

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Notting Hill Genesis (NHG)

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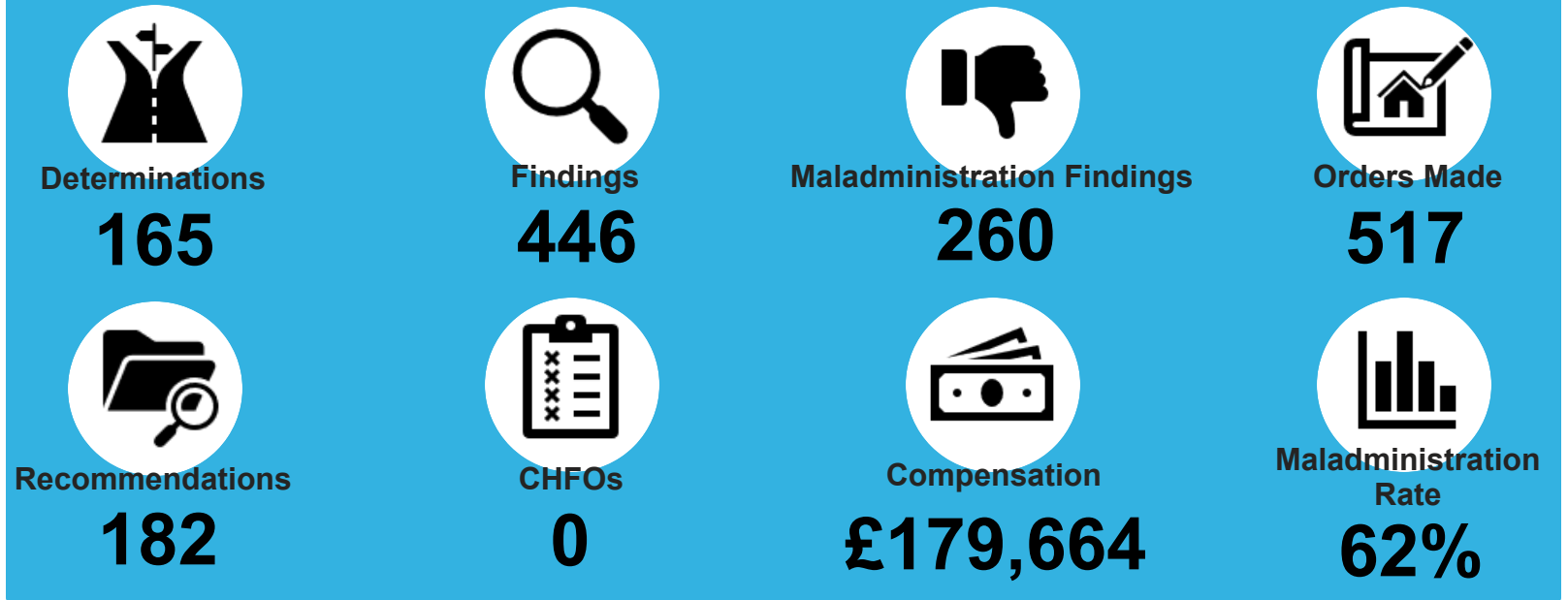
Landlord: Notting Hill Genesis (NHG)

Landlord Homes: 63,245

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



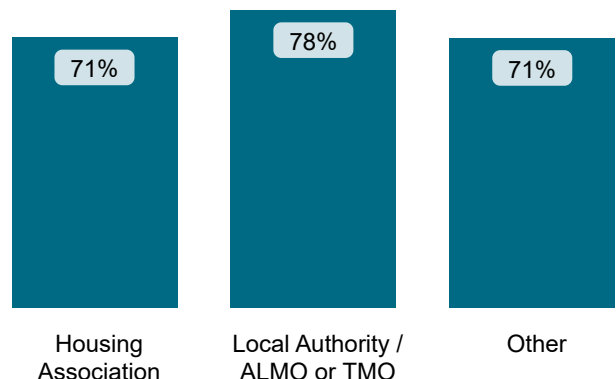
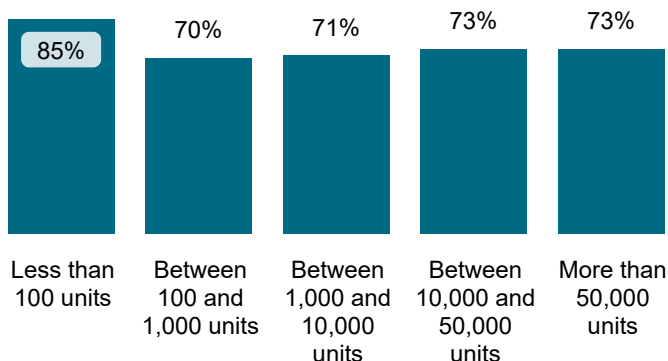
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

NATIONAL MALADMINISTRATION RATE: 73%

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Withdrawn	0%	0%	0%	0%	0%	0%

Notting Hill Genesis (NHG)	
Outcome	% Findings
Severe Maladministration	6%
Maladministration	33%
Service failure	20%
Mediation	1%
Redress	21%
No maladministration	14%
Outside Jurisdiction	6%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	6%
Maladministration	33%
Service failure	20%
Mediation	1%
Redress	21%
No maladministration	14%
Outside Jurisdiction	6%
Withdrawn	0%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
Property Condition	12	32	25	3	20	18	11	0	121
Complaints Handling	6	51	23	0	32	3	1	0	116
Anti-Social Behaviour	1	16	14	0	3	3	0	0	37
Estate Management	1	11	6	0	6	12	1	0	37
Moving to a Property	4	10	2	0	6	9	2	0	33
Staff	0	6	5	1	8	4	2	0	26
Information and data management	1	13	1	0	0	2	6	0	23
Charges	1	3	4	0	9	4	1	0	22
Health and Safety (inc. building safety)	1	3	1	0	1	2	1	0	9
Reimbursement and Payments	0	1	4	1	2	1	0	0	9
Occupancy Rights	0	0	2	0	2	2	1	0	7
Buying or selling a property	0	0	0	0	3	1	2	0	6
Total	27	146	87	5	92	61	28	0	446

