

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

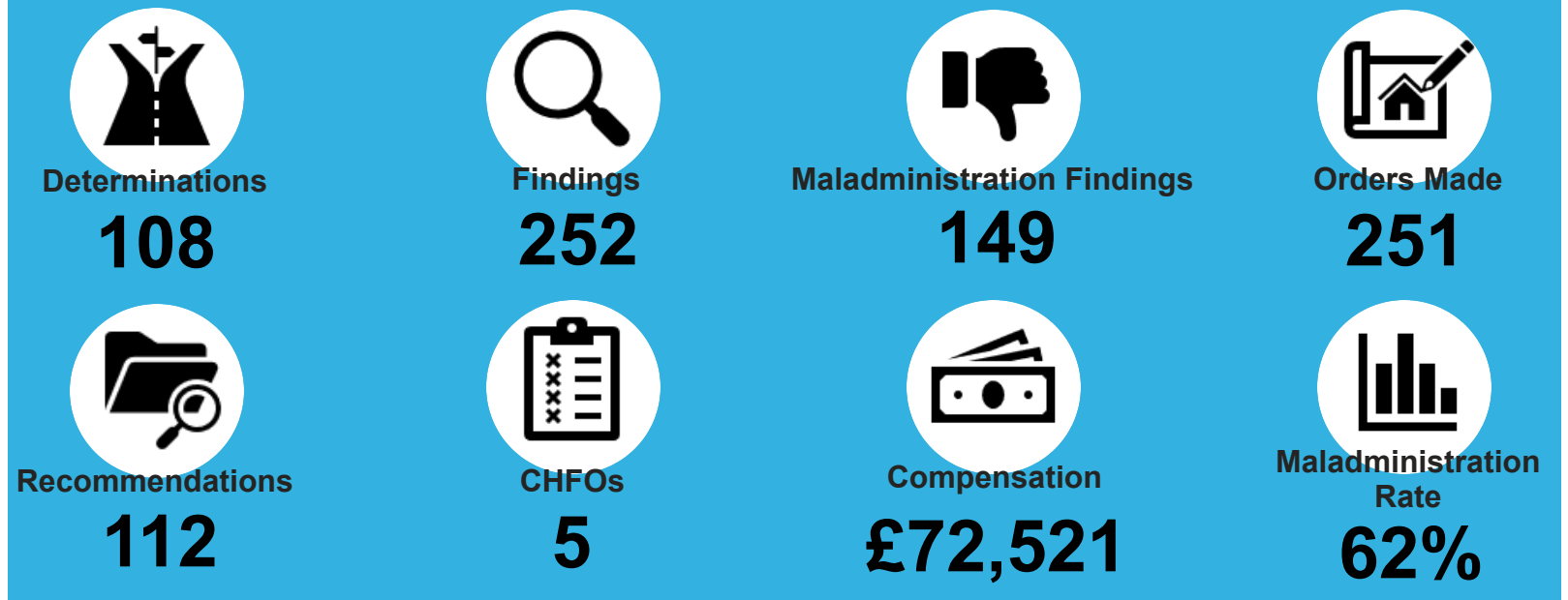
2022/2023

London & Quadrant Housing Trust

Landlord:

Landlord Homes: 88,770 Landlord Type: Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2021-2022

