

Landlord Performance Report

2025-26 Guidance Notes

Introduction

These reports provide data on the determinations issued to a landlord between 1 April 2025 and 31 March 2026.

Individual reports are issued to landlords with 5 or more findings in cases determined during the year. We sent reports to 296 landlords this year.

These reports provide landlords with more detail on their performance including how they compare to other similar landlords. The reports include limited statistics about cases determined in 2023-24 and/or 2024-25 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 2026 so they could verify our data. We have made corrections where necessary.

Definition of terms

Case

When a resident, representative, or landlord contacts the Ombudsman, we create a case in our casework management system. We record the member landlord which the enquiry or complaint is about.

The reports include a count of cases received about the landlord within the reporting period. In 2025-26 approximately 45% of enquiries did not require us to contact the landlord.

A case is 'duly made' when it has been referred to the Ombudsman by the resident and we have confirmed that the complaint is one which the Ombudsman can consider.

Category

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

When deciding the top three categories of complaint for a landlord, we do not count complaint categories which were Outside Jurisdiction or Withdrawn.

A brief description of each category is included at appendix A.

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 three or six 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We do not count cases which were entirely 'Outside Jurisdiction' or 'Withdrawn'.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 2026, 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 eight 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 2026. This is based on information held by our Membership and Finance teams, and is validated by landlords during our billing process.

Landlord Size

The range which the number of homes (or 'units') owned or managed by the landlord falls within.

Landlord Type

Member landlords are classed as one of three 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 and 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 and 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

Sub-categories are more specific than categories. Each finding has one sub-category.

When deciding the top three 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 well-being of residents and which the Ombudsman considers priorities for member landlords to monitor.

A list of highlighted service delivery sub-categories is included at appendix B.

Appendix A – Categories

ASB/Abuse/Nuisance

Complaints about a landlord's response to reports of antisocial behaviour (ASB), abuse, and nuisance, including but not limited to: neighbour disputes, drug-related nuisance, and noise nuisance.

Enquiry stage

Complaints which the Ombudsman cannot consider which do not fall within an existing category.

Estate Management

Complaints about a landlord's response to reports of problems in communal areas, including but not limited to: usage, grounds maintenance, and parking.

Financial

Complaints about a landlord's response to disputes about financial matters, including but not limited to: rent and service charge accounts, reimbursements, and recharges.

Health and Safety

Complaints about a landlord's response to health and safety concerns, including: asbestos, electrical installations, fire safety, gas safety, lifts, structural safety, and water safety.

Information and Data Management

Complaints about a landlord's response to concerns about the storage, sharing, usage, or handling of information.

Managing Relations

Complaints about a landlord's handling of the relationship with residents, including but not limited to: complaint handling, staff conduct, and reasonable adjustments.

Moving/Buying/Selling Home

Complaints about a landlord's handling of moving, buying, or selling a home, including but not limited to: transfer applications, temporary or permanent re-housing, and the condition of a property upon letting.

Occupancy Rights

Complaints about a landlord's handling of the rights including in an occupancy agreement, including but not limited to: ending a tenancy, succession, and assignment.

Planned Works

Complaints about the landlord's handling of major or planned programmes of improvement works.

Responsive Repairs/Activity

Complaints about the landlord's handling of reports of repairs.

Appendix B – Highlighted service delivery sub-categories

The sub-categories listed below are used to classify complaints about the landlord's handling of each issue.

Noise

Reports of trouble, annoyance or suffering caused by noise.

Service charges – amount or account management

Concerns about the administration of service charges. This may include the collection, calculation application of charges, the accounting process and how information regarding service charges is communicated to residents.

The Ombudsman cannot consider complaints about the level of service charges. or the amount of a service charges increase. A complaint about these matters should also be assessed under p.23 (i) as many complaints that appear to be in jurisdiction could be considered by the court or the Residential Property Tribunal Services.

Asbestos/MMF

Exposure to asbestos, or common man-made fibre, such as fibre glass, rockwool, synthetic polymers etc

Electrical safety

Electrical safety including complaints about electrical safety checks, re-wiring (if carried out as a response to a health and safety concern, rather than scheduled major/programmed works), etc

Fire Safety

Fire safety including complaints about fire risk assessments and any actions or omissions relating to these, issues relating to fire doors / extinguishers / smoke alarms, etc.

Gas inspections and safety

Gas inspections and safety including complaints about: annual gas safety checks, “turn on and test” carried out at the start of a tenancy, landlord response to reports of gas leaks, cooker safety, issues with flues, etc. Structural safety

Staff conduct

Concerns raised about the actions or behaviour of the landlord's staff or contractors / operatives in conducting their duties.

Decants (temp. or permanent)

Temporary or permanent home moves which can be arranged by the landlord in cases of disrepair, ASB, or other circumstances where the resident must vacate the property into alternate housing sourced by the landlord.

Condensation damp and mould

Reports by the resident of condensation, damp or mould in the property.

Heating & hot water

A repair reported by the resident regarding the heating & hot water in their property.

Leaks

A repair reported by the resident regarding a leak affecting their property, including water escape (broken water pipe), water ingress (roof leak), and leaks from neighbouring properties.

Pest Control (external)

Pest control issues in communal areas including shared gardens, foyers or any other facilities shared by 2 or more properties.

Pest Control (internal)

Pest control issues inside the residents property / boundary.