

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

**2023/2024**

Cambridge City Council

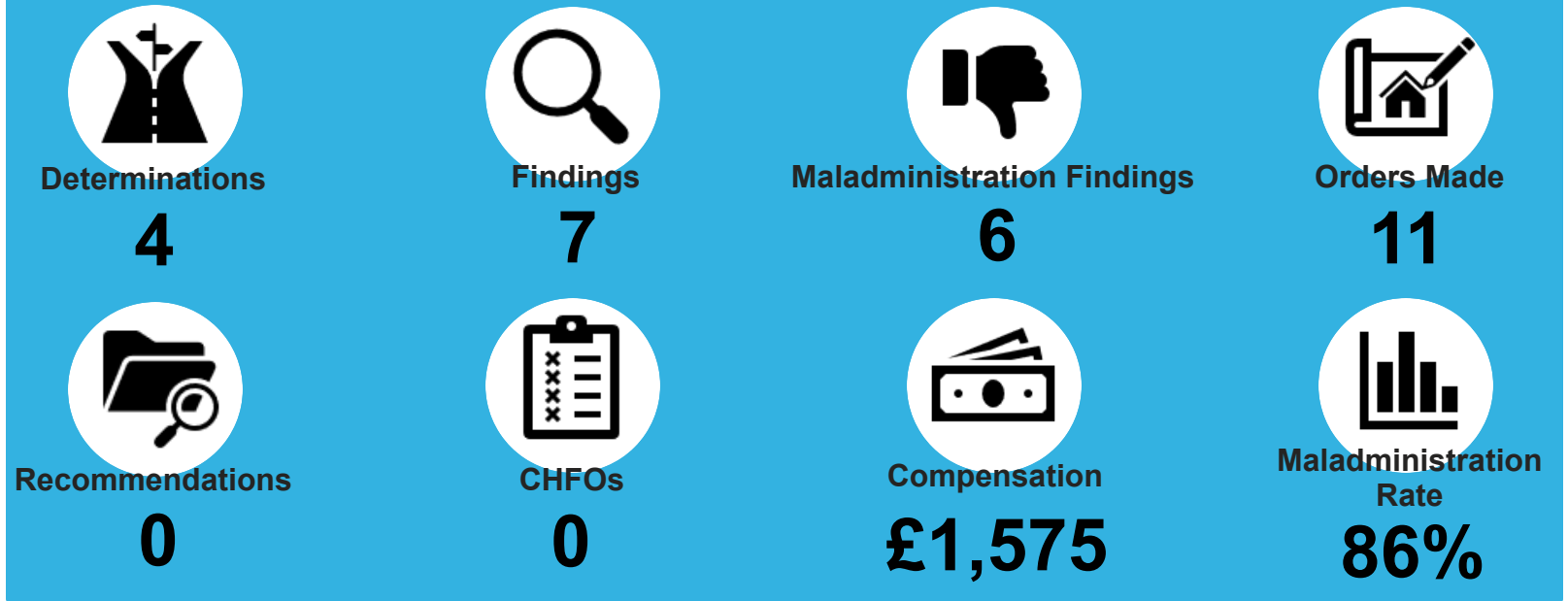
[Cambridge City Council](#)

Landlord: Cambridge City Council

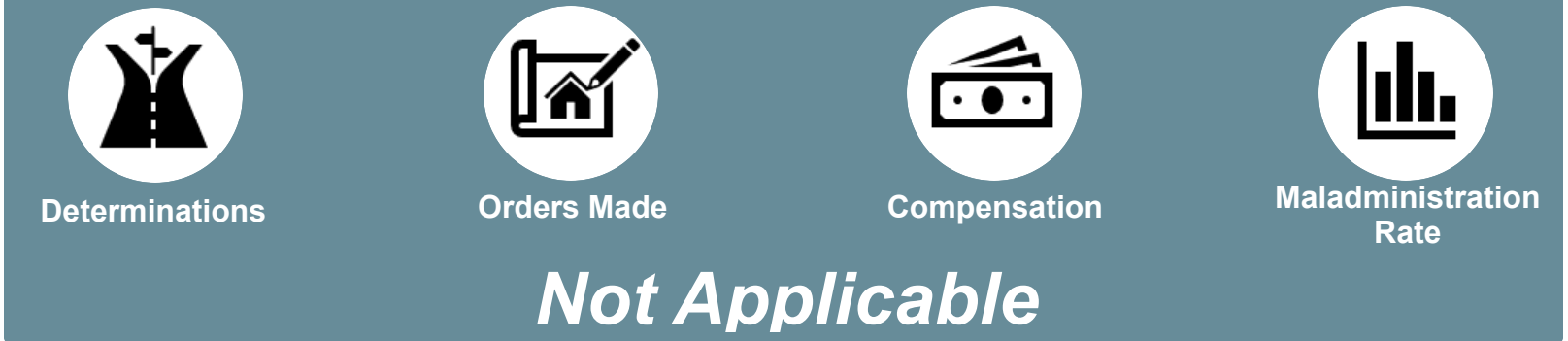
Landlord Homes: 7,434

Landlord Type: Local Authority / ALMO or TMO

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2022-2023**

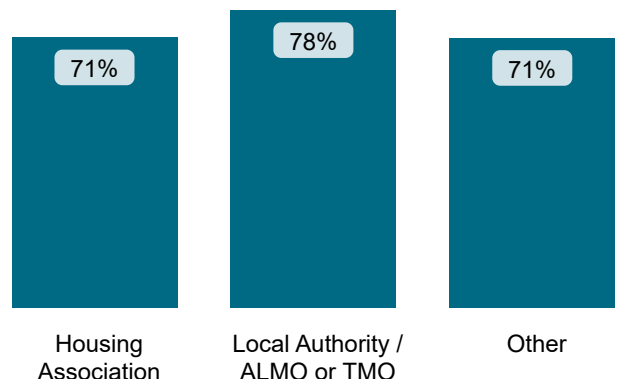
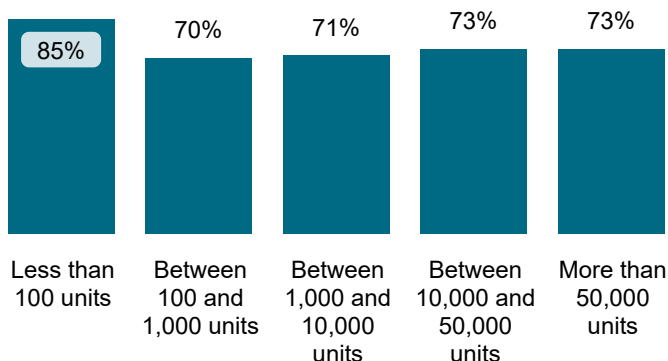


**Maladministration Rate Comparison** | Cases determined between April 2023 - March 2024

**NATIONAL MALADMINISTRATION RATE: 73%** The landlord performed *similarly* 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%                     | 7%    |
| Maladministration        | 36%                 | 37%                         | 42%                            | 42%                             | 43%                    | 42%   |
| Service failure          | 17%                 | 19%                         | 20%                            | 18%                             | 19%                    | 19%   |
| Mediation                | 0%                  | 0%                          | 1%                             | 1%                              | 1%                     | 1%    |
| Redress                  | 0%                  | 5%                          | 7%                             | 8%                              | 12%                    | 9%    |
| No maladministration     | 13%                 | 21%                         | 19%                            | 16%                             | 12%                    | 15%   |
| Outside Jurisdiction     | 19%                 | 11%                         | 8%                             | 7%                              | 5%                     | 7%    |
| Withdrawn                | 0%                  | 0%                          | 0%                             | 0%                              | 0%                     | 0%    |

| Cambridge City Council   |            |
|--------------------------|------------|
| Outcome                  | % Findings |
| Severe Maladministration | 0%         |
| Maladministration        | 57%        |
| Service failure          | 29%        |
| Mediation                | 0%         |
| Redress                  | 0%         |
| No maladministration     | 14%        |
| 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 | 6%                  | 9%                            | 6%    | 7%    |
| Maladministration        | 41%                 | 45%                           | 36%   | 42%   |
| Service failure          | 19%                 | 18%                           | 21%   | 19%   |
| Mediation                | 1%                  | 1%                            | 0%    | 1%    |
| Redress                  | 12%                 | 4%                            | 6%    | 9%    |
| No maladministration     | 15%                 | 15%                           | 21%   | 15%   |
| Outside Jurisdiction     | 6%                  | 9%                            | 10%   | 7%    |
| Withdrawn                | 0%                  | 0%                            | 0%    | 0%    |

| Outcome                  | % Findings |
|--------------------------|------------|
| Severe Maladministration | 0%         |
| Maladministration        | 57%        |
| Service failure          | 29%        |
| Mediation                | 0%         |
| Redress                  | 0%         |
| No maladministration     | 14%        |
| Outside Jurisdiction     | 0%         |
| 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    |
|-----------------------|--------------------------|-------------------|-----------------|-----------|----------|----------------------|----------------------|-----------|----------|
| Anti-Social Behaviour | 0                        | 1                 | 1               | 0         | 0        | 0                    | 0                    | 0         | 2        |
| Complaints Handling   | 0                        | 1                 | 1               | 0         | 0        | 0                    | 0                    | 0         | 2        |
| Estate Management     | 0                        | 1                 | 0               | 0         | 0        | 0                    | 0                    | 0         | 1        |
| Moving to a Property  | 0                        | 0                 | 0               | 0         | 0        | 1                    | 0                    | 0         | 1        |
| Property Condition    | 0                        | 1                 | 0               | 0         | 0        | 0                    | 0                    | 0         | 1        |
| <b>Total</b>          | <b>0</b>                 | <b>4</b>          | <b>2</b>        | <b>0</b>  | <b>0</b> | <b>1</b>             | <b>0</b>             | <b>0</b>  | <b>7</b> |

