

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

2022/2023

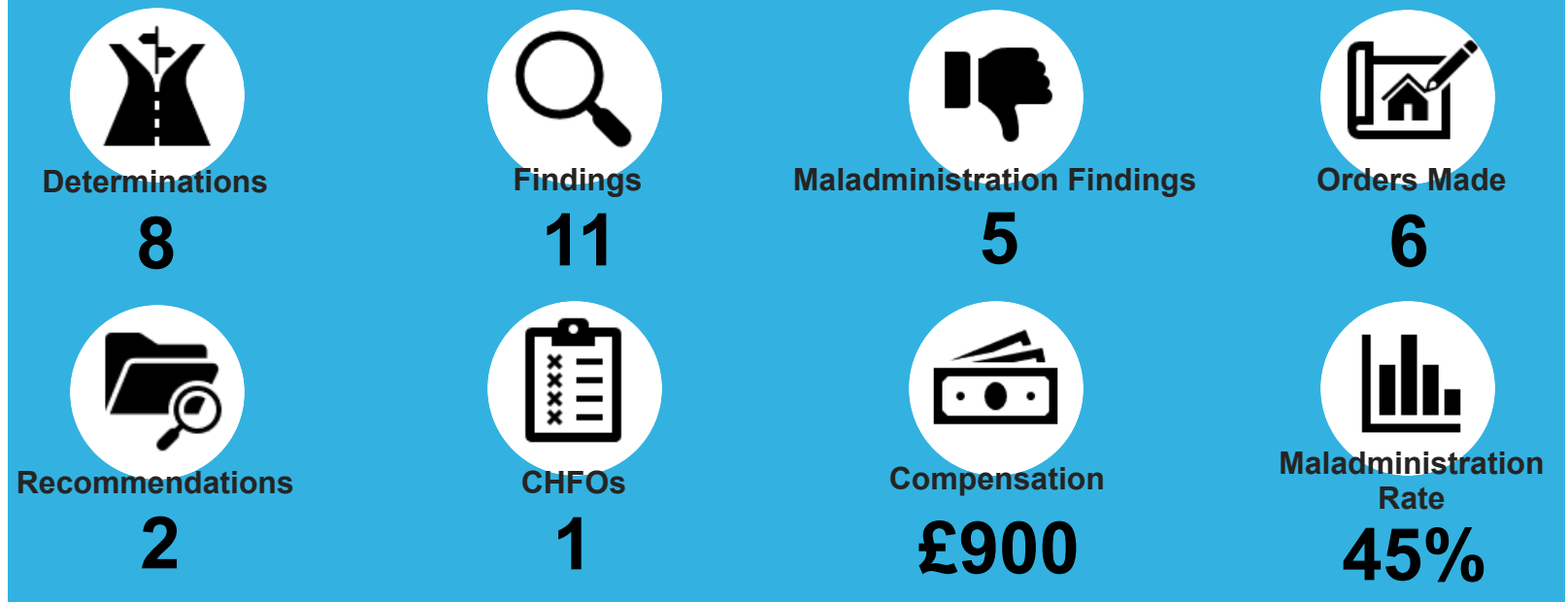
Dudley Metropolitan Borough Council

Landlord:

Landlord Homes: 21,645

Landlord Type: Local Authority / ALMO or TMO

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2021-2022**



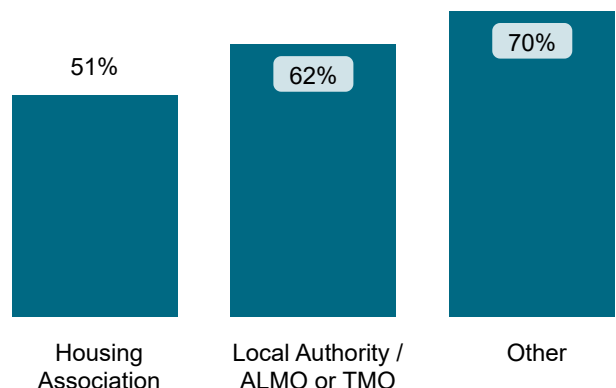
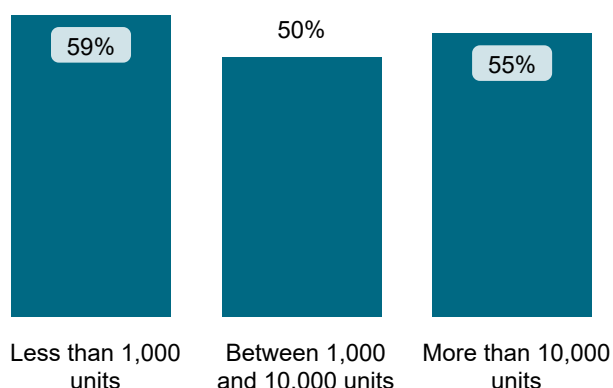
**Maladministration Rate Comparison** | Cases determined between April 2022 - March 2023

