

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

2