

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

The Abbeyfield Society

[The Abbeyfield Society](#)

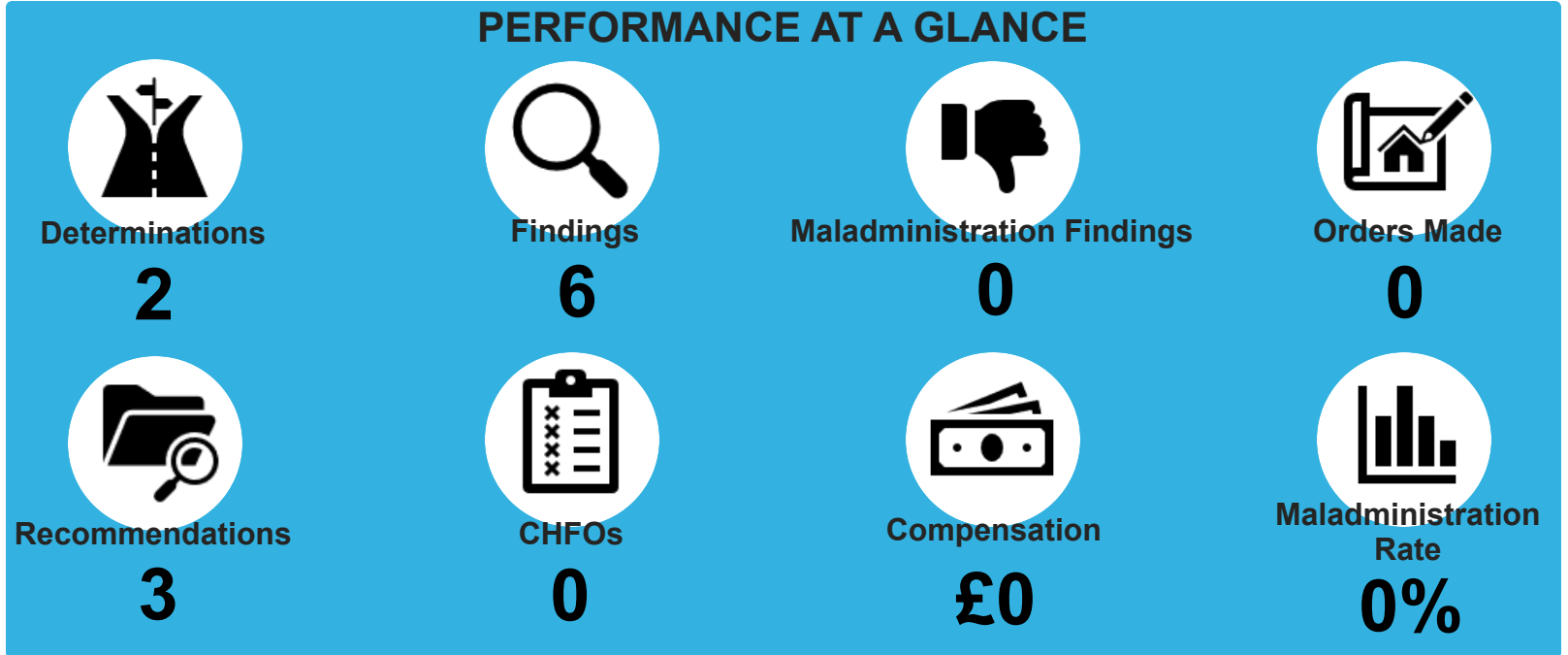
Landlord:

Landlord Homes: 1,333

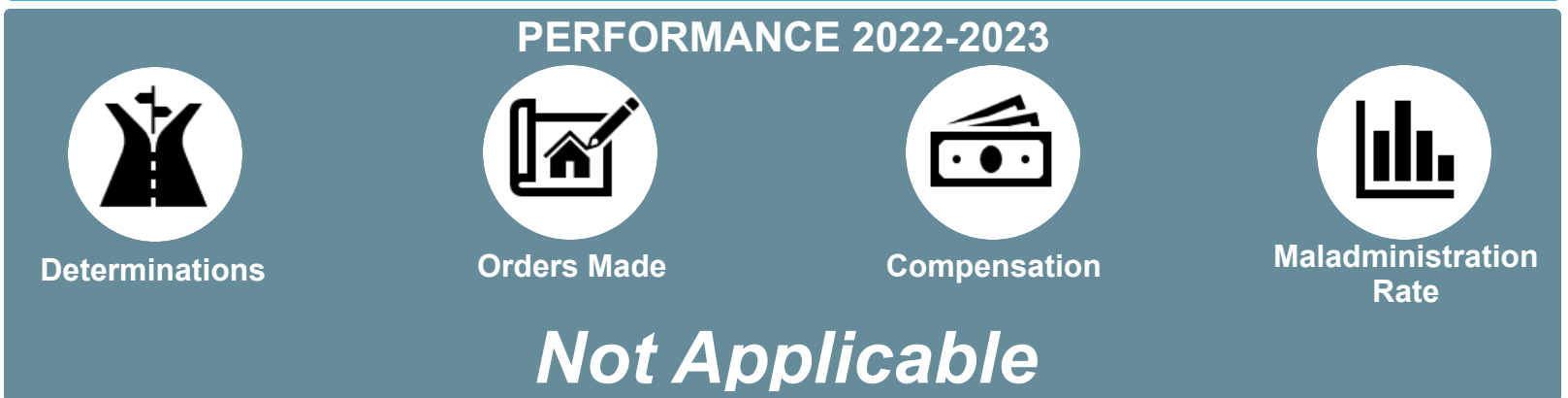
Landlord Type:

