

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

**2023/2024**

Birmingham City Council

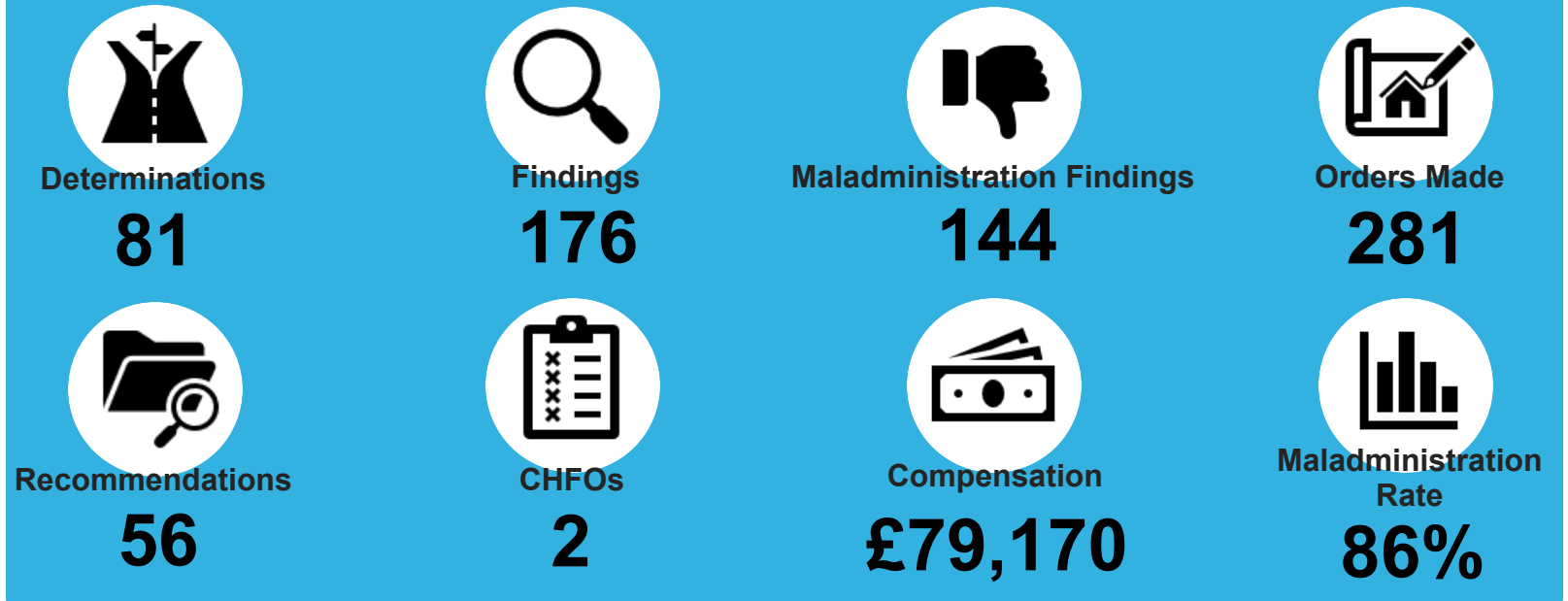
[Birmingham City Council](#)

Landlord:

Landlord Homes: 65,341

Landlord Type: Local Authority / ALMO or TMO

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2022-2023**



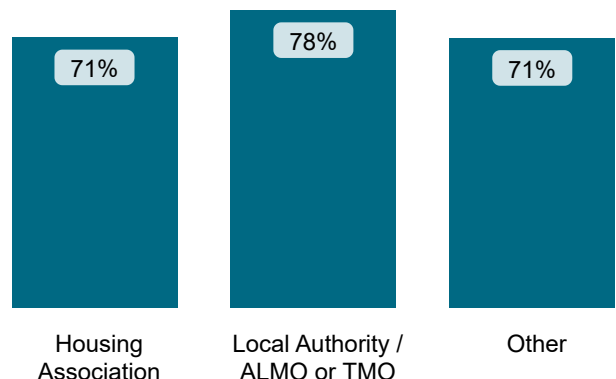
**Maladministration Rate Comparison** | Cases determined between April 2023 - March 2024

**NATIONAL MALADMINISTRATION RATE: 73%**

The landlord performed *poorly* 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	15%	6%	4%	8%	7%	<b>7%</b>
Maladministration	36%	37%	42%	42%	43%	<b>42%</b>
Service failure	17%	19%	20%	18%	19%	<b>19%</b>
Mediation	0%	0%	1%	1%	1%	<b>1%</b>
Redress	0%	5%	7%	8%	12%	<b>9%</b>
No maladministration	13%	21%	19%	16%	12%	<b>15%</b>
Outside Jurisdiction	19%	11%	8%	7%	5%	<b>7%</b>
Withdrawn	0%	0%	0%	0%	0%	<b>0%</b>

Birmingham City Council	
Outcome	% Findings
Severe Maladministration	<b>12%</b>
Maladministration	<b>55%</b>
Service failure	<b>15%</b>
Mediation	<b>0%</b>
Redress	<b>0%</b>
No maladministration	<b>14%</b>
Outside Jurisdiction	<b>5%</b>
Withdrawn	<b>0%</b>

**National Performance by Landlord Type:** Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	Total
Severe Maladministration	6%	9%	6%	<b>7%</b>
Maladministration	41%	45%	36%	<b>42%</b>
Service failure	19%	18%	21%	<b>19%</b>
Mediation	1%	1%	0%	<b>1%</b>
Redress	12%	4%	6%	<b>9%</b>
No maladministration	15%	15%	21%	<b>15%</b>
Outside Jurisdiction	6%	9%	10%	<b>7%</b>
Withdrawn	0%	0%	0%	<b>0%</b>

