

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Lambeth Council

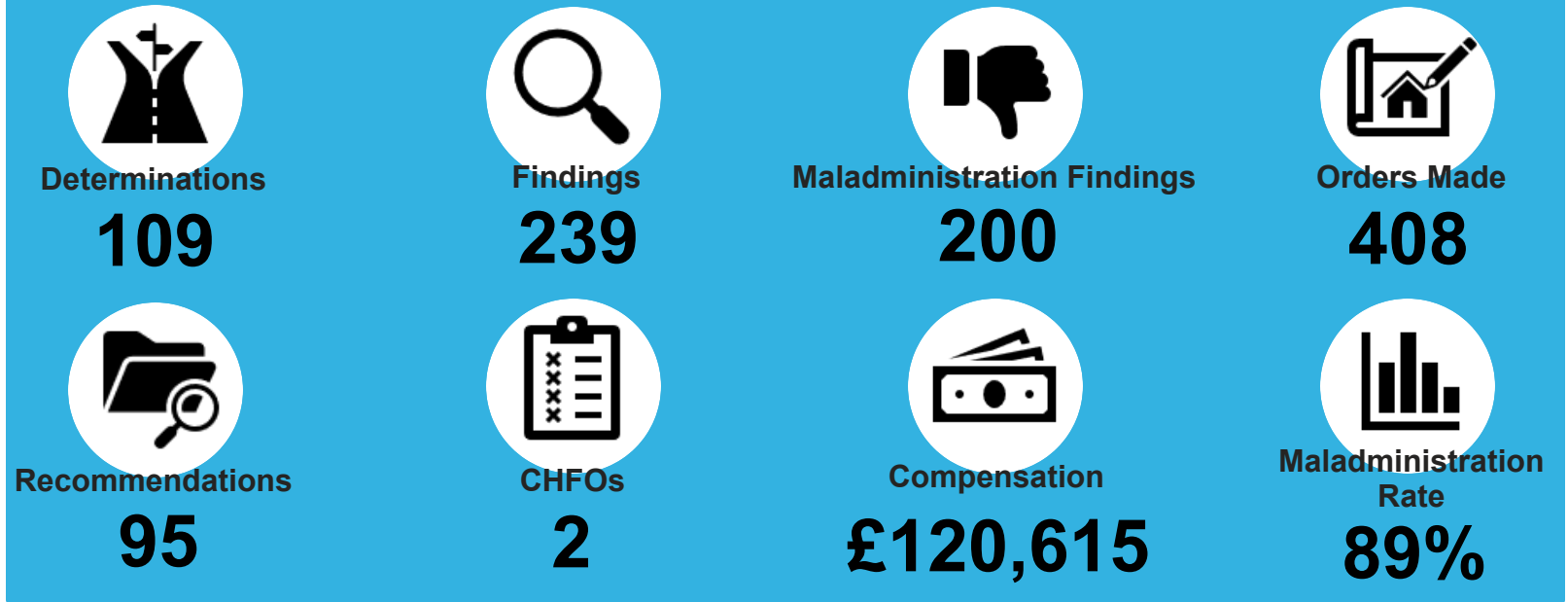
Lambeth Council

Landlord:

Landlord Homes: 34,419

Landlord Type: Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023

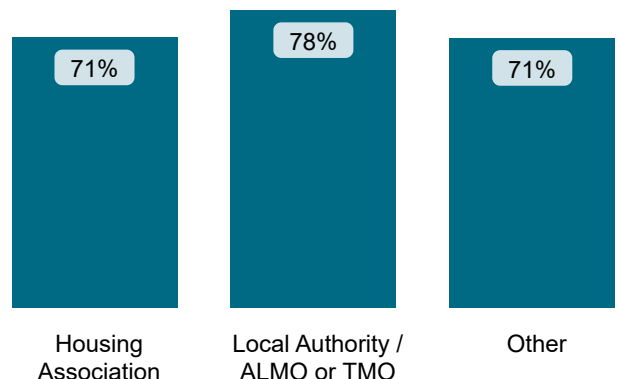
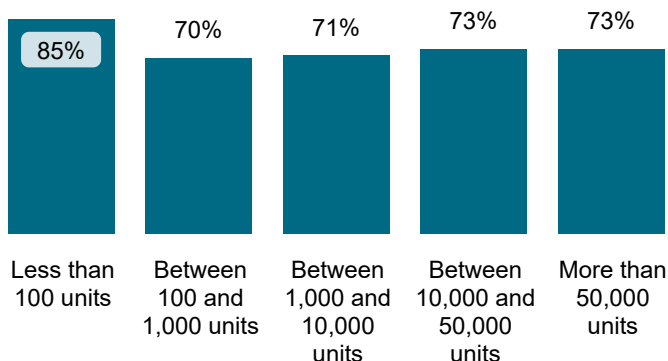


Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

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Withdrawn	0%	0%	0%	0%	0%	0%

Lambeth Council	
Outcome	% Findings
Severe Maladministration	15%
Maladministration	57%
Service failure	11%
Mediation	2%
Redress	3%
No maladministration	6%
Outside Jurisdiction	6%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	15%
Maladministration	57%
Service failure	11%
Mediation	2%
Redress	3%
No maladministration	6%
Outside Jurisdiction	6%
Withdrawn	0%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	22	52	6	2	5	3	4	0	94
Complaints Handling	9	56	14	2	0	1	0	0	82
Information and data management	1	13	1	0	0	0	1	0	16
Anti-Social Behaviour	1	4	1	0	0	3	2	0	11
Moving to a Property	1	1	1	0	0	2	5	0	10
Charges	1	4	0	0	0	1	1	0	7
Estate Management	0	1	2	1	0	2	0	0	6
Health and Safety (inc. building safety)	2	3	0	0	0	0	0	0	5
Reimbursement and Payments	0	1	1	0	1	1	0	0	4
Occupancy Rights	0	0	0	0	0	1	1	0	2
Staff	0	1	1	0	0	0	0	0	2
Total	37	136	27	5	6	14	14	0	239

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

Top Categories for Lambeth Council

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	90	89%	73%
Complaints Handling	82	96%	84%
Information and data management	15	100%	90%

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
Complaints Handling	100%	87%	87%	86%	81%	96%
Information and data management	100%	88%	83%	93%	90%	100%
Property Condition	75%	63%	72%	74%	74%	89%

National Maladministration Rate by Landlord Type:

Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Complaints Handling	81%	91%	91%	96%
Information and data management	89%	93%	67%	100%
Property Condition	72%	77%	59%	89%

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

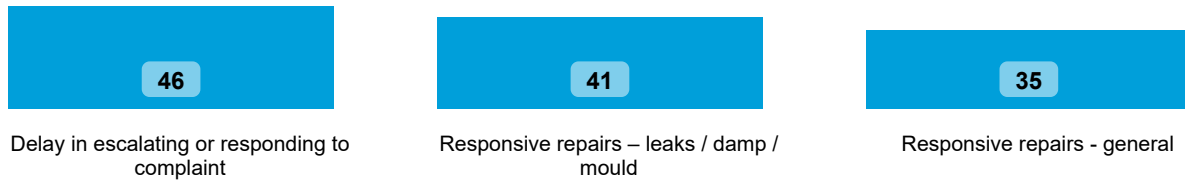
Table 3.4

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	14	23	1	0	2	1	1	0	42
Responsive repairs - general	5	25	1	1	2	1	1	0	36
Noise	1	3	0	0	0	2	1	0	7
Decants (temp. or permanent)	1	1	1	0	0	0	0	0	3
Responsive repairs – heating and hot water	0	0	2	1	0	0	0	0	3
Service charges – amount or account management	0	3	0	0	0	0	0	0	3
Electrical safety	0	2	0	0	0	0	0	0	2
Pest control (within property)	0	2	0	0	0	0	0	0	2
Staff conduct	0	1	1	0	0	0	0	0	2
Asbestos	1	0	0	0	0	0	0	0	1
Gas inspections and safety	0	1	0	0	0	0	0	0	1
Structural safety	1	0	0	0	0	0	0	0	1
Total	23	61	6	2	4	4	3	0	103

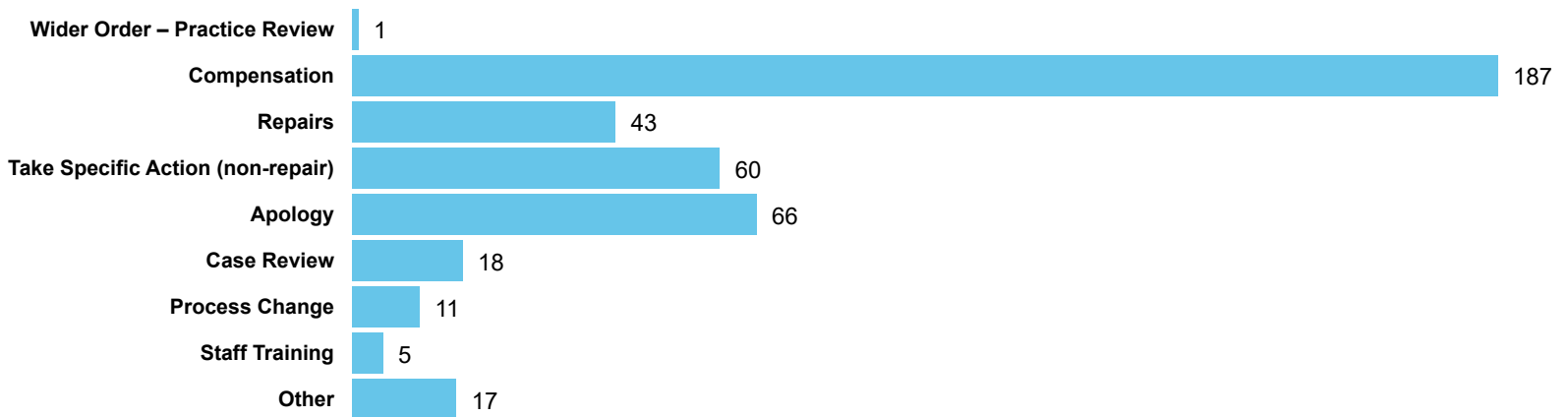
Top Sub-Categories | Cases determined between April 2023 - March 2024

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	386	99%	5	1%
Total	386	99%	5	1%

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended

