

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Hammersmith and Fulham Council

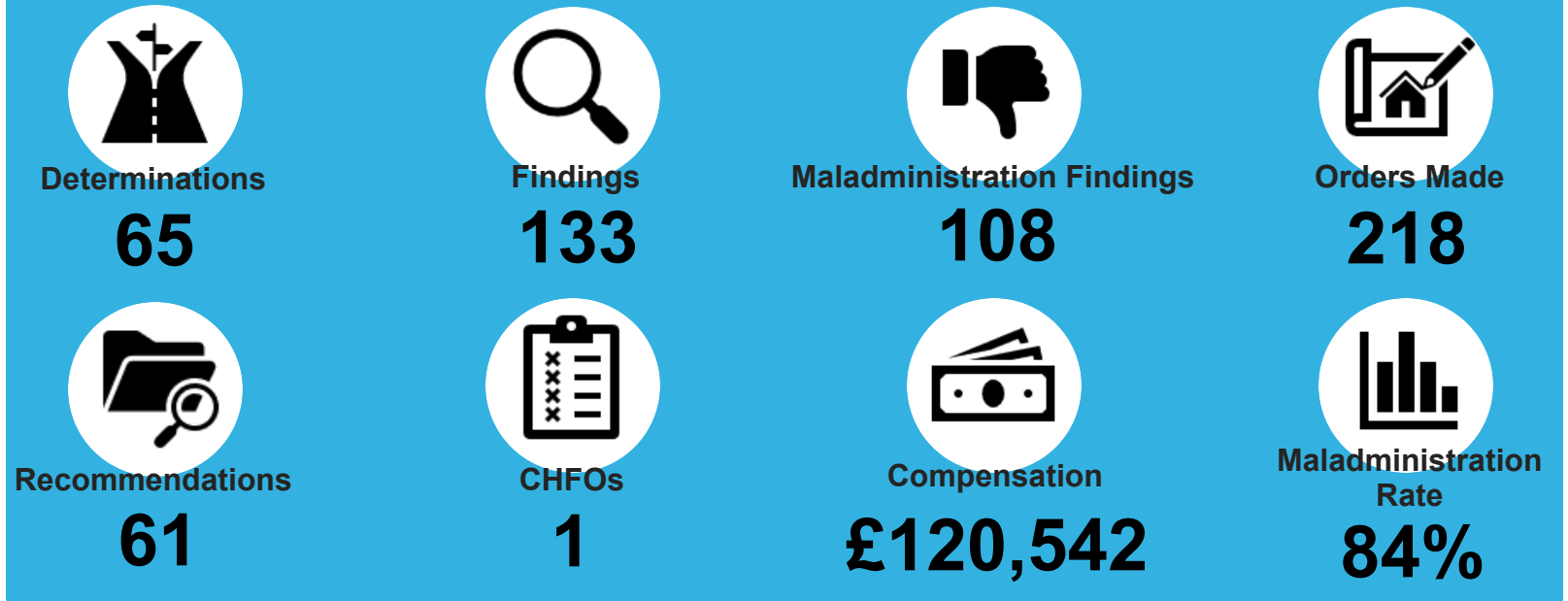
[Hammersmith and Fulham Council](#)

Landlord:

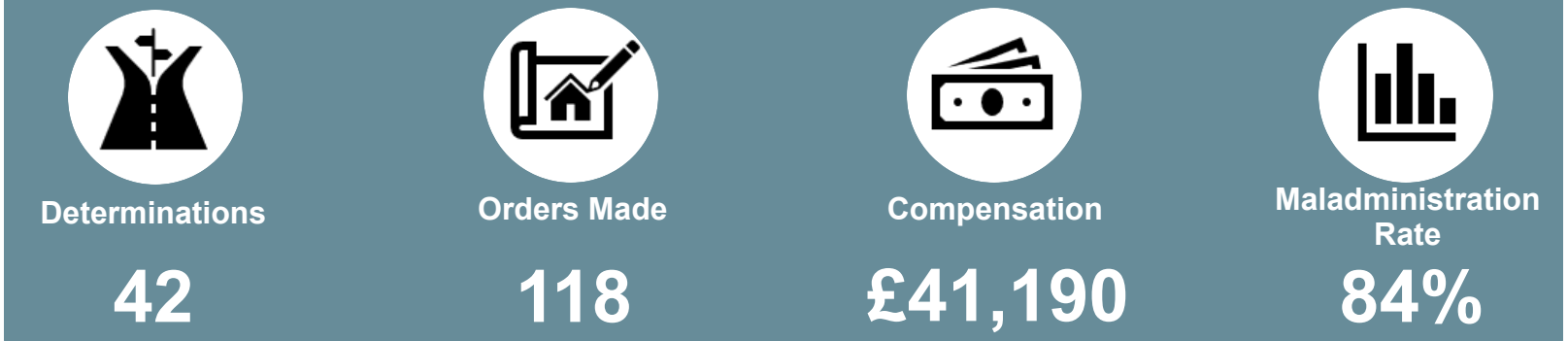
Landlord Homes: 16,906

Landlord Type: Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



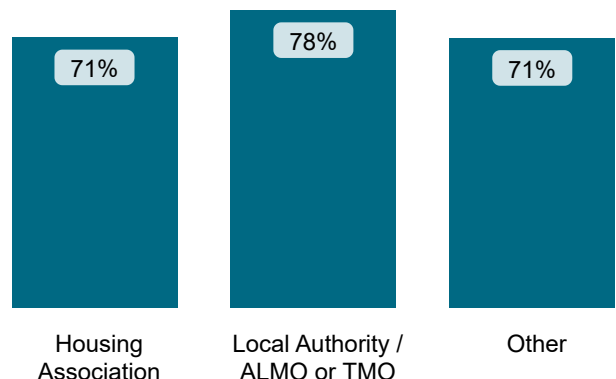
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

