Housing
Ombudsman Service

LANDLORD PERFORMANCE REPORT

2025/2026

Royal Borough of Kensington and Chelsea

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Housing Ombudsman Service

LANDLORD PERFORMANCE

April 2025 - March 2026

DATA REFRESHED: May 2026

Landlord: Royal Borough of Kensington and Chelsea

Landlord Homes: 9,127 **Landlord Type:** Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE

Determinations	Findings	Maladministration Findings	Orders Made
28	61	34	70

Recommendations	CHFOs	Compensation	Maladministration Rate
23	0	£20,214	59%

PERFORMANCE 2023-2024

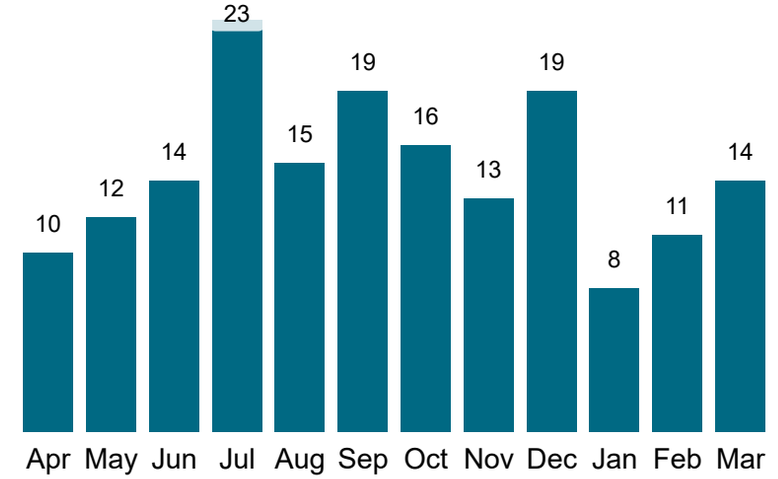
Determinations	Maladministration Rate
22	54%

PERFORMANCE 2024-2025

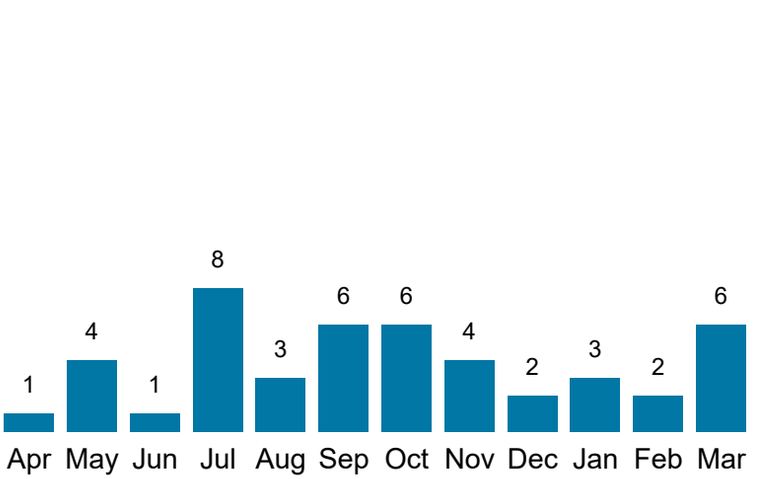
Determinations	Maladministration Rate
19	58%

Incoming Caseload | *Cases Received / Duly Made between April 2025 - March 2026*

Received Cases: **174**



Duly Made Cases: **46**



Findings *Comparison* | *Cases determined between April 2025 - March 2026*

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	3%	2%	2%	2%	2%	**2%**
Maladministration	53%	25%	35%	35%	36%	**35%**
Service failure	21%	23%	23%	23%	22%	**23%**
Mediation	0%	2%	1%	1%	1%	**1%**
Redress	6%	14%	14%	16%	24%	**19%**
No maladministration	15%	29%	21%	18%	12%	**16%**
Outside Jurisdiction	3%	5%	4%	4%	3%	**4%**
Withdrawn	0%	0%	0%	0%	0%	**0%**

Royal Borough of Kensington and Chelsea

Outcome	% Findings
Severe Maladministration	**2%**
Maladministration	**38%**
Service failure	**16%**
Mediation	**0%**
Redress	**10%**
No maladministration	**30%**
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Withdrawn	**0%**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%	3%	0%	**2%**
Maladministration	32%	42%	32%	**35%**
Service failure	23%	23%	22%	**23%**
Mediation	1%	1%	2%	**1%**
Redress	23%	10%	23%	**19%**
No maladministration	16%	17%	16%	**16%**
Outside Jurisdiction	3%	5%	5%	**4%**
Withdrawn	0%	0%	0%	**0%**

Outcome	% Findings
Severe Maladministration	**2%**
Maladministration	**38%**
Service failure	**16%**
Mediation	**0%**
Redress	**10%**
No maladministration	**30%**
Outside Jurisdiction	**5%**
Withdrawn	**0%**

Landlord Findings by Category | *Cases determined between April 2025 - March 2026* Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs/activity	1	13	1	0	4	3	0	0	**22**
Managing Relations	0	5	7	0	0	7	1	0	**20**
ASB/Abuse/Nuisance	0	1	2	0	1	0	0	0	**4**
Financial	0	0	0	0	1	3	0	0	**4**
Planned works	0	1	0	0	0	3	0	0	**4**
Estate Management	0	2	0	0	0	1	0	0	**3**
Health and Safety (inc. building safety)	0	1	0	0	0	1	0	0	**2**
Enquiry stage							1	0	**1**
Moving/Buying/Selling Home	0	0	0	0	0	0	1	0	**1**
Total	**1**	**23**	**10**	**0**	**6**	**18**	**3**	**0**	**61**

Findings by Category *Comparison* | *Cases determined between April 2025 - March 2026*

Top Categories for Royal Borough of Kensington and Chelsea

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Responsive repairs/activity	22	68%	72%
Managing Relations	19	63%	57%
ASB/Abuse/Nuisance	4	75%	66%
Financial	4	0%	51%
Planned works	4	25%	58%

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
ASB/Abuse/Nuisance	83%	54%	65%	64%	68%	75%
Financial	100%	62%	44%	48%	55%	0%
Managing Relations	80%	54%	61%	60%	53%	63%
Planned works	0%	29%	52%	60%	59%	25%
Responsive repairs/activity	75%	58%	71%	72%	73%	68%

National Maladministration Rate by Landlord **Type**: Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
ASB/Abuse/Nuisance	63%	71%	80%	75%
Financial	50%	54%	33%	0%
Managing Relations	52%	69%	56%	63%
Planned works	55%	64%	100%	25%
Responsive repairs/activity	70%	78%	61%	68%

Findings by Sub-Category | *Cases Determined between April 2025 - March 2026*

Table 3.4

Highlighted Service Delivery Sub-Categories *only*:

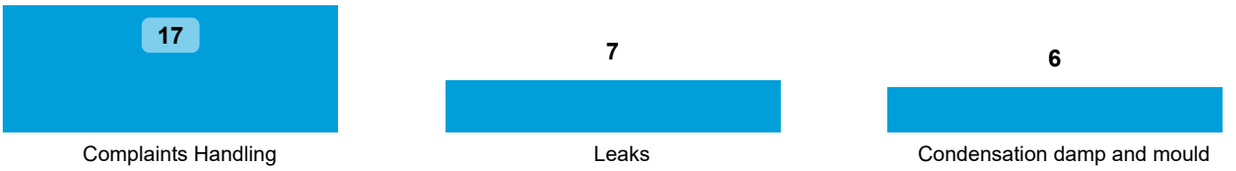
Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Leaks	0	5	1	0	1	0	0	0	7
Condensation damp and mould	0	4	0	0	1	1	0	0	6
Heating & hot water	1	1	0	0	1	1	0	0	4
Noise	0	1	1	0	0	0	0	0	2
Pest Control (internal)	0	1	0	0	0	1	0	0	2
Staff conduct		0	0	0	0	1	1	0	2
Structural safety	0	1	0		0	1	0	0	2
Service charges – amount or account management	0	0	0	0	0	1	0	0	1
Total	**1**	**13**	**2**	**0**	**3**	**6**	**1**	**0**	**26**

LANDLORD PERFORMANCE

Royal Borough of Kensington and Chelsea

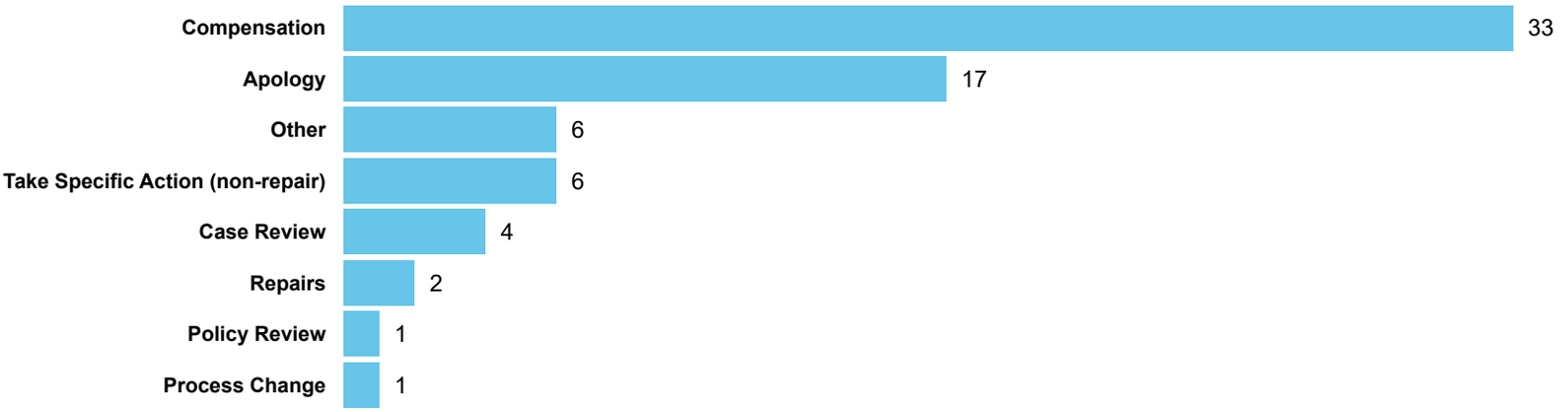
Top Sub-Categories | *Cases determined between April 2025 - March 2026*

Table 3.5



Orders Made by Type | *Orders on cases determined between April 2025 - March 2026*

Table 4.1



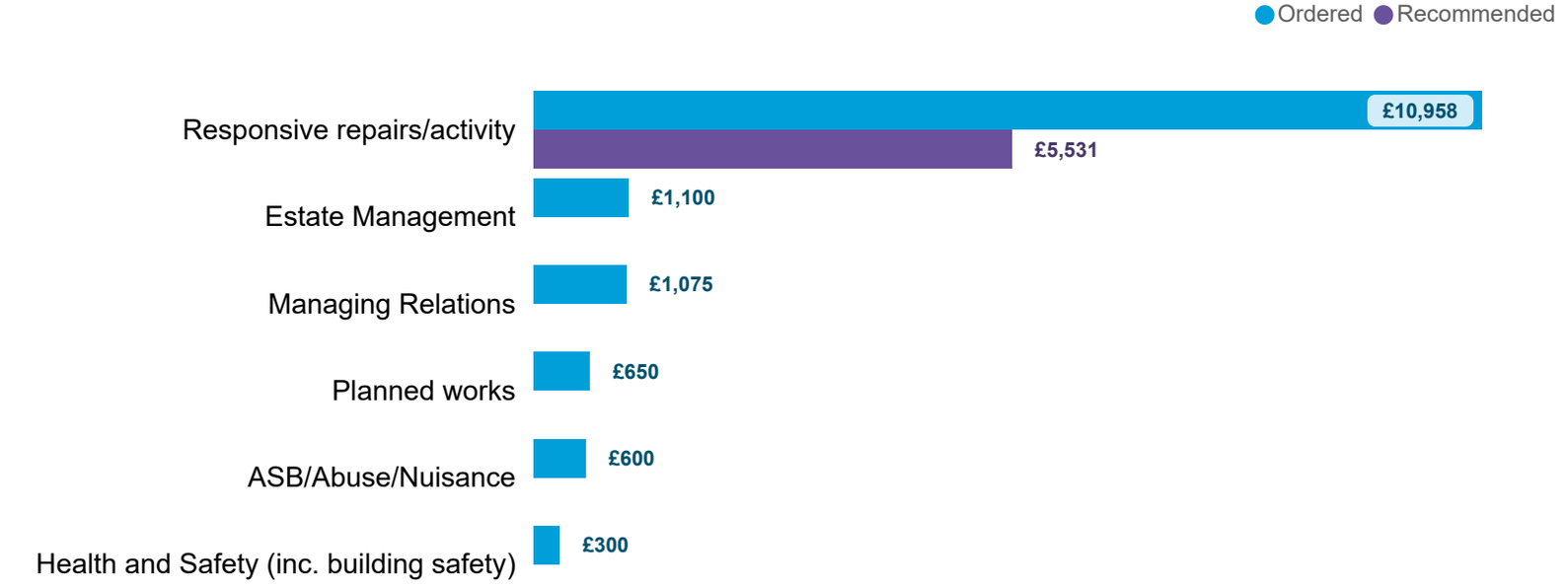
Order Compliance | *Order target dates between April 2025 - March 2026*

Table 4.2

Order	Overdue		Within 3 Months		Within 6 Months	
Complete?	Count	%	Count	%	Count	%
Complied	1	1%	66	94%	3	4%
Total	**1**	**1%**	**66**	**94%**	**3**	**4%**

Compensation Ordered | *Cases Determined between April 2025 - March 2026*

Table 5.1



LANDLORD PERFORMANCE

Royal Borough of Kensington and Chelsea

DATA REFRESHED: May 2026

Cases Per 1k Homes | *April 2025 - March 2026*

Royal Borough of Kensington and Chelsea: **19.1**

MEDIAN CASES Received per 1k Homes:	**5.4**	Median Cases per 1k for Landlords of a similar size and type:	***4.0***

Median Cases per 1k by Landlord Size:

by Landlord Type: Table 6.1

Mal Per 1k *Comparison* | *April 2025 - March 2026*

Royal Borough of Kensington and Chelsea: **3.7**

MEDIAN MALADMINISTRATION per 1k Homes:	**1.5**	Median Maladministration per 1k for Landlords of a similar size and type:	***1.0***

Median Mal Findings per 1k by Landlord Size:

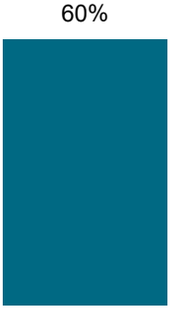
by Landlord Type: Table 6.2

% Mal Rate *Comparison* | *April 2025 - March 2026*

Royal Borough of Kensington and Chelsea: **59%**

NATIONAL MALADMINISTRATION RATE:	**62%**	National Maladministration rate for Landlords of a similar size and type:	***67%***

National Mal Rate by Landlord Size:



by Landlord Type: Table 5.1

Housing Ombudsman Service

Guidance Notes

Royal Borough of Kensington and Chelsea

DATA REFRESHED: May 2026

Introduction | *Notes on your figures in this report*

The Housing Ombudsman's 2025-26 landlord reports are for landlords with 5 or more findings made in cases determined between 1 April 2025 and 31 March 2026.

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 2023 and 31 March 2025 for year-on-year comparison. Where a landlord has merged, we have merged the 2023-25 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. 33 determinations were recorded for Royal Borough of Kensington and Chelsea, this includes OSJ and Withdrawn determinations. 28 determinations were made excluding OSJ and Withdrawn.

In this report we are counting the determinations excluding OSJ and Withdrawn overall - this is a change from 23/24 where we included OSJ/Withdrawn Determinations. We have adjusted the determined figures for 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 that year, however 24/25 figures are comparable.

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 28 determinations. 61 findings were recorded for Royal Borough of Kensington and Chelsea in these 28 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 58. 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 34, which gives the Maladministration rate of 58.6% (34 / 58). The national Mal rate is calculated on the same basis and is comparable to previous reports.

Orders | *Calculated from Orders on Cases Determined*

We issue Orders when the case investigation has resulted in a category finding of some level of maladministration. 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 70, these orders are across 34 category findings.

Cases Received / Maladministration Findings per 1k | *Calculated from Unit Numbers*

These measures show the number of cases received, and findings upheld, by the Ombudsman relative to the size of the Landlords housing stock. Using a rate per 1,000 homes allows Landlords of different sizes to be compared on a like-for-like basis. The national and type/size comparisons shown in this report are based on the median. The median is the middle value when all Landlords are ranked lowest to highest - half of Landlords performed above the median and half below it. We used the median as it is less affected by unusually high or low rates and therefore provides a more representative benchmark for comparison.

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 2026. This is based on information available from the Regulator of Social Housing and provided by landlords.