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

**Top Categories for Cambridge City Council**

Table 3.1

| Category              | # Landlord Findings | % Landlord Maladministration | % National Maladministration |
|-----------------------|---------------------|------------------------------|------------------------------|
| Anti-Social Behaviour | 2                   | 100%                         | 68%                          |
| Complaints Handling   | 2                   | 100%                         | 84%                          |
| Estate Management     | 1                   | 100%                         | 60%                          |
| Moving to a Property  | 1                   | 0%                           | 54%                          |
| Property Condition    | 1                   | 100%                         | 73%                          |

**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%                    | 100%                         |
| Complaints Handling   | 100%                | 87%                         | 87%                            | 86%                             | 81%                    | 100%                         |
| Estate Management     | 50%                 | 67%                         | 66%                            | 58%                             | 59%                    | 100%                         |
| Moving to a Property  | 100%                | 25%                         | 49%                            | 51%                             | 58%                    | 0%                           |
| Property Condition    | 75%                 | 63%                         | 72%                            | 74%                             | 74%                    | 100%                         |

**National Maladministration Rate by Landlord Type:**

Table 3.3

| Category              | Housing Association | Local Authority / ALMO or TMO | Other | % Landlord Maladministration |
|-----------------------|---------------------|-------------------------------|-------|------------------------------|
| Anti-Social Behaviour | 68%                 | 70%                           | 67%   | 100%                         |
| Complaints Handling   | 82%                 | 91%                           | 91%   | 100%                         |
| Estate Management     | 59%                 | 65%                           | 38%   | 100%                         |
| Moving to a Property  | 52%                 | 60%                           | 80%   | 0%                           |
| Property Condition    | 72%                 | 77%                           | 59%   | 100%                         |

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

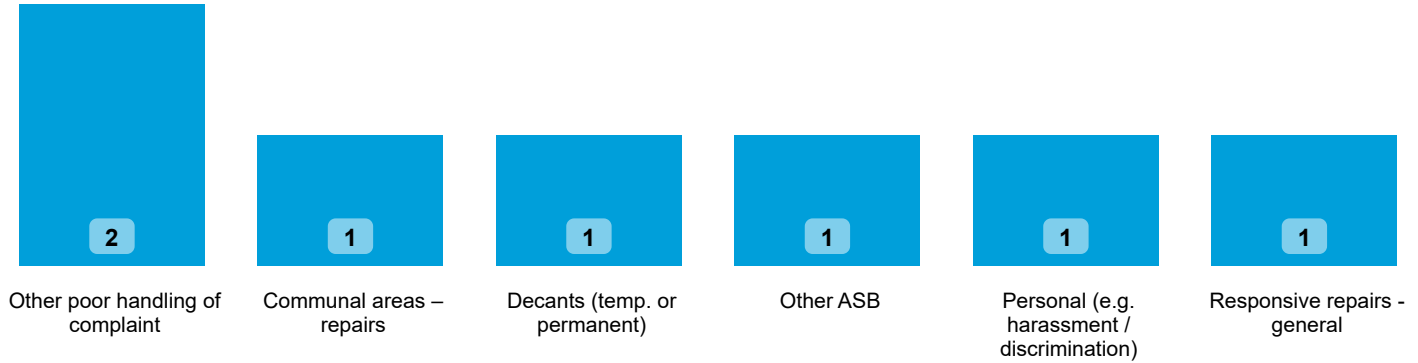
Table 3.4

Highlighted Service Delivery Sub-Categories *only*:

| Sub-Category                 | Severe Maladministration | Maladministration | Service failure | Mediation | Redress  | No maladministration | Outside Jurisdiction | Withdrawn | Total    |
|------------------------------|--------------------------|-------------------|-----------------|-----------|----------|----------------------|----------------------|-----------|----------|
| Decants (temp. or permanent) | 0                        | 0                 | 0               | 0         | 0        | 1                    | 0                    | 0         | 1        |
| Responsive repairs - general | 0                        | 1                 | 0               | 0         | 0        | 0                    | 0                    | 0         | 1        |
| <b>Total</b>                 | <b>0</b>                 | <b>1</b>          | <b>0</b>        | <b>0</b>  | <b>0</b> | <b>1</b>             | <b>0</b>             | <b>0</b>  | <b>2</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 |             |
|-----------------|-----------------|-------------|
|                 | Count           | %           |
| Complied        | 11              | 100%        |
| <b>Total</b>    | <b>11</b>       | <b>100%</b> |

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

Table 5.1

● Ordered ● Recommended