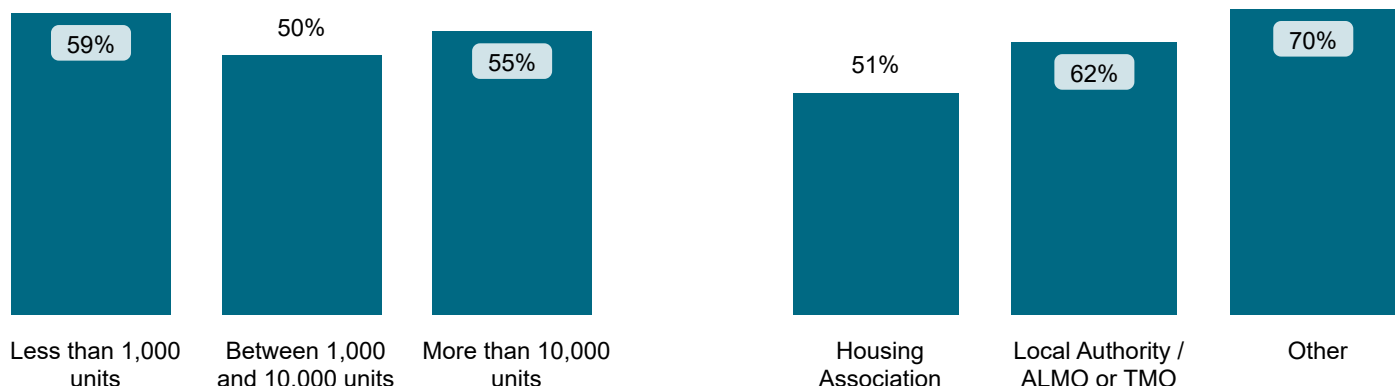


Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

NATIONAL MALADMINISTRATION RATE: 55% 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 2022 - March 2023*

National Performance by Landlord Size: Table 2.1

Outcome	Less than 1,000 units	Between 1,000 and 10,000 units	More than 10,000 units	Total
Severe Maladministration	5%	2%	3%	3%
Maladministration	29%	21%	27%	26%
Service failure	19%	25%	22%	23%
Mediation	0%	1%	2%	2%
Redress	8%	12%	17%	16%
No maladministration	30%	34%	23%	25%
Outside Jurisdiction	9%	6%	5%	5%
Withdrawn	0%	0%	0%	0%

London & Quadrant Housing Trust	
Outcome	% Findings
Severe Maladministration	4%
Maladministration	33%
Service failure	22%
Mediation	2%
Redress	19%
No maladministration	15%
Outside Jurisdiction	5%
Withdrawn	0%

National Performance by Landlord Type: Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	Total
Severe Maladministration	2%	4%	6%	3%
Maladministration	24%	30%	35%	26%
Service failure	22%	24%	26%	23%
Mediation	2%	1%	3%	2%
Redress	20%	9%	3%	16%
No maladministration	25%	26%	23%	25%
Outside Jurisdiction	5%	6%	3%	6%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	4%
Maladministration	33%
Service failure	22%
Mediation	2%
Redress	19%
No maladministration	15%
Outside Jurisdiction	5%
Withdrawn	0%

Landlord Findings by Category | *Cases determined between April 2022 - March 2023*

Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Property Condition	4	35	18	3	22	11	6	0	99
Complaints Handling	5	30	22	0	18	1	0	0	76
Estate Management	0	1	6	1	2	6	1	0	17
Anti-Social Behaviour	0	3	4	0	1	5	0	0	13
Charges	0	3	0	0	2	4	2	0	11
Moving to a Property	0	3	4	0	1	2	0	0	10
Health and Safety (inc. building safety)	1	2	1	0	0	2	2	0	8
Buying or selling a property		1	0	0	2	2	0	0	5
Reimbursement and Payments	0	0	1	0	0	3	1	0	5
Information and data management	0	3	0	0	0	0	1	0	4
Staff	1	1	0	0	1	1	0	0	4
Total	11	82	56	4	49	37	13	0	252

Findings by Category Comparison | Cases determined between April 2022 - March 2023

Top Categories for London & Quadrant Housing Trust

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	93	61%	54%
Complaints Handling	76	75%	76%
Estate Management	16	44%	42%

National Maladministration Rate by Landlord Size: Table 3.2

Category	Less than 1,000 units	Between 1,000 and 10,000 units	More than 10,000 units	% Landlord Maladministration
Complaints Handling	96%	75%	76%	75%
Estate Management	20%	38%	43%	44%
Property Condition	48%	54%	54%	61%

National Maladministration Rate by Landlord Type: Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Complaints Handling	71%	87%	100%	75%
Estate Management	42%	41%	0%	44%
Property Condition	50%	64%	63%	61%