Other

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



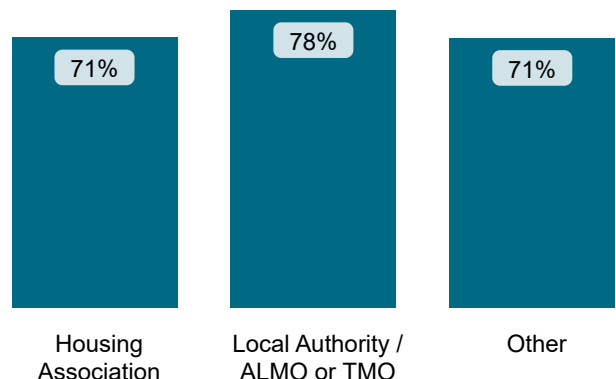
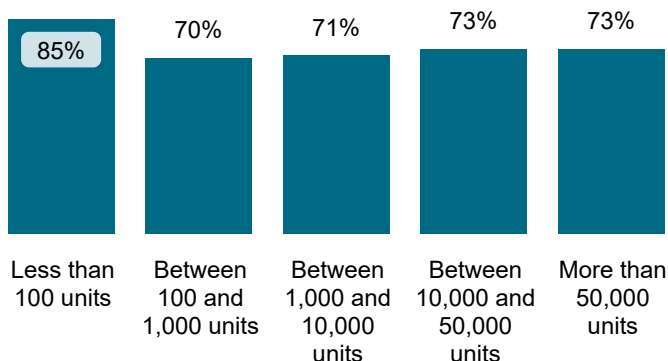
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

NATIONAL MALADMINISTRATION RATE: 73%

The landlord performed very 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Withdrawn	0%	0%	0%	0%	0%	0%

The Abbeyfield Society	
Outcome	% Findings
Severe Maladministration	0%
Maladministration	0%
Service failure	0%
Mediation	0%
Redress	0%
No maladministration	100%
Outside Jurisdiction	0%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	0%
Maladministration	0%
Service failure	0%
Mediation	0%
Redress	0%
No maladministration	100%
Outside Jurisdiction	0%
Withdrawn	0%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
Estate Management	0	0	0	0	0	2	0	0	2
Staff	0	0	0	0	0	2	0	0	2
Health and Safety (inc. building safety)	0	0	0	0	0	1	0	0	1
Information and data management	0	0	0	0	0	1	0	0	1
Total	0	0	0	0	0	6	0	0	6

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

Top Categories for The Abbeyfield Society

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Estate Management	2	0%	60%
Staff	2	0%	48%
Health and Safety (inc. building safety)	1	0%	62%
Information and data management	1	0%	90%

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
Estate Management	50%	67%	66%	58%	59%	0%
Health and Safety (inc. building safety)	0%	67%	68%	56%	65%	0%
Information and data management	100%	88%	83%	93%	90%	0%
Staff	67%	63%	47%	49%	46%	0%

National Maladministration Rate by Landlord Type:

Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Estate Management	59%	65%	38%	0%
Health and Safety (inc. building safety)	58%	69%	80%	0%
Information and data management	90%	93%	67%	0%
Staff	48%	50%	50%	0%

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

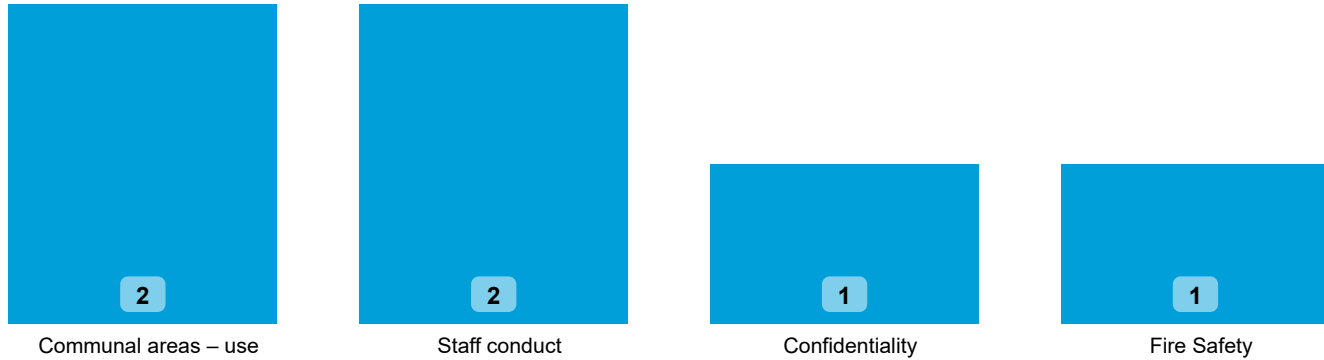
Table 3.4

Highlighted Service Delivery Sub-Categories *only*:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Staff conduct	0	0	0	0	0	2	0	0	2
Fire Safety	0	0	0	0	0	1	0	0	1
Total	0	0	0	0	0	3	0	0	3

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

Wider Order – Policy Review	0
Wider Order – Practice Review	0
Compensation	0
Repairs	0
Take Specific Action (non-repair)	0
Apology	0
Case Review	0
Process Change	0
Staff Training	0
Other	0

Order Compliance | *Order target dates between April 2023 - March 2024*

Table 4.2

Order Complete?	Overdue		Within 3 Months		Within 6 Months	
	Count	%	Count	%	Count	%
Complied	0		0		0	
Total	0		0		0	

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

Table 5.1