Outcome	% Findings
Severe Maladministration	<b>12%</b>
Maladministration	<b>55%</b>
Service failure	<b>15%</b>
Mediation	<b>0%</b>
Redress	<b>0%</b>
No maladministration	<b>14%</b>
Outside Jurisdiction	<b>5%</b>
Withdrawn	<b>0%</b>

**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	13	37	12	0	0	9	6	0	<b>77</b>
Complaints Handling	7	42	9	0	0	3	0	0	<b>61</b>
Anti-Social Behaviour	1	8	2	0	0	6	0	0	<b>17</b>
Information and data management	0	5	1	0	0	0	0	0	<b>6</b>
Moving to a Property	0	2	0	0	0	2	1	0	<b>5</b>
Charges	0	0	0	0	0	1	1	0	<b>2</b>
Estate Management	0	1	0	0	0	1	0	0	<b>2</b>
Health and Safety (inc. building safety)	0	1	0	0	0	1	0	0	<b>2</b>
Occupancy Rights	0	0	1	0	0	1	0	0	<b>2</b>
Staff	0	1	1	0	0	0	0	0	<b>2</b>
<b>Total</b>	<b>21</b>	<b>97</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>24</b>	<b>8</b>	<b>0</b>	<b>176</b>

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

**Top Categories for Birmingham City Council**

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	71	87%	73%
Complaints Handling	61	95%	84%
Anti-Social Behaviour	17	65%	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%	65%
Complaints Handling	100%	87%	87%	86%	81%	95%
Property Condition	75%	63%	72%	74%	74%	87%

**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%	65%
Complaints Handling	81%	91%	91%	95%
Property Condition	72%	77%	59%	87%

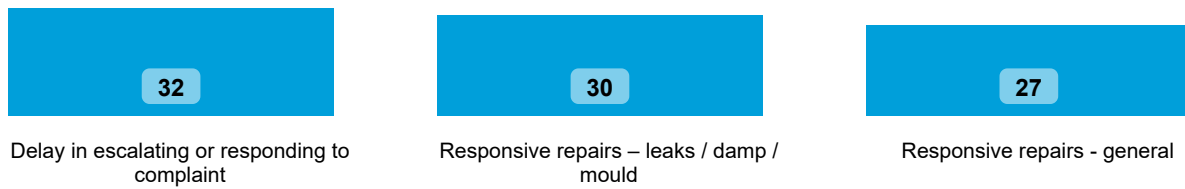
**Findings by Sub-Category** | Cases Determined between April 2023 - March 2024 Table 3.4

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	13	7	0	0	5	5	0	32
Responsive repairs – leaks / damp / mould	9	20	0	0	0	1	0	0	30
Noise	0	2	1	0	0	2	0	0	5
Responsive repairs – heating and hot water	1	2	1	0	0	0	1	0	5
Pest control (within property)	1	1	1	0	0	0	0	0	3
Asbestos	0	1	0	0	0	1	0	0	2
Decants (temp. or permanent)	0	1	0	0	0	1	0	0	2
Staff conduct	0	1	1	0	0	0	0	0	2
<b>Total</b>	<b>13</b>	<b>41</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>6</b>	<b>0</b>	<b>81</b>

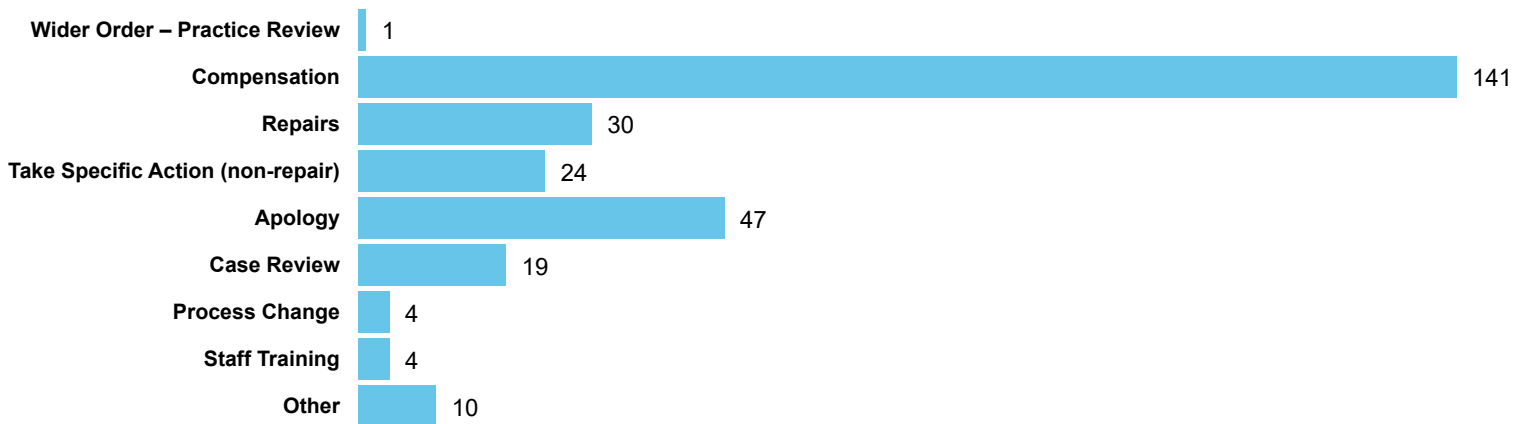
**Top Sub-Categories** | *Cases determined between April 2023 - March 2024*

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	277	100%	1	0%
<b>Total</b>	<b>277</b>	<b>100%</b>	<b>1</b>	<b>0%</b>

**Compensation Ordered** | *Cases Determined between April 2023 - March 2024*

Table 5.1

● Ordered ● Recommended

