

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

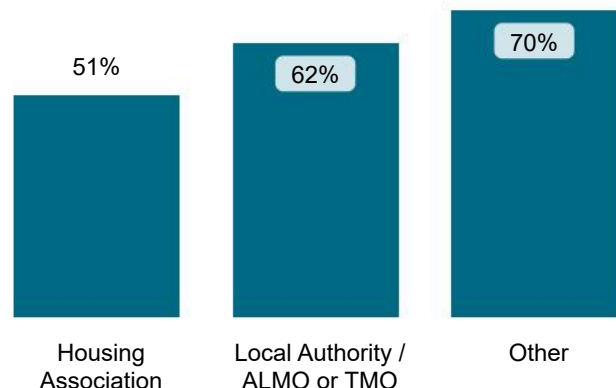
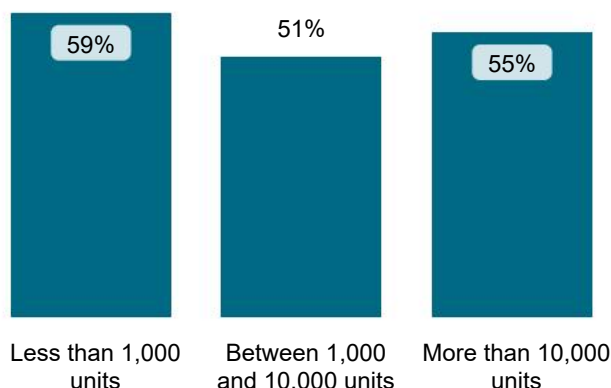
Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

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| Withdrawn | 0% | 1% | 2% | 1% |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| Withdrawn | 0% |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