Findings by Sub-Category | Cases Determined between April 2022 - March 2023

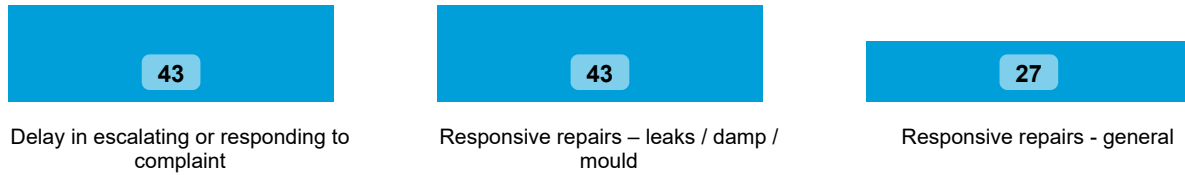
Table 3.4

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	3	18	8	1	11	2	1	0	44
Responsive repairs - general	1	11	5	0	5	5	3	0	30
Responsive repairs – heating and hot water	0	3	2	2	3	0	1	0	11
Service charges – amount or account management	0	3	0	0	2	2	1	0	8
Noise	0	0	3	0	1	1	0	0	5
Fire Safety	0	2	1	0	0	1	0	0	4
Pest control (within property)	0	2	1	0	0	1	0	0	4
Staff conduct	1	1	0	0	1	1	0	0	4
Communal areas – pest control		0	1	0	0	1	0		2
District heating systems / Heat Networks	0	0	1	0	0	0	1		2
Asbestos	1	0	0		0	0	0	0	1
Decants (temp. or permanent)	0	0	0		0	1	0		1
Electrical safety			0		0	0	1		1
Gas inspections and safety	0	0	0	0	0	1	0	0	1
Structural safety		0	0		0	0	1		1
Total	6	40	22	3	23	16	9	0	119

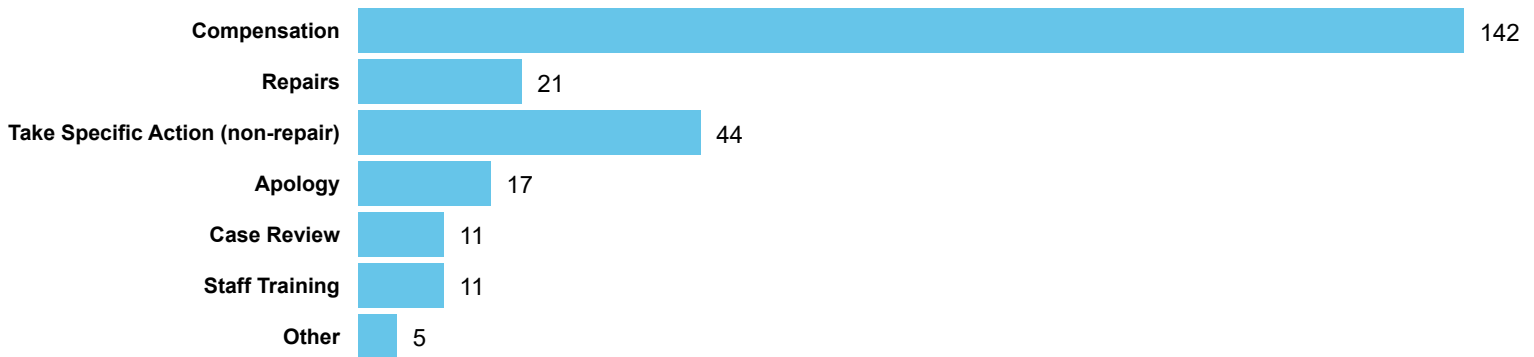
Top Sub-Categories | Cases determined between April 2022 - March 2023

Table 3.5



Orders Made by Type | Orders on cases determined between April 2022 - March 2023

Table 4.1



Order Compliance | Order target dates between April 2022 - March 2023

Table 4.2

Order Complete?	Overdue		Within 3 Months	
	Count	%	Count	%
Complied	2	1%	247	99%
Total	2	1%	247	99%

Compensation Ordered | Cases Determined between April 2022 - March 2023

Table 5.1

● Ordered ● Recommended

