

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

**2023/2024**

Medway Council

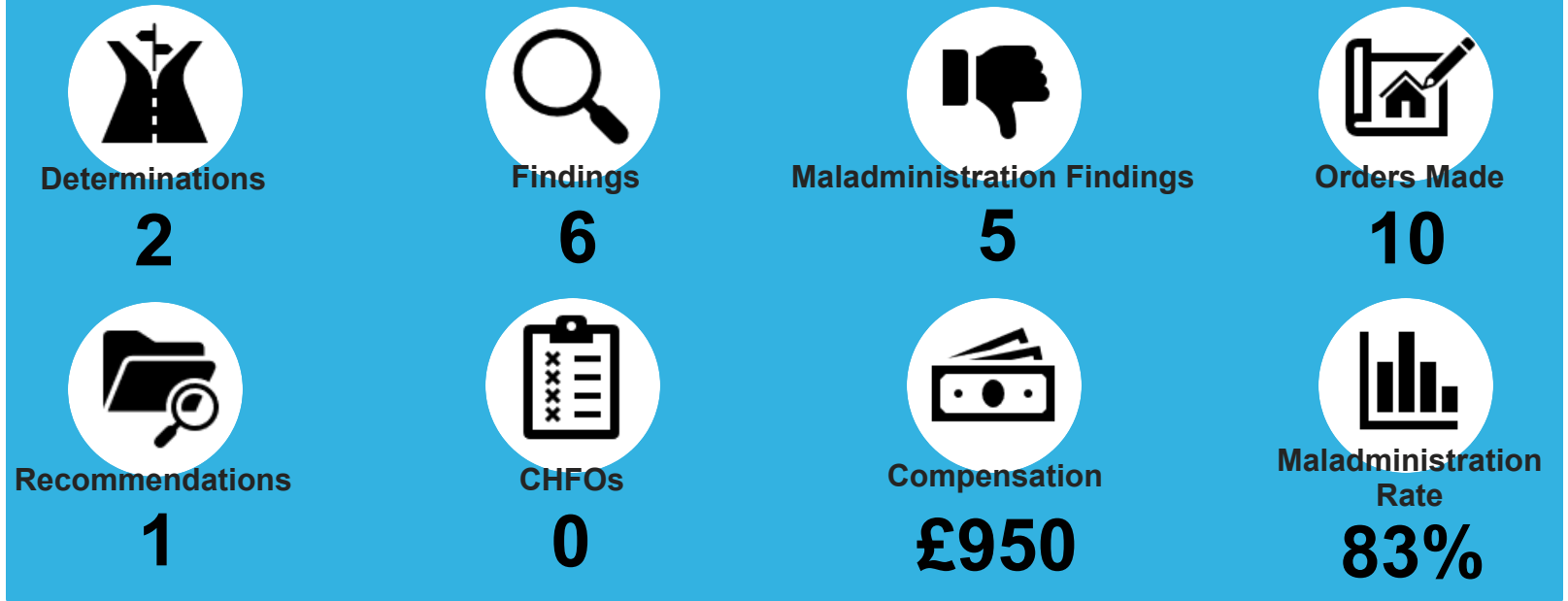
Medway Council

Landlord:

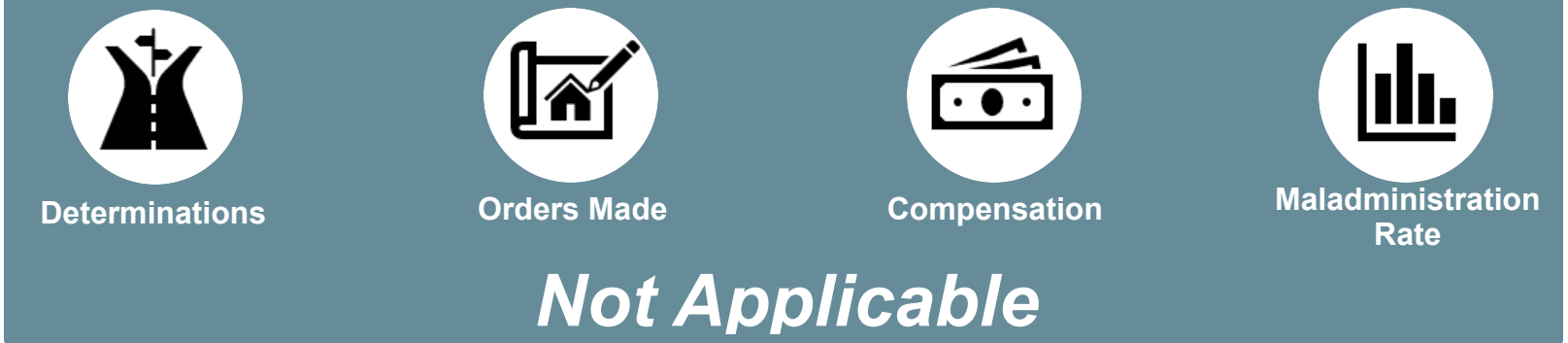
Landlord Homes: 3,023

Landlord Type: Local Authority / ALMO or TMO

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2022-2023**



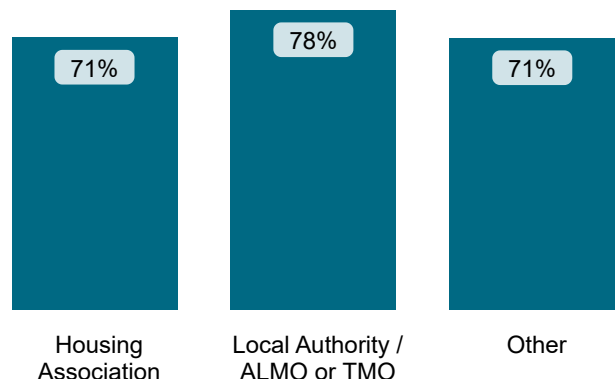
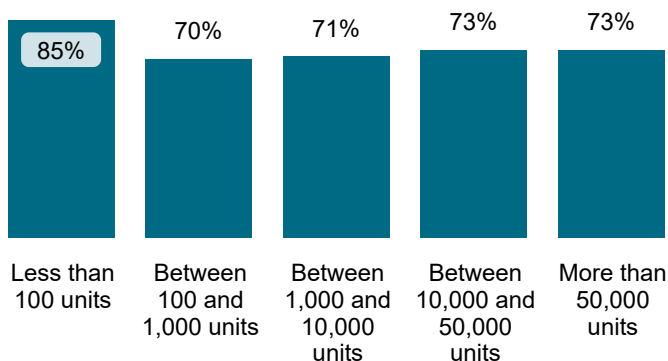
**Maladministration Rate Comparison** | Cases determined between April 2023 - March 2024

**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 | 14%                 | 6%                          | 4%                             | 8%                              | 7%                     | 7%    |
| Maladministration        | 35%                 | 37%                         | 41%                            | 42%                             | 43%                    | 42%   |
| Service failure          | 18%                 | 19%                         | 20%                            | 18%                             | 19%                    | 19%   |
| Mediation                | 0%                  | 0%                          | 1%                             | 1%                              | 1%                     | 1%    |
| Redress                  | 0%                  | 5%                          | 7%                             | 8%                              | 12%                    | 9%    |
| No maladministration     | 12%                 | 21%                         | 20%                            | 15%                             | 12%                    | 15%   |
| Outside Jurisdiction     | 22%                 | 11%                         | 8%                             | 7%                              | 5%                     | 7%    |
| Withdrawn                | 0%                  | 0%                          | 0%                             | 0%                              | 0%                     | 0%    |

| Medway Council           |            |
|--------------------------|------------|
| Outcome                  | % Findings |
| Severe Maladministration | 0%         |
| Maladministration        | 17%        |
| Service failure          | 67%        |
| Mediation                | 0%         |
| Redress                  | 0%         |
| No maladministration     | 17%        |
| 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%                            | 5%    | 9%    |
| No maladministration     | 15%                 | 15%                           | 21%   | 15%   |
| Outside Jurisdiction     | 6%                  | 9%                            | 11%   | 7%    |
| Withdrawn                | 0%                  | 0%                            | 0%    | 0%    |

| Outcome                  | % Findings |
|--------------------------|------------|
| Severe Maladministration | 0%         |
| Maladministration        | 17%        |
| Service failure          | 67%        |
| Mediation                | 0%         |
| Redress                  | 0%         |
| No maladministration     | 17%        |
| 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    |
|---------------------|--------------------------|-------------------|-----------------|-----------|----------|----------------------|----------------------|-----------|----------|
| Property Condition  | 0                        | 1                 | 3               | 0         | 0        | 0                    | 0                    | 0         | 4        |
| Charges             | 0                        | 0                 | 0               | 0         | 0        | 1                    | 0                    | 0         | 1        |
| Complaints Handling | 0                        | 0                 | 1               | 0         | 0        | 0                    | 0                    | 0         | 1        |
| <b>Total</b>        | <b>0</b>                 | <b>1</b>          | <b>4</b>        | <b>0</b>  | <b>0</b> | <b>1</b>             | <b>0</b>             | <b>0</b>  | <b>6</b> |

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

**Top Categories for Medway Council**

Table 3.1

| Category            | # Landlord Findings | % Landlord Maladministration | % National Maladministration |
|---------------------|---------------------|------------------------------|------------------------------|
| Property Condition  | 4                   | 100%                         | 73%                          |
| Charges             | 1                   | 0%                           | 60%                          |
| Complaints Handling | 1                   | 100%                         | 84%                          |

**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 |
|---------------------|---------------------|-----------------------------|--------------------------------|---------------------------------|------------------------|------------------------------|
| Charges             | 0%                  | 63%                         | 47%                            | 57%                             | 65%                    | 0%                           |
| Complaints Handling | 100%                | 87%                         | 87%                            | 86%                             | 81%                    | 100%                         |
| 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 |
|---------------------|---------------------|-------------------------------|-------|------------------------------|
| Charges             | 61%                 | 50%                           | 75%   | 0%                           |
| Complaints Handling | 81%                 | 91%                           | 91%   | 100%                         |
| Property Condition  | 72%                 | 77%                           | 59%   | 100%                         |

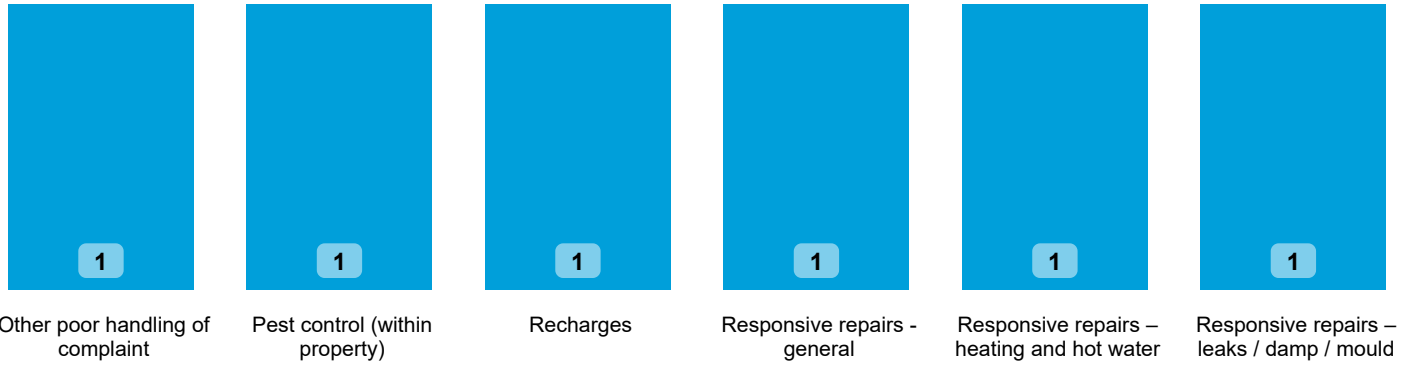
**Findings by Sub-Category** | Cases Determined between April 2023 - March 2024 Table 3.4

