Housing
Ombudsman Service

LANDLORD PERFORMANCE REPORT

2024/2025

Royal Borough of Kensington and Chelsea

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Housing Ombudsman Service

LANDLORD PERFORMANCE

April 2024 - March 2025

DATA REFRESHED: May 2025

Landlord: Royal Borough of Kensington and Chelsea

Landlord Homes: 9,170 **Landlord Type:** Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE

Determinations	Findings	Maladministration Findings	Orders Made
19	41	22	61

Recommendations	CHFOs	Compensation	Maladministration Rate
19	0	£25,752	58%

PERFORMANCE 2022-2023

Determinations	Maladministration Rate
22	38%

PERFORMANCE 2023-2024

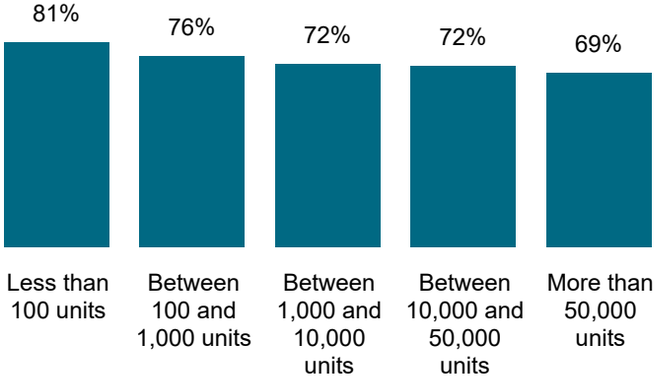
Determinations	Maladministration Rate
22	54%

Maladministration Rate *Comparison* | *Cases determined between April 2024 - March 2025*

NATIONAL MALADMINISTRATION RATE: 71%

National Maladministration rate for Landlords of a similar size *and* type: ***77%***

National Mal Rate by Landlord Size: Table 1.1



by Landlord Type: Table 1.2

Findings Outcome *Comparison* | *Cases determined between April 2024 - March 2025*

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	National	Landlord Findings
Severe Maladministration	5%	10%	5%	5%	4%	**5%**	**5%**
Maladministration	38%	36%	41%	41%	41%	**41%**	**17%**
Service failure	32%	24%	22%	22%	20%	**21%**	**32%**
Mediation	0%	0%	1%	2%	2%	**2%**	**5%**
Redress	3%	6%	10%	12%	17%	**13%**	**15%**
No maladministration	14%	17%	15%	13%	10%	**13%**	**20%**
Outside Jurisdiction	8%	7%	6%	6%	6%	**6%**	**7%**
Withdrawn	0%	0%	0%	0%	0%	**0%**	**0%**

National Performance by Landlord **Type**: Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	National	Landlord Findings
Severe Maladministration	4%	6%	3%	**5%**	**5%**
Maladministration	39%	45%	35%	**41%**	**17%**
Service failure	21%	22%	27%	**21%**	**32%**
Mediation	2%	1%	1%	**2%**	**5%**
Redress	16%	7%	10%	**13%**	**15%**
No maladministration	13%	11%	15%	**13%**	**20%**
Outside Jurisdiction	5%	7%	8%	**6%**	**7%**
Withdrawn	0%	0%	0%	**0%**	**0%**

Landlord Findings by Category | *Cases determined between April 2024 - March 2025* Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Property Condition	2	4	5	1	6	6	0	0	**24**
Complaints Handling	0	1	3	1	0	0	0	0	**5**
Estate Management	0	0	1	0	0	2	0	0	**3**
Moving to a Property	0	0	1	0	0	0	2	0	**3**
Anti-Social Behaviour	0	1	0	0	0	0	1	0	**2**
Health and Safety (inc. building safety)	0	1	1	0	0	0	0	0	**2**
Charges	0	0	1	0	0	0	0	0	**1**
Information and data management	0	0	1	0	0	0	0	0	**1**
Total	**2**	**7**	**13**	**2**	**6**	**8**	**3**	**0**	**41**

Findings by Category *Comparison* | *Cases determined between April 2024 - March 2025*

Top Categories for Royal Borough of Kensington and Chelsea

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	24	46%	73%
Complaints Handling	5	80%	77%
Estate Management	3	33%	64%

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
Complaints Handling	100%	86%	84%	81%	70%	80%
Estate Management	100%	80%	59%	66%	64%	33%
Property Condition	65%	79%	73%	74%	72%	46%

National Maladministration Rate by Landlord **Type**:

Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Complaints Handling	72%	87%	86%	80%
Estate Management	63%	71%	60%	33%
Property Condition	70%	79%	68%	46%

Findings by Sub-Category | *Cases Determined between April 2024 - March 2025*

Table 3.4

Highlighted Service Delivery Sub-Categories *only*:

