

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2022/2023

Notting Hill Genesis

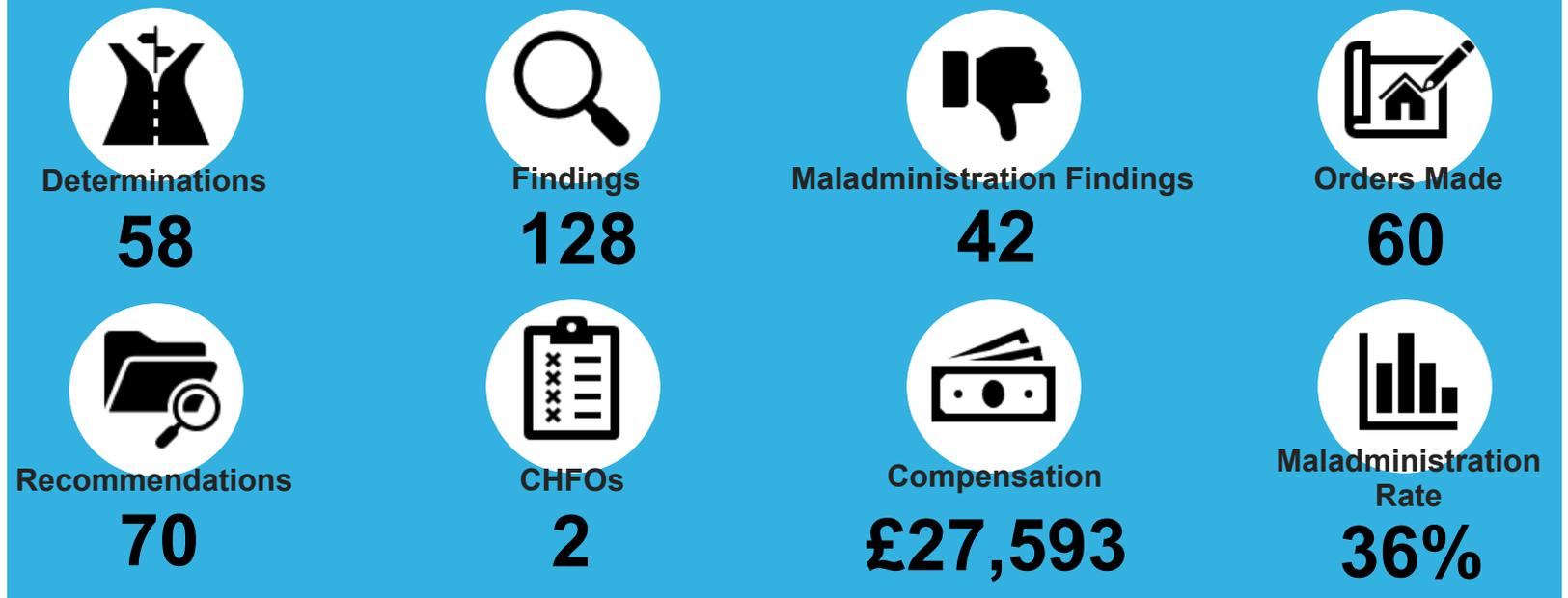
Landlord: Notting Hill Genesis

Landlord Homes: 62,150

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2021-2022



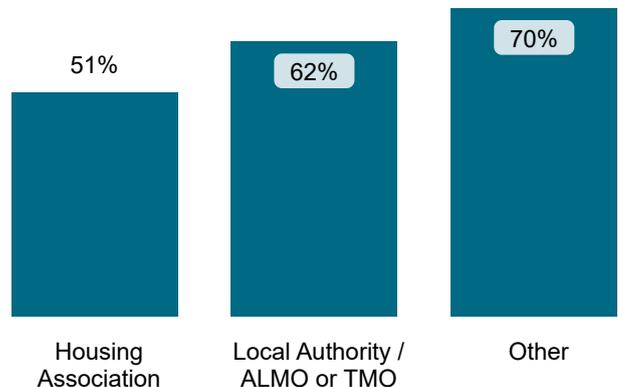
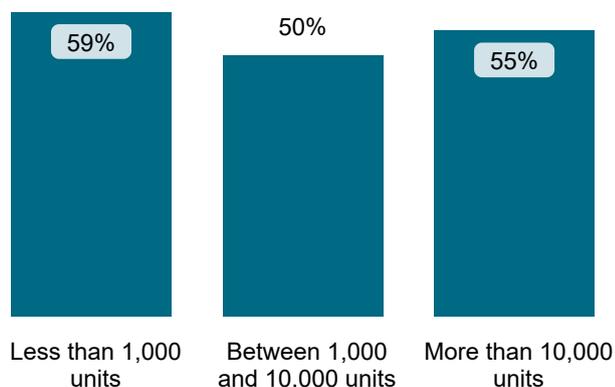
Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

