

Landlord Performance Report 2024-25

Guidance Note

Introduction

The Landlord Performance Reports 2024-25 provide data on the determinations issued to a landlord between 1 April 2024 and 31 March 2025.

Individual reports are given to landlords with 5 or more findings in cases determined during the year. We sent reports to 281 landlords this year.

These reports provide landlords with more detail on their performance. This includes how they compare to other similar landlords. The reports include limited statistics about cases determined in 2022-23 and/or 2023-24 where available.

These are important reports for the landlord's Member Responsible for Complaints to review and talk to colleagues about.

The data comes from our casework management system. We shared draft copies with landlords in June 2025 so they could verify our data. We have made corrections where necessary.

Definition of terms

Case

When a resident refers a complaint to the Ombudsman, it's recorded as a case.

Category

This is the subject matter of the complaint. A case can have more than one category.

When deciding the top 3 categories of complaints for a landlord, we do not count complaint categories which were 'outside jurisdiction' or 'withdrawn'.

CHFO

Complaint Handling Failure Orders (CHFOs) are issued if the landlord does not comply with the conditions of membership of the Housing Ombudsman Scheme. This includes not complying with the Complaint Handling Code and not providing evidence requested by the Ombudsman.

Compensation

The amount of compensation ordered and recommended in cases determined.

Compliance

Whether orders have been complied with within 3 or 6 months. We do not enforce compliance with our recommendations.

Determinations

The number of cases determined (decided upon) by the Ombudsman.

We do not count cases which were entirely 'outside jurisdiction' or 'withdrawn'. This is a change from previous years and means these figures may not match previously published reports.

If a landlord's report includes statistics about cases determined in 2022-23 and/or 2023-24, the number of determinations has been updated so landlords can compare previous years to this year.

Revised determinations

Landlords and residents may request a review of our determinations in circumstances set out in the Housing Ombudsman Scheme.

If a determination was changed at review and the revised determination was issued on or before 31 March 2025, the revised decision is included in the data. If the revised determination was issued on or after 1 April, only the original determination is included in the data.

Findings

The number of findings on cases determined. Each category on a determined case has one finding.

When we count findings, we do not count any cases where the entire case was declared 'outside jurisdiction' or was entirely 'withdrawn'.

Individual complaint categories which were 'outside jurisdiction' or 'withdrawn' are counted when they are made in cases that include one or more other findings.

There are 8 possible findings listed below.

Severe maladministration

The most serious failings will result in a finding of severe maladministration.

Maladministration

We find maladministration when there was a failure which has adversely affected the resident.

Service failure

We find service failure when there was a minor failing, but action is still needed to put things right. Service failure is a form of maladministration.

Mediation

This finding is made where the resident and landlord have agreed to enter into mediation and, with the Ombudsman's intervention, reached an agreed outcome which resolves the complaint satisfactorily. Also referred to as 'resolved with intervention'.

Redress

Also referred to as 'reasonable redress', this finding is made when there is evidence of maladministration, but the landlord has identified and acknowledged this prior to the Ombudsman's formal investigation and has, on its own initiative, taken steps and/or made an offer of compensation, that puts things right.

No maladministration

We find no maladministration where the landlord acted in accordance with its obligations and policies/procedures. Minor failings may have been found but these caused no detriment to the resident.

Outside jurisdiction

The complaint will not or cannot be considered by the Ombudsman.

Withdrawn

The resident withdrew their complaint, and the Ombudsman was satisfied as to the circumstances.

Landlord homes

The number of homes (or 'units') owned or managed by the member landlord under the Housing Ombudsman Service's jurisdiction as of 31 March 2025.

Landlord type

Member landlords are classed as one of 3 landlord types.

Housing association

A non-profit organisation that provides homes to people on low incomes or with particular needs.

Local authority/ALMO or TMO

A local council, an Arm's Length Management Organisation (ALMO) set up by the council to manage all or part of its housing stock, or a Tenancy Management Organisation (TMO) set up by tenants and/or leaseholders to manage an estate or block on behalf of the council.

Other

Other includes voluntary members, almshouses, de-registered publicly funded providers, co-operatives, Abbeyfield and for-profit providers.

Maladministration findings

The number of findings of severe maladministration, maladministration, and service failure.

Maladministration rate

The number of findings of severe maladministration, maladministration, and service failure, expressed as a percentage of the total number of findings (excluding findings of 'outside jurisdiction' or 'withdrawn'). Also referred to as 'mal rate'.

National maladministration rate

The total number of findings of severe maladministration, maladministration and service failure, expressed as a percentage of the total number of findings (excluding findings of 'outside jurisdiction' or 'withdrawn') for England. Also referred to as 'National mal rate'.

Orders

Orders are made where the investigation has resulted in a finding of some level of maladministration. They are intended to put things right for the resident.

Recommendations

Recommendations can be made for any case that has been investigated and determined by the Ombudsman. They are intended to help improve service delivery and promote learning from outcomes.

Sub-categories

The specific category of the complaint. Each finding has one sub-category.

When deciding the top 3 sub-categories of complaint for a landlord, we do not count findings of 'outside jurisdiction' or 'withdrawn'.

'Highlighted service delivery sub-categories' are complaints which relate to the health, safety, and wellbeing of residents and which the Ombudsman considers priorities for member landlords to monitor.

Units

The number of dwellings (or 'units') owned or managed by the member landlord under the Housing Ombudsman Service's jurisdiction as of 31 March 2025. This is based on information available from the Regulator of Social Housing and provided by landlords.