Highlighted Service Delivery Sub-Categories only:

| Sub-Category                               | Severe Maladministration | Maladministration | Service failure | Mediation | Redress  | No maladministration | Outside Jurisdiction | Withdrawn | Total    |
|--|--------------------------|-------------------|-----------------|-----------|----------|----------------------|----------------------|-----------|----------|
| Pest control (within property)             | 0                        | 0                 | 1               | 0         | 0        | 0                    | 0                    | 0         | 1        |
| Responsive repairs - general               | 0                        | 0                 | 1               | 0         | 0        | 0                    | 0                    | 0         | 1        |
| Responsive repairs – heating and hot water | 0                        | 0                 | 1               | 0         | 0        | 0                    | 0                    | 0         | 1        |
| Responsive repairs – leaks / damp / mould  | 0                        | 1                 | 0               | 0         | 0        | 0                    | 0                    | 0         | 1        |
| <b>Total</b>                               | <b>0</b>                 | <b>1</b>          | <b>3</b>        | <b>0</b>  | <b>0</b> | <b>0</b>             | <b>0</b>             | <b>0</b>  | <b>4</b> |

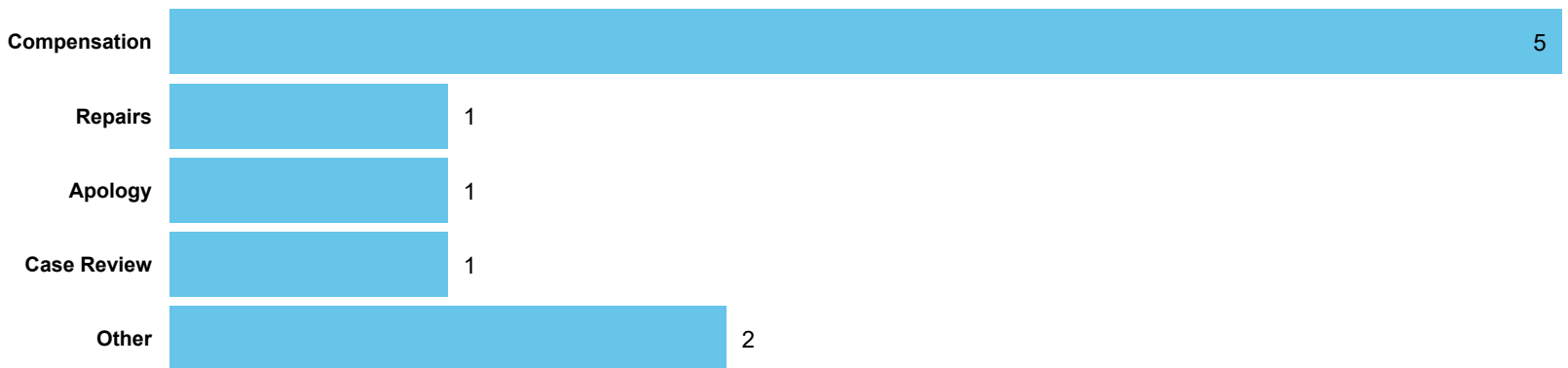
**Top Sub-Categories** | *Cases determined between April 2023 - March 2024*

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        | 10              | 100%        |
| <b>Total</b>    | <b>10</b>       | <b>100%</b> |

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

Table 5.1

● Ordered ● Recommended

