

Housing
Ombudsman Service

LANDLORD PERFORMANCE REPORT

2022/2023

Derby City Council

Landlord: Derby City Council

Landlord Homes: 12,751

Landlord Type: Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE



Determinations

4



Findings

5



Maladministration Findings

2



Orders Made

3



Recommendations

5



CHFOs

0



Compensation

£1,010



Maladministration
Rate

40%

PERFORMANCE 2021-2022



Determinations



Orders Made



Compensation



Maladministration
Rate

Not Applicable

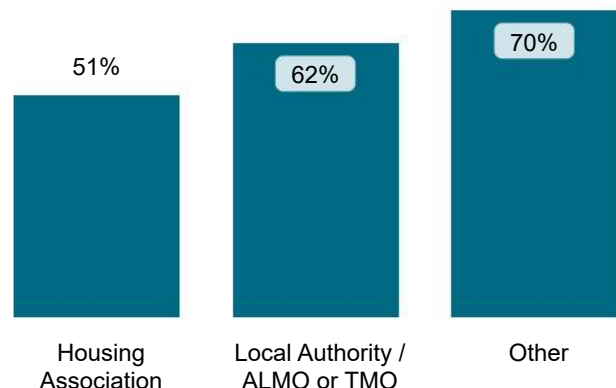
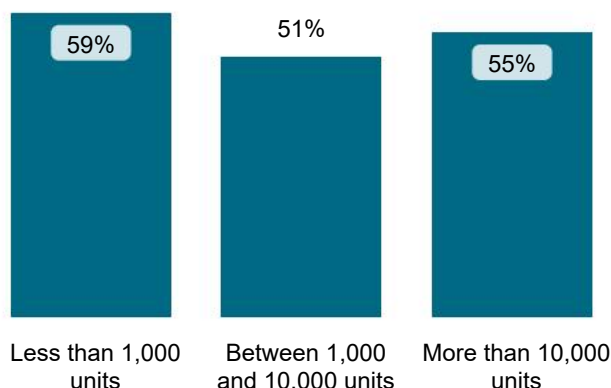
Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

NATIONAL MALADMINISTRATION RATE: 55%

The landlord performed very 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 2022 - March 2023

National Performance by Landlord Size: Table 2.1

Outcome	Less than 1,000 units	Between 1,000 and 10,000 units	More than 10,000 units	Total
Severe Maladministration	3%	2%	3%	3%
Maladministration	27%	20%	25%	24%
Service failure	20%	23%	21%	21%
Mediation	0%	1%	2%	2%
Redress	10%	12%	16%	15%
No maladministration	25%	32%	22%	24%
Outside Jurisdiction	15%	11%	10%	11%
Withdrawn	0%	1%	2%	1%

Derby City Council	
Outcome	% Findings
Severe Maladministration	0%
Maladministration	40%
Service failure	0%
Mediation	0%
Redress	40%
No maladministration	20%
Outside Jurisdiction	0%
Withdrawn	0%

National Performance by Landlord Type: Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	Total
Severe Maladministration	2%	3%	6%	3%
Maladministration	23%	28%	32%	24%
Service failure	21%	22%	24%	21%
Mediation	2%	1%	3%	2%
Redress	19%	8%	3%	15%
No maladministration	24%	24%	21%	24%
Outside Jurisdiction	9%	13%	12%	11%
Withdrawn	1%	1%	0%	1%

Outcome	% Findings
Severe Maladministration	0%
Maladministration	40%
Service failure	0%
Mediation	0%
Redress	40%
No maladministration	20%
Outside Jurisdiction	0%
Withdrawn	0%

Landlord Findings by Category | Cases determined between April 2022 - March 2023

Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Property Condition	0	1	0	0	2	1	0	0	4
Complaints Handling	0	1	0	0	0	0	0	0	1
Total	0	2	0	0	2	1	0	0	5

Findings by Category Comparison | Cases determined between April 2022 - March 2023

Top 3 Categories for Derby City Council				Table 3.1
Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration	
Property Condition	4	25%	54%	
Complaints Handling	1	100%	76%	

National Maladministration Rate by Landlord Size: Table 3.2

Category	Less than 1,000 units	Between 1,000 and 10,000 units	More than 10,000 units	% Landlord Maladministration
Complaints Handling	97%	75%	76%	100%
Property Condition	50%	54%	55%	25%

National Maladministration Rate by Landlord Type: Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Complaints Handling	71%	87%	100%	100%
Property Condition	50%	63%	63%	25%

Findings by Sub-Category | Cases Determined between April 2022 - March 2023

Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Total
Pest control (within property)	0	0	0	0	1	0	1
Responsive repairs - general	1	0	0	0	0	0	1
Responsive repairs – leaks / damp / mould	0	0	0	1	0	0	1
Total	1	0	0	1	1	0	3

Top 3 Sub-Categories | Cases determined between April 2022 - March 2023

Table 3.5



Orders Made by Type | Orders on cases determined between April 2022 - March 2023

Table 4.1



Order Compliance | Order target dates between April 2022 - March 2023

Table 4.2

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

Compensation Ordered | Cases Determined between April 2022 - March 2023

Table 5.1

● Ordered ● Recommended