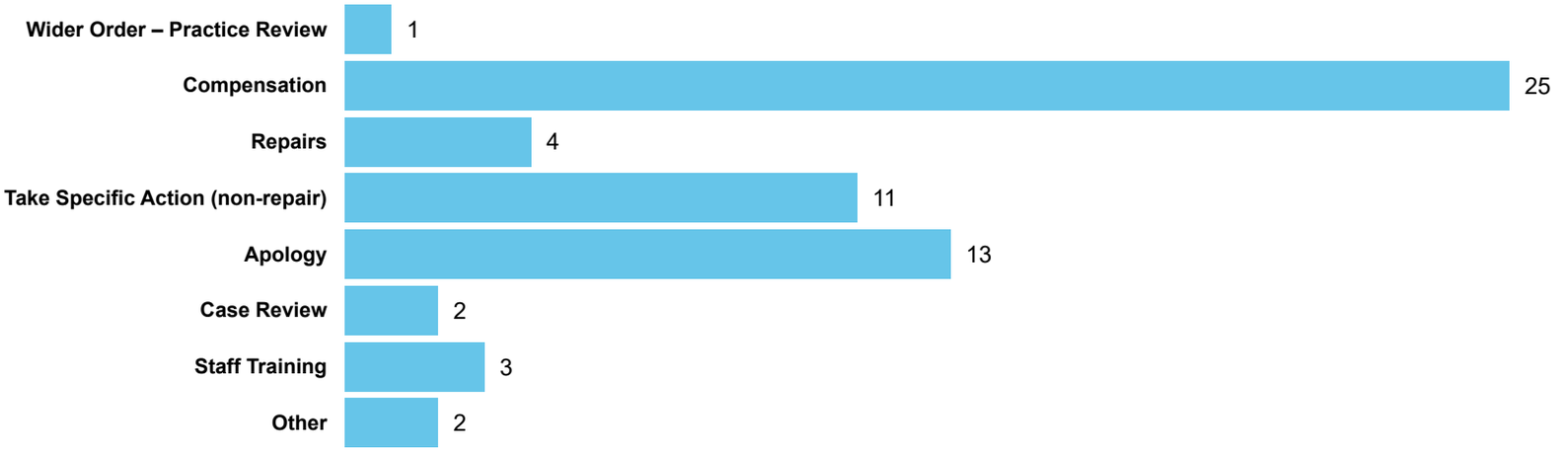
Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs – leaks / damp / mould	2	2	2	0	2	3	0	0	11
Responsive repairs - general	0	1	2	0	3	2	0	0	8
Asbestos	0	1	0	0	0	0	0	0	1
Decants (temp. or permanent)	0	0	1	0	0	0	0	0	1
Fire Safety	0	0	1		0	0	0	0	1
Noise	0	1	0		0	0	0	0	1
Service charges – amount or account management	0	0	1	0	0	0	0	0	1
Total	**2**	**5**	**7**	**0**	**5**	**5**	**0**	**0**	**24**

Top Sub-Categories | *Cases determined between April 2024 - March 2025*

Table 3.5

Orders Made by Type | *Orders on cases determined between April 2024 - March 2025*

Table 4.1



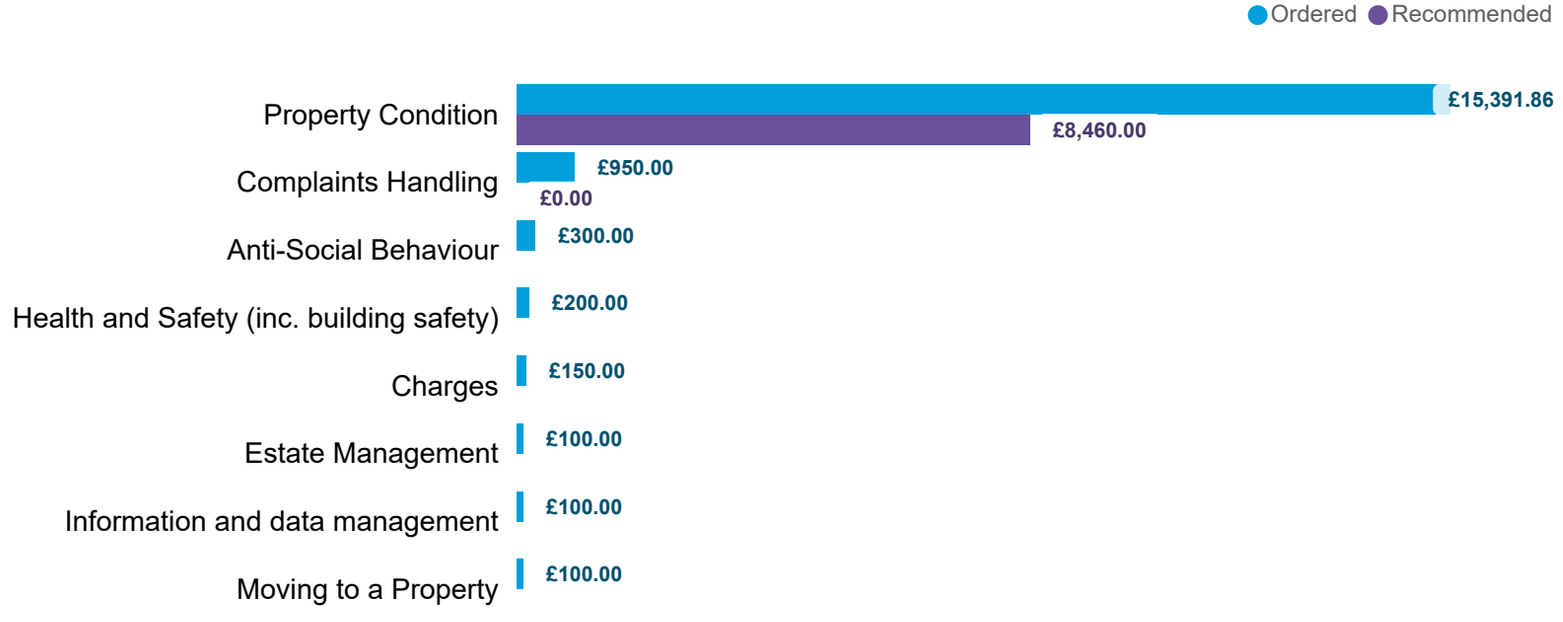
Order Compliance | *Order target dates between April 2024 - March 2025*