NATIONAL MALADMINISTRATION RATE: 55%

The landlord performed *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 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Withdrawn	0%	0%	0%	0%

Notting Hill Genesis	
Outcome	% Findings
Severe Maladministration	1%
Maladministration	19%
Service failure	13%
Mediation	1%
Redress	35%
No maladministration	22%
Outside Jurisdiction	9%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	1%
Maladministration	19%
Service failure	13%
Mediation	1%
Redress	35%
No maladministration	22%
Outside Jurisdiction	9%
Withdrawn	0%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	1	9	5	1	14	7	3	0	40
Complaints Handling	0	6	6	0	15	3	0	0	30
Charges	0	3	3	0	3	3	5	0	17
Anti-Social Behaviour	0	6	1	0	0	4	2	0	13
Estate Management	0	0	1	0	3	6	0	0	10
Moving to a Property	0	0	0	0	4	3	0	0	7
Buying or selling a property	0	0	0	0	2	1	0	0	3
Staff	0	0	1	0	2	0	0	0	3
Reimbursement and Payments	0	0	0	0	0	1	1	0	2
Health and Safety (inc. building safety)	0	0	0	0	1	0	0	0	1
Information and data management	0	0	0	0	0	0	1	0	1
Occupancy Rights	0	0	0	0	1	0	0	0	1
Total	1	24	17	1	45	28	12	0	128

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

Top Categories for Notting Hill Genesis Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	37	41%	54%
Complaints Handling	30	40%	76%
Charges	12	50%	37%

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
Charges	0%	25%	40%	50%
Complaints Handling	96%	75%	76%	40%
Property Condition	48%	54%	54%	41%

National Maladministration Rate by Landlord Type: Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Charges	35%	43%	0%	50%
Complaints Handling	71%	87%	100%	40%
Property Condition	50%	64%	63%	41%

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 - general	1	0	3	0	6	2	1	0	13
Service charges – amount or account management	0	3	3	0	2	1	3	0	12
Responsive repairs – heating and hot water	0	1	1	0	4	1	2	0	9
Responsive repairs – leaks / damp / mould	0	5	1	0	2	0	0	0	8
Noise	0	2	0	0	0	2	0	0	4
Pest control (within property)	0	1	0	0	1	1	0	0	3
Decants (temp. or permanent)	0	0	0		2	0	0		2
Gas inspections and safety	0	0	0	0	1	0	0	0	1
Staff conduct	0	0	0	0	1	0	0	0	1
Total	1	12	8	0	19	7	6	0	53

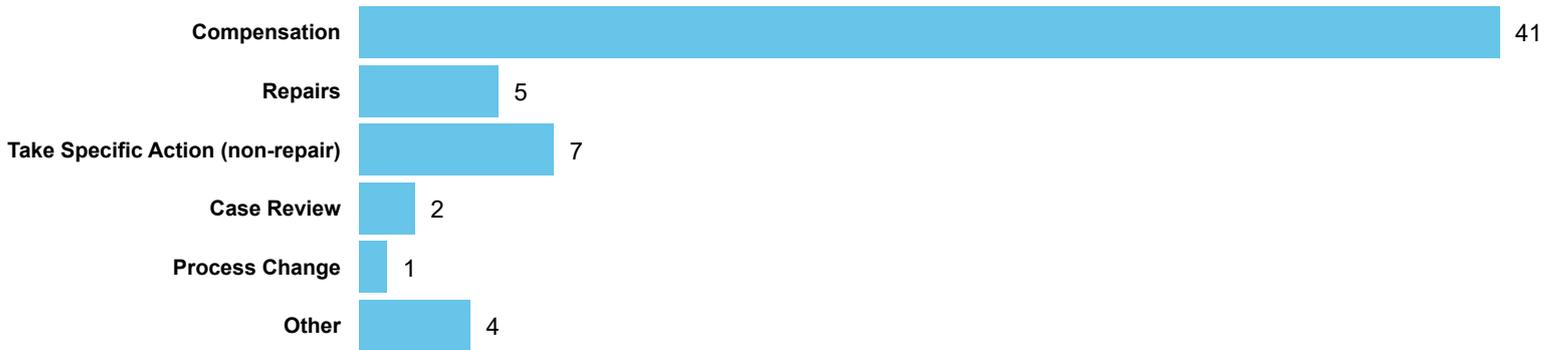
Top Sub-Categories | Cases determined between April 2022 - March 2023

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?	Within 3 Months	
	Count	%
Complied	56	100%
Total	56	100%

Compensation Ordered | Cases Determined between April 2022 - March 2023

Table 5.1

● Ordered ● Recommended

