

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

**2023/2024**

Nottingham City Council

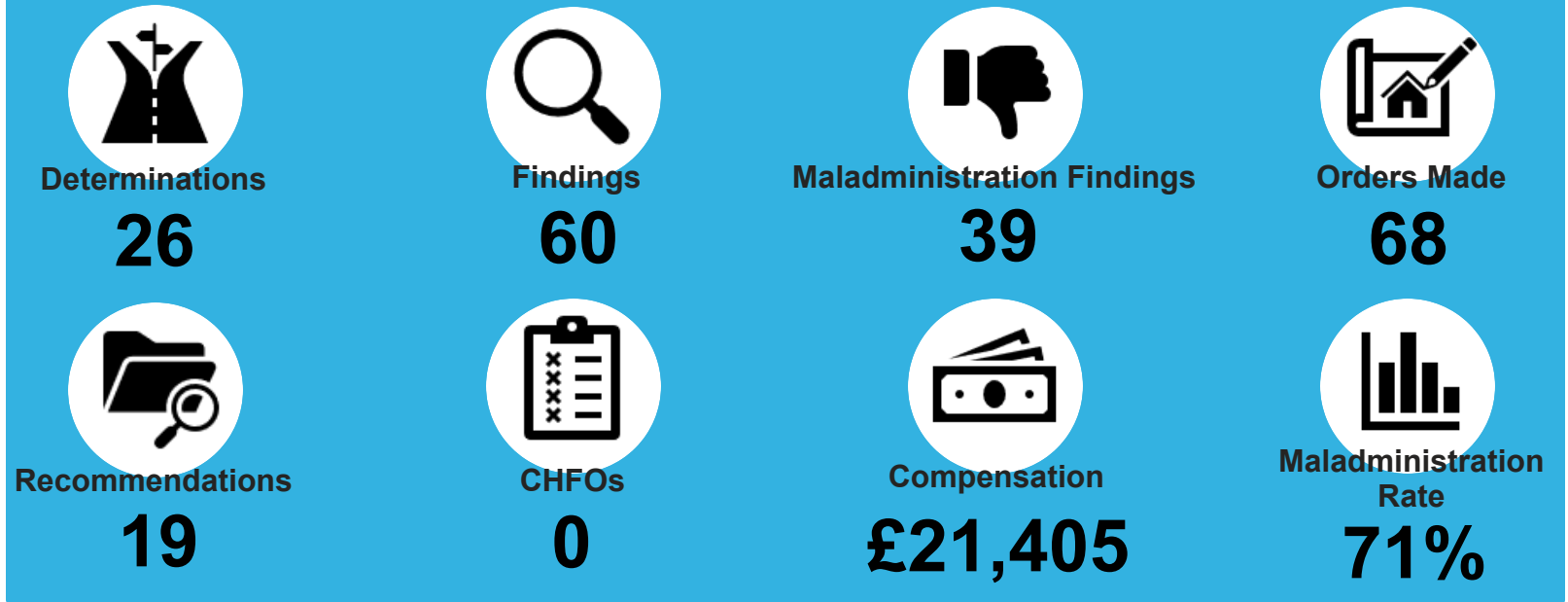
[Nottingham City Council](#)

Landlord: Nottingham City Council

Landlord Homes: 26,610

Landlord Type: Local Authority / ALMO or TMO

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2022-2023**



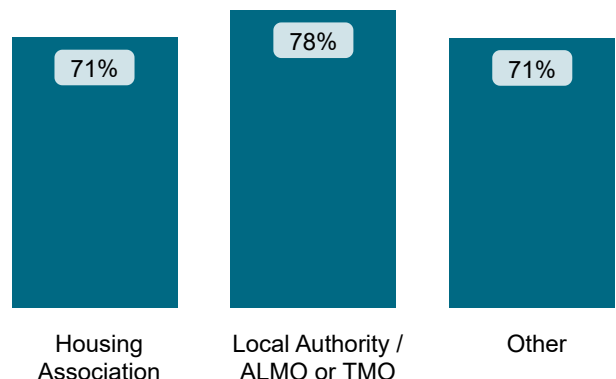
**Maladministration Rate Comparison** | Cases determined between April 2023 - March 2024

**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%	<b>7%</b>
Maladministration	35%	37%	41%	42%	43%	<b>42%</b>
Service failure	18%	19%	20%	18%	19%	<b>19%</b>
Mediation	0%	0%	1%	1%	1%	<b>1%</b>
Redress	0%	5%	7%	8%	12%	<b>9%</b>
No maladministration	12%	21%	20%	15%	12%	<b>15%</b>
Outside Jurisdiction	22%	11%	8%	7%	5%	<b>7%</b>
Withdrawn	0%	0%	0%	0%	0%	<b>0%</b>

Nottingham City Council	
Outcome	% Findings
Severe Maladministration	<b>0%</b>
Maladministration	<b>45%</b>
Service failure	<b>20%</b>
Mediation	<b>0%</b>
Redress	<b>8%</b>
No maladministration	<b>18%</b>
Outside Jurisdiction	<b>8%</b>
Withdrawn	<b>0%</b>

**National Performance by Landlord Type:** Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	Total
Severe Maladministration	6%	9%	6%	<b>7%</b>
Maladministration	41%	45%	36%	<b>42%</b>
Service failure	19%	18%	21%	<b>19%</b>
Mediation	1%	1%	0%	<b>1%</b>
Redress	12%	4%	5%	<b>9%</b>
No maladministration	15%	15%	21%	<b>15%</b>
Outside Jurisdiction	6%	9%	11%	<b>7%</b>
Withdrawn	0%	0%	0%	<b>0%</b>

Outcome	% Findings
Severe Maladministration	<b>0%</b>
Maladministration	<b>45%</b>
Service failure	<b>20%</b>
Mediation	<b>0%</b>
Redress	<b>8%</b>
No maladministration	<b>18%</b>
Outside Jurisdiction	<b>8%</b>
Withdrawn	<b>0%</b>

**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	9	5	0	1	6	1	0	<b>22</b>
Complaints Handling	0	11	3	0	3	0	0	0	<b>17</b>
Moving to a Property	0	0	0	0	0	1	4	0	<b>5</b>
Anti-Social Behaviour	0	2	1	0	0	1	0	0	<b>4</b>
Estate Management	0	3	1	0	0	0	0	0	<b>4</b>
Staff	0	1	0	0	0	3	0	0	<b>4</b>
Information and data management	0	0	1	0	1	0	0	0	<b>2</b>
Buying or selling a property	0	1	0	0	0	0	0	0	<b>1</b>
Health and Safety (inc. building safety)	0	0	1	0	0	0	0	0	<b>1</b>
<b>Total</b>	<b>0</b>	<b>27</b>	<b>12</b>	<b>0</b>	<b>5</b>	<b>11</b>	<b>5</b>	<b>0</b>	<b>60</b>

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

**Top Categories for Nottingham City Council**

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	21	67%	73%
Complaints Handling	17	82%	84%
Anti-Social Behaviour	4	75%	68%
Estate Management	4	100%	60%
Staff	4	25%	48%

**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%	75%
Complaints Handling	100%	87%	87%	86%	81%	82%
Estate Management	50%	67%	66%	58%	59%	100%
Property Condition	75%	63%	72%	74%	74%	67%
Staff	67%	63%	47%	49%	46%	25%

**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%	75%
Complaints Handling	81%	91%	91%	82%
Estate Management	59%	65%	38%	100%
Property Condition	72%	77%	59%	67%
Staff	48%	50%	50%	25%

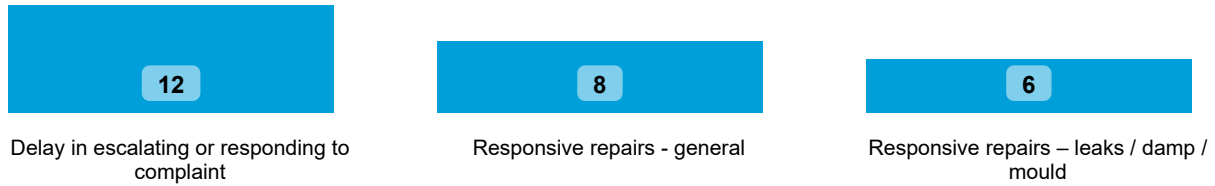
**Findings by Sub-Category** | Cases Determined between April 2023 - March 2024 Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	0	4	1	0	1	2	0	0	8
Responsive repairs – leaks / damp / mould	0	4	2	0	0	0	1	0	7
Staff conduct	0	1	0	0	0	3	0	0	4
Noise	0	1	1	0	0	0	0	0	2
Gas inspections and safety	0	0	1	0	0	0	0	0	1
Responsive repairs – heating and hot water	0	0	1	0	0	0	0	0	1
<b>Total</b>	<b>0</b>	<b>10</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>23</b>

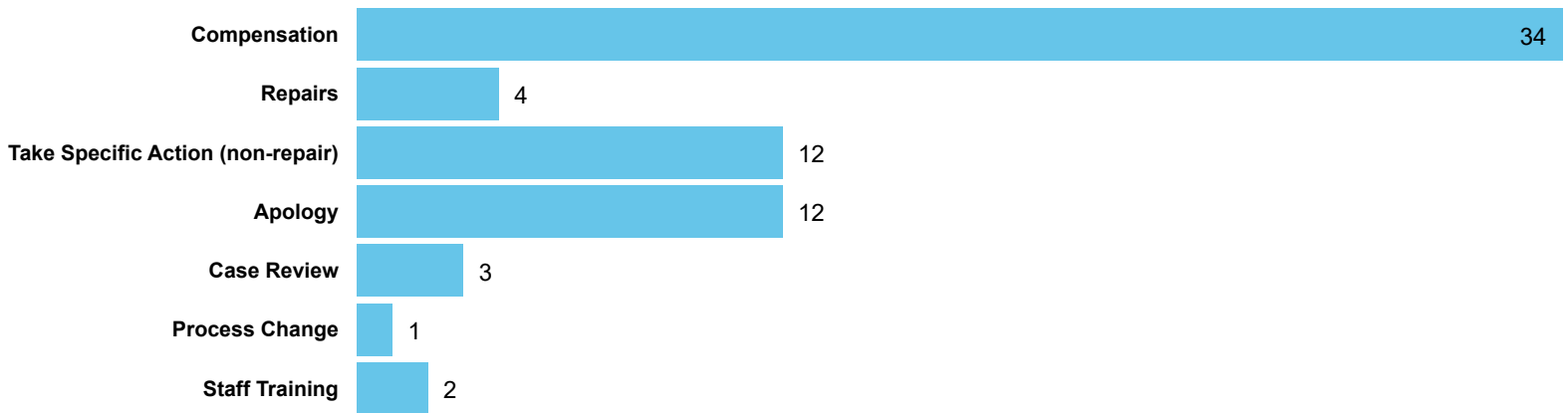
**Top Sub-Categories** | Cases determined between April 2023 - March 2024

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	66	100%
<b>Total</b>	<b>66</b>	<b>100%</b>

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

Table 5.1

● Ordered ● Recommended