Table 4.2

Order Complete?	Within 3 Months Count	%
Complied	56	100%
Total	**56**	**100%**

Compensation Ordered | *Cases Determined between April 2024 - March 2025*

Table 5.1



Guidance Notes

Royal Borough of Kensington and Chelsea

Introduction | *Notes on your figures in this report*

The Housing Ombudsman's 2024-25 landlord reports are for landlords with 5 or more findings made in cases determined between 1 April 2024 and 31 March 2025.

The data comes from our casework management system. The reports include statistics on cases determined in the period. If we published a performance report for the landlord last year, then its individual report will also include limited statistics about cases determined between 1 April 2022 and 31 March 2024 for year-on-year comparison. Where a landlord has merged, we have merged the 2022-24 data and it may therefore be different to the published figures last year.

Determinations | *Cases Determined*

The number of cases determined (decided upon) for this landlord by the Ombudsman. 23 determinations were recorded for Royal Borough of Kensington and Chelsea, this includes OSJ and Withdrawn determinations. 19 determinations were made excluding OSJ and Withdrawn.

In this report we are only counting the determinations excluding OSJ and Withdrawn overall - this is a change from previous years to where we counted all Determinations. We have also adjusted the determined figures for 22/23 and 23/24 referenced on the first page of this report to exclude OSJ and Withdrawn so that it is comparable. This means these figures may not match the published reports for those years.

Findings | *Category Findings*

The number of findings on cases determined. Each category on a determined case has one finding. When we count findings, we exclude any cases where the entire case was declared outside our jurisdiction (OSJ) or all elements of the complaint were entirely Withdrawn, usually prior to the case being allocated for investigation.

On this basis, we are only counting the findings made in the 19 determinations. 41 findings were recorded for Royal Borough of Kensington and Chelsea in these 19 determinations.

Maladministration Rate | *Calculated from Category Findings*

Under our Scheme, maladministration includes findings of severe maladministration, maladministration and service failure. The number of findings of maladministration are expressed as a percentage of the total number of findings (excluding findings of 'outside jurisdiction' and 'withdrawn'). This is referred to as 'mal rate'.

The number of findings recorded for Royal Borough of Kensington and Chelsea to calculate the Maladministration rate is 38. This excludes the 3 findings of Outside Jurisdiction or where elements of the case were Withdrawn during our investigation, but we made other findings on the case.

The number of 'Mal' findings recorded for Royal Borough of Kensington and Chelsea is 22, which gives the Maladministration rate of 57.9% (22 / 38). The national Mal rate is calculated on the same basis and is comparable to previous reports.

Orders | *Calculated from Orders issued on Cases Determined*

We issue Orders when the case investigation has resulted in a category finding of some level of maladministration or mediation. They are intended to put things right for the resident. We can issue multiple orders for each category of a case, so if we issue compensation of £50 for one category, and £50 for another category - we will count this as two orders even though the Landlord may just see it as one order of £100 compensation for the case.

The number of orders recorded for Royal Borough of Kensington and Chelsea is 61, these orders are across 22 category findings.

Unit Numbers | *Homes owned by the Landlord*

The number of homes (or 'units') owned or managed by the member landlord under the Housing Ombudsman Service's jurisdiction as of 31 March 2024. This is based on information available from the Regulator of Social Housing and provided by landlords.

Reviews | *Determination reviews*

The Landlords and residents may request a review of our determinations in circumstances set out in the Housing Ombudsman Scheme. This report includes data on cases originally determined between 1 April 2024 and 31 March 2025. If a determination is changed at review and the revised determination is issued on or before 31 March, the revised decision is included in the data. If the revised determination is issued on or after 1 April, only the original determination is included in the data.