**NATIONAL MALADMINISTRATION RATE: 55%**

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 2022 - March 2023

**National Performance by Landlord Size:** Table 2.1

| Outcome                  | Less than 1,000 units | Between 1,000 and 10,000 units | More than 10,000 units | Total      |
|--------------------------|-----------------------|--------------------------------|------------------------|------------|
| Severe Maladministration | 5%                    | 2%                             | 3%                     | <b>3%</b>  |
| Maladministration        | 29%                   | 21%                            | 27%                    | <b>26%</b> |
| Service failure          | 19%                   | 25%                            | 22%                    | <b>23%</b> |
| Mediation                | 0%                    | 1%                             | 2%                     | <b>2%</b>  |
| Redress                  | 8%                    | 12%                            | 17%                    | <b>16%</b> |
| No maladministration     | 30%                   | 34%                            | 23%                    | <b>25%</b> |
| Outside Jurisdiction     | 9%                    | 6%                             | 5%                     | <b>5%</b>  |
| Withdrawn                | 0%                    | 0%                             | 0%                     | <b>0%</b>  |

Dudley Metropolitan Borough Council

| Outcome                  | % Findings |
|--------------------------|------------|
| Severe Maladministration | <b>0%</b>  |
| Maladministration        | <b>9%</b>  |
| Service failure          | <b>36%</b> |
| Mediation                | <b>0%</b>  |
| Redress                  | <b>0%</b>  |
| No maladministration     | <b>55%</b> |
| Outside Jurisdiction     | <b>0%</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 | 2%                  | 4%                            | 6%    | <b>3%</b>  |
| Maladministration        | 24%                 | 30%                           | 35%   | <b>26%</b> |
| Service failure          | 22%                 | 24%                           | 26%   | <b>23%</b> |
| Mediation                | 2%                  | 1%                            | 3%    | <b>2%</b>  |
| Redress                  | 20%                 | 9%                            | 3%    | <b>16%</b> |
| No maladministration     | 25%                 | 26%                           | 23%   | <b>25%</b> |
| Outside Jurisdiction     | 5%                  | 6%                            | 3%    | <b>6%</b>  |
| Withdrawn                | 0%                  | 0%                            | 0%    | <b>0%</b>  |

| Outcome                  | % Findings |
|--------------------------|------------|
| Severe Maladministration | <b>0%</b>  |
| Maladministration        | <b>9%</b>  |
| Service failure          | <b>36%</b> |
| Mediation                | <b>0%</b>  |
| Redress                  | <b>0%</b>  |
| No maladministration     | <b>55%</b> |
| Outside Jurisdiction     | <b>0%</b>  |
| Withdrawn                | <b>0%</b>  |

**Landlord Findings by Category** | Cases determined between April 2022 - March 2023

Table 2.3

| Category                     | Severe Maladministration | Maladministration | Service failure | Mediation | Redress  | No maladministration | Outside Jurisdiction | Withdrawn | Total     |
|------------------------------|--------------------------|-------------------|-----------------|-----------|----------|----------------------|----------------------|-----------|-----------|
| Property Condition           | 0                        | 1                 | 0               | 0         | 0        | 3                    | 0                    | 0         | <b>4</b>  |
| Complaints Handling          | 0                        | 0                 | 3               | 0         | 0        | 0                    | 0                    | 0         | <b>3</b>  |
| Anti-Social Behaviour        | 0                        | 0                 | 0               | 0         | 0        | 1                    | 0                    | 0         | <b>1</b>  |
| Buying or selling a property | 0                        | 0                 | 0               | 0         | 0        | 1                    | 0                    | 0         | <b>1</b>  |
| Charges                      | 0                        | 0                 | 0               | 0         | 0        | 1                    | 0                    | 0         | <b>1</b>  |
| Estate Management            | 0                        | 0                 | 1               | 0         | 0        | 0                    | 0                    | 0         | <b>1</b>  |
| <b>Total</b>                 | <b>0</b>                 | <b>1</b>          | <b>4</b>        | <b>0</b>  | <b>0</b> | <b>6</b>             | <b>0</b>             | <b>0</b>  | <b>11</b> |

**Findings by Category Comparison** | Cases determined between April 2022 - March 2023

**Top Categories for Dudley Metropolitan Borough Council**

Table 3.1

| Category                     | # Landlord Findings | % Landlord Maladministration | % National Maladministration |
|------------------------------|---------------------|------------------------------|------------------------------|
| Property Condition           | 4                   | 25%                          | 54%                          |
| Complaints Handling          | 3                   | 100%                         | 76%                          |
| Anti-Social Behaviour        | 1                   | 0%                           | 41%                          |
| Buying or selling a property | 1                   | 0%                           | 34%                          |
| Charges                      | 1                   | 0%                           | 37%                          |
| Estate Management            | 1                   | 100%                         | 42%                          |

**National Maladministration Rate by Landlord Size:**

Table 3.2

| Category                     | Less than 1,000 units | Between 1,000 and 10,000 units | More than 10,000 units | % Landlord Maladministration |
|------------------------------|-----------------------|--------------------------------|------------------------|------------------------------|
| Anti-Social Behaviour        | 33%                   | 38%                            | 41%                    | 0%                           |
| Buying or selling a property | 0%                    | 100%                           | 28%                    | 0%                           |
| Charges                      | 0%                    | 25%                            | 40%                    | 0%                           |
| Complaints Handling          | 96%                   | 75%                            | 76%                    | 100%                         |
| Estate Management            | 20%                   | 38%                            | 43%                    | 100%                         |
| Property Condition           | 48%                   | 54%                            | 54%                    | 25%                          |

**National Maladministration Rate by Landlord Type:**

Table 3.3

| Category                     | Housing Association | Local Authority / ALMO or TMO | Other | % Landlord Maladministration |
|------------------------------|---------------------|-------------------------------|-------|------------------------------|
| Anti-Social Behaviour        | 39%                 | 43%                           | 0%    | 0%                           |
| Buying or selling a property | 36%                 | 0%                            | 0%    | 0%                           |
| Charges                      | 36%                 | 43%                           | 0%    | 0%                           |
| Complaints Handling          | 71%                 | 87%                           | 100%  | 100%                         |
| Estate Management            | 42%                 | 41%                           | 0%    | 100%                         |
| Property Condition           | 50%                 | 64%                           | 63%   | 25%                          |

**Findings by Sub-Category** | Cases Determined between April 2022 - March 2023

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                        | 0                 | 0               | 0         | 0        | 1                    | 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>0</b>        | <b>0</b>  | <b>0</b> | <b>1</b>             | <b>0</b>             | <b>0</b>  | <b>2</b> |

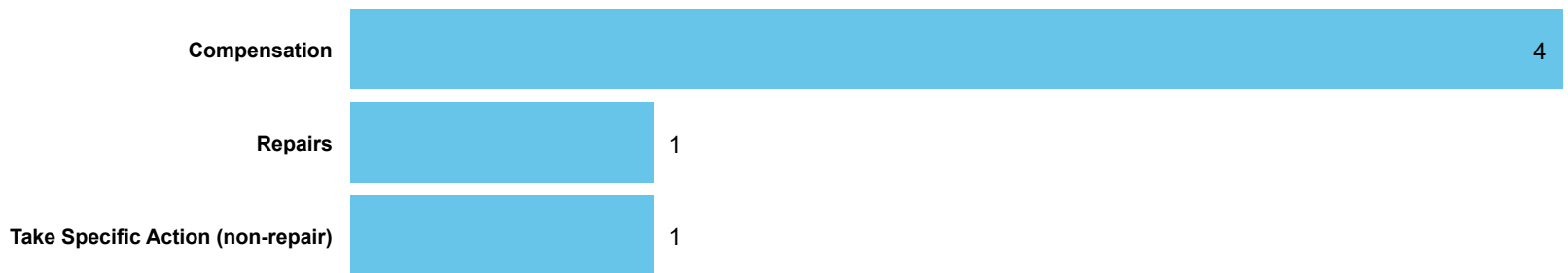
**Top Sub-Categories** | Cases determined between April 2022 - March 2023

Table 3.5



**Orders Made by Type** | Orders on cases determined between April 2022 - March 2023

Table 4.1



**Order Compliance** | Order target dates between April 2022 - March 2023

Table 4.2

| Order Complete? | Within 3 Months |             |
|-----------------|-----------------|-------------|
|                 | Count           | %           |
| Complied        | 6               | 100%        |
| <b>Total</b>    | <b>6</b>        | <b>100%</b> |

**Compensation Ordered** | Cases Determined between April 2022 - March 2023

Table 5.1

● Ordered ● Recommended

