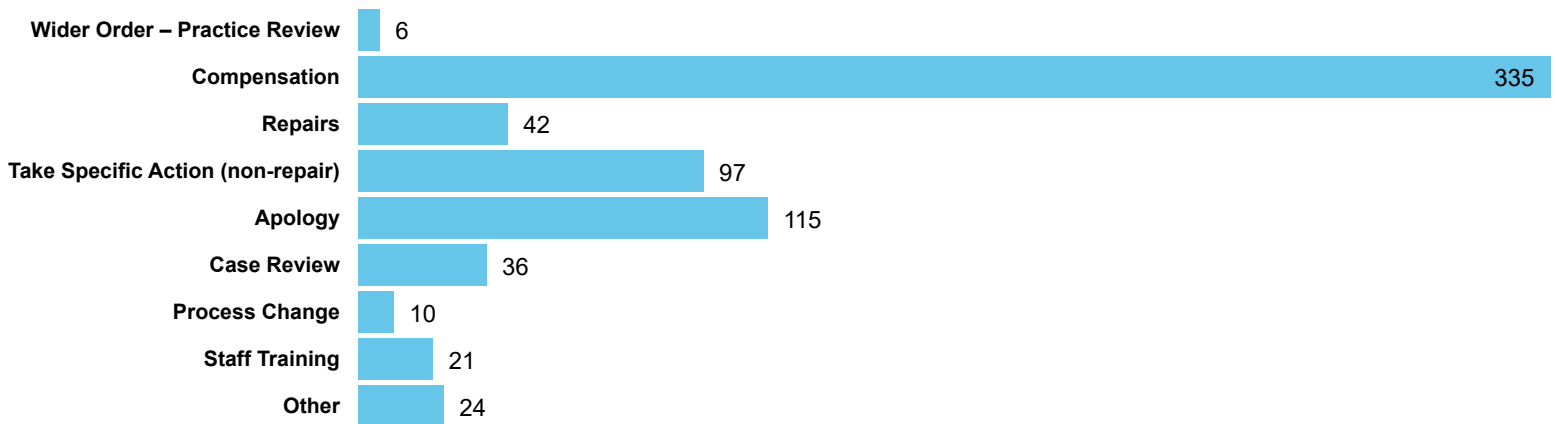
**Top Sub-Categories** | *Cases determined between April 2023 - March 2024*

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	650	99%	9	1%
<b>Total</b>	<b>650</b>	<b>99%</b>	<b>9</b>	<b>1%</b>

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

Table 5.1

● Ordered ● Recommended

