

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Camden Council

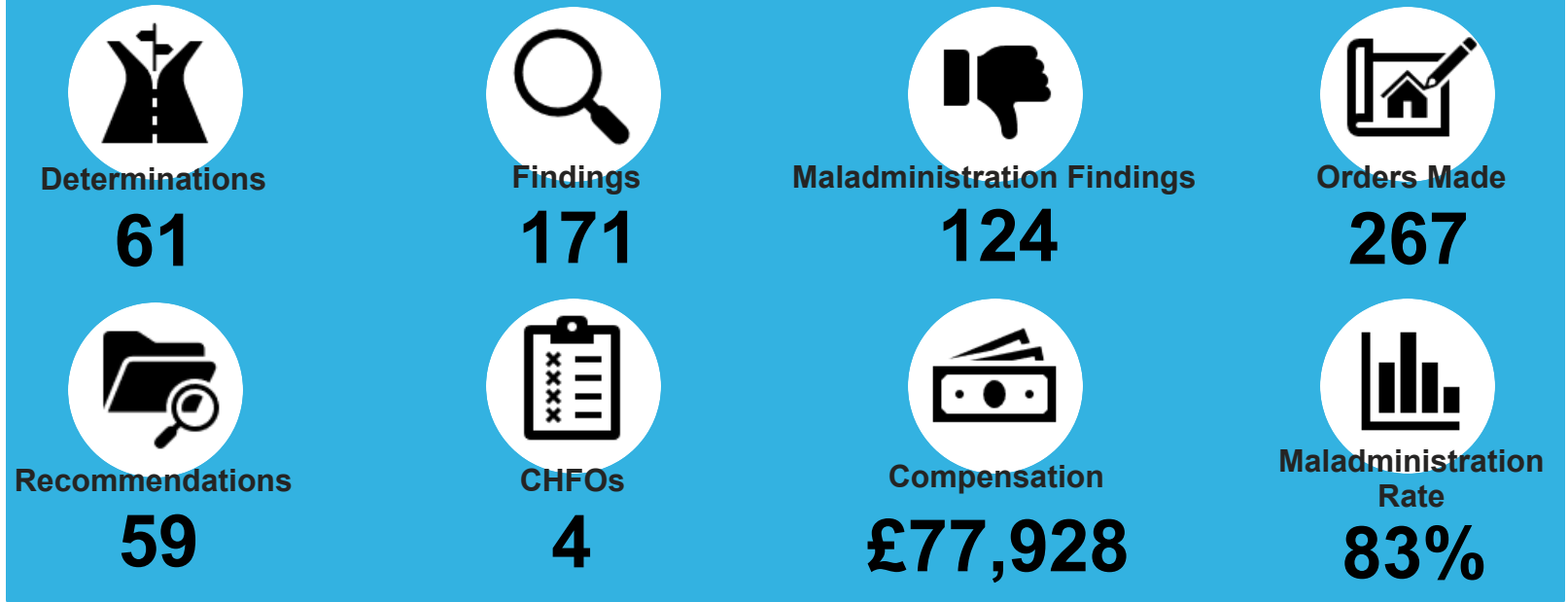
Camden Council

Landlord:

Landlord Homes: 31,858

Landlord Type: Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



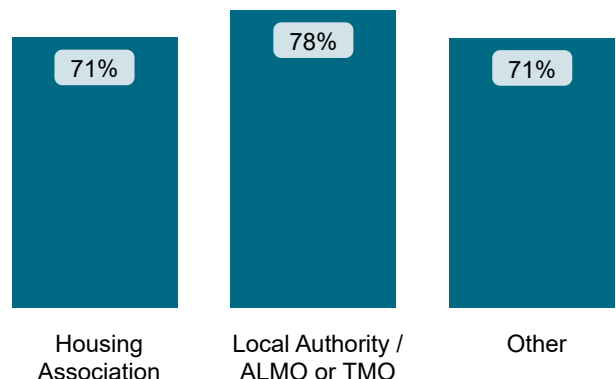
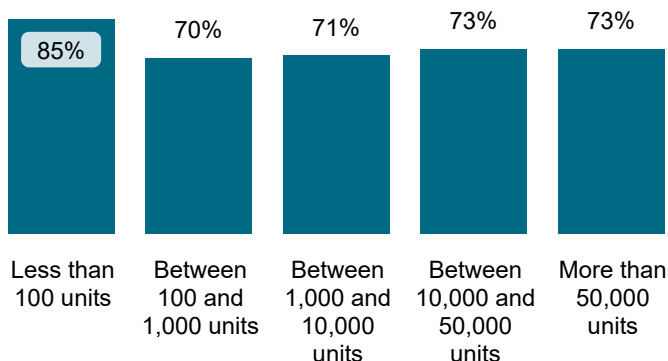
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