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

Top Categories for Notting Hill Genesis (NHG)

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Complaints Handling	115	70%	84%
Property Condition	110	63%	73%
Anti-Social Behaviour	37	84%	68%

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
Anti-Social Behaviour	71%	61%	60%	67%	75%	84%
Complaints Handling	100%	87%	87%	86%	81%	70%
Property Condition	75%	63%	72%	74%	74%	63%

National Maladministration Rate by Landlord Type:

Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Anti-Social Behaviour	68%	69%	67%	84%
Complaints Handling	81%	91%	91%	70%
Property Condition	72%	77%	59%	63%

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

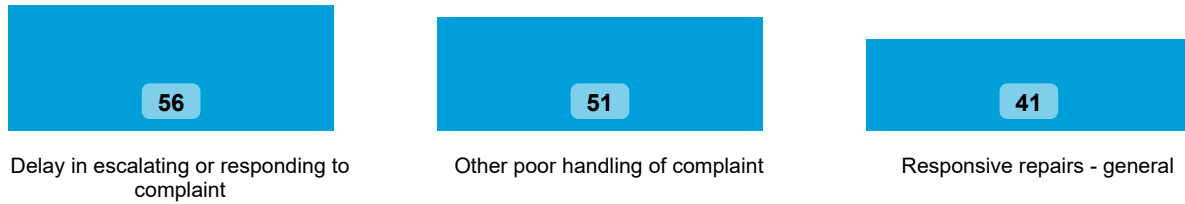
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	2	16	9	0	7	7	4	0	45
Responsive repairs – leaks / damp / mould	8	8	7	2	5	2	1	0	33
Staff conduct	0	6	3	1	7	4	2	0	23
Service charges – amount or account management	0	2	2	0	9	3	1	0	17
Noise	0	7	7	0	0	1	0	0	15
Responsive repairs – heating and hot water	1	2	3	1	3	3	2	0	15
Pest control (within property)	0	2	2	0	3	0	2	0	9
Decants (temp. or permanent)	1	2	0	0	0	1	1	0	5
Fire Safety	1	1	0	0	1	0	1	0	4
Electrical safety	0	1	0	0	0	1	0	0	2
Gas inspections and safety	0	1	1	0	0	0	0	0	2
Asbestos	0	0	0	0	0	1	0	0	1
Communal areas – pest control	0	0	0	0	1	0	0	0	1
Total	13	48	34	4	36	23	14	0	172

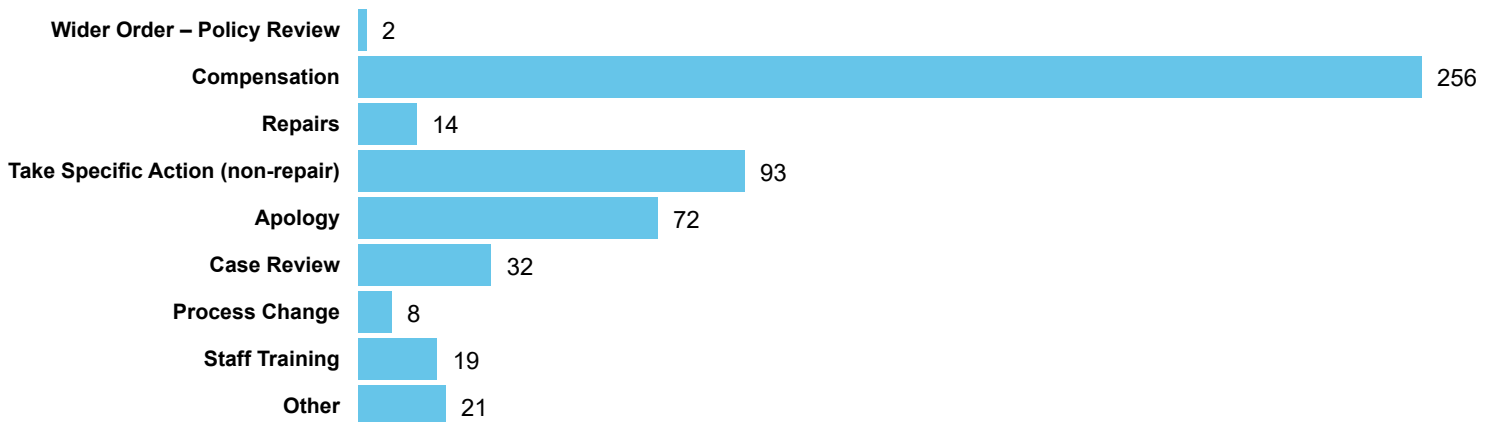
Top Sub-Categories | Cases determined between April 2023 - March 2024

Table 3.5



Orders Made by Type | Orders on cases determined between April 2023 - March 2024

Table 4.1



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

Table 4.2

Order Complete?	Within 3 Months		Within 6 Months	
	Count	%	Count	%
Complied	495	100%	2	0%
Total	495	100%	2	0%

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended