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Withdrawn	0%	0%	0%	0%	0%	0%

Hammersmith and Fulham Council	
Outcome	% Findings
Severe Maladministration	14%
Maladministration	55%
Service failure	13%
Mediation	2%
Redress	6%
No maladministration	8%
Outside Jurisdiction	4%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	14%
Maladministration	55%
Service failure	13%
Mediation	2%
Redress	6%
No maladministration	8%
Outside Jurisdiction	4%
Withdrawn	0%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	13	31	2	1	5	3	1	0	56
Complaints Handling	4	26	11	1	2	2	0	0	46
Moving to a Property	1	0	2	0	0	2	2	0	7
Anti-Social Behaviour	0	3	0	0	1	2	0	0	6
Health and Safety (inc. building safety)	0	4	0	0	0	0	0	0	4
Estate Management	0	2	0	0	0	1	0	0	3
Information and data management	0	2	0	0	0	0	1	0	3
Staff	0	2	0	0	0	0	1	0	3
Occupancy Rights	0	1	1	0	0	0	0	0	2
Reimbursement and Payments	0	2	0	0	0	0	0	0	2
Charges	0	0	1	0	0	0	0	0	1
Total	18	73	17	2	8	10	5	0	133

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

Top Categories for Hammersmith and Fulham Council

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	55	84%	73%
Complaints Handling	46	89%	84%
Anti-Social Behaviour	6	50%	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%	50%
Complaints Handling	100%	87%	87%	86%	81%	89%
Property Condition	75%	63%	72%	74%	74%	84%

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%	50%
Complaints Handling	81%	91%	91%	89%
Property Condition	72%	77%	59%	84%

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	4	17	0	1	3	1	0	0	26
Responsive repairs – leaks / damp / mould	7	13	2	0	1	0	1	0	24
Noise	0	3	0	0	1	1	0	0	5
Staff conduct	0	2	0	0	0	0	1	0	3
Asbestos	0	2	0	0	0	0	0	0	2
Decants (temp. or permanent)	1	0	1	0	0	0	0	0	2
Fire Safety	0	1	0	0	0	0	0	0	1
Pest control (within property)	0	1	0	0	0	0	0	0	1
Responsive repairs – heating and hot water	0	0	0	0	0	1	0	0	1
Structural safety	0	1	0	0	0	0	0	0	1
Total	12	40	3	1	5	3	2	0	66

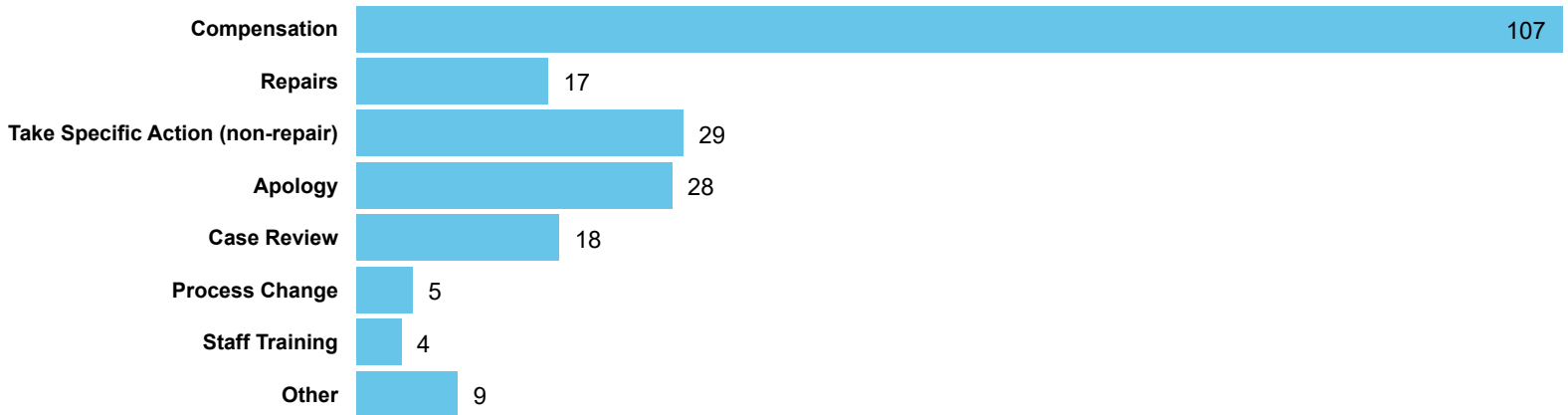
Top Sub-Categories | *Cases determined between April 2023 - March 2024*

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	217	100%
Total	217	100%

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

Table 5.1

● Ordered ● Recommended