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Withdrawn	0%	0%	0%	0%	0%	0%

Camden Council	
Outcome	% Findings
Severe Maladministration	12%
Maladministration	43%
Service failure	18%
Mediation	0%
Redress	4%
No maladministration	12%
Outside Jurisdiction	12%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	12%
Maladministration	43%
Service failure	18%
Mediation	0%
Redress	4%
No maladministration	12%
Outside Jurisdiction	12%
Withdrawn	0%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
Property Condition	9	25	13	0	1	4	7	0	59
Complaints Handling	5	34	9	0	2	2	0	0	52
Anti-Social Behaviour	1	7	0	0	0	6	1	0	15
Charges	0	1	1	0	1	1	4	0	8
Estate Management	1	2	4	0	0	1	0	0	8
Reimbursement and Payments	0	0	1	0	0	3	2	0	6
Health and Safety (inc. building safety)	4	1	0	0	0	0	0	0	5
Moving to a Property	0	1	0	0	0	1	3	0	5
Staff	0	0	2	0	1	2	0	0	5
Information and data management	0	2	1	0	0	0	1	0	4
Buying or selling a property	0	0	0	0	1	0	1	0	2
Occupancy Rights	0	0	0	0	0	0	1	0	1
Resident Involvement		0	0		0	0	1		1
Total	20	73	31	0	6	20	21	0	171

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

Top Categories for Camden Council

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Complaints Handling	52	92%	84%
Property Condition	52	90%	73%
Anti-Social Behaviour	14	57%	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%	57%
Complaints Handling	100%	87%	87%	86%	81%	92%
Property Condition	75%	63%	72%	74%	74%	90%

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%	57%
Complaints Handling	81%	91%	91%	92%
Property Condition	72%	77%	59%	90%

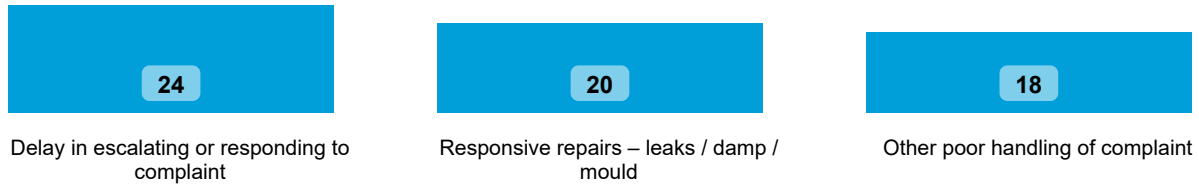
Findings by Sub-Category | Cases Determined between April 2023 - March 2024 Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs – leaks / damp / mould	6	11	2	0	0	1	4	0	24
Responsive repairs - general	0	7	1	0	1	0	1	0	10
Noise	0	4	0	0	0	3	1	0	8
Responsive repairs – heating and hot water	0	4	2	0	0	0	0	0	6
Service charges – amount or account management	0	1	1	0	1	0	3	0	6
Pest control (within property)	0	1	2	0	0	0	1	0	4
Staff conduct	0	0	2	0	0	2	0	0	4
Gas inspections and safety	1	1	0	0	0	0	0	0	2
Structural safety	2	0	0	0	0	0	0	0	2
Decants (temp. or permanent)	0	0	0	0	0	0	1	0	1
Fire Safety	1	0	0	0	0	0	0	0	1
Total	10	29	10	0	2	6	11	0	68

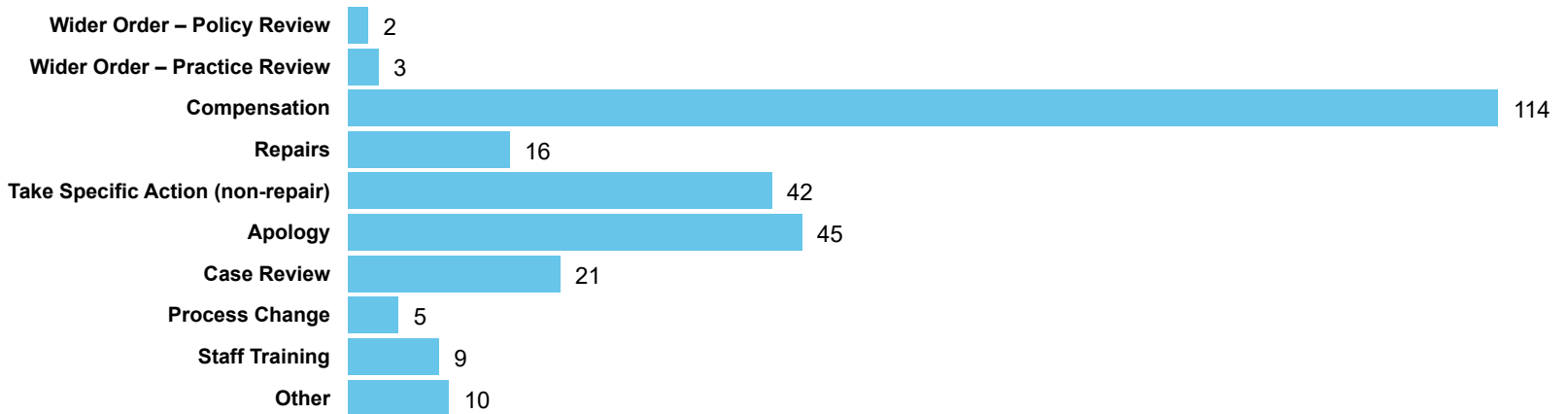
Top Sub-Categories | Cases determined between April 2023 - March 2024

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	234	99%	2	1%
Total	234	99%	2	1%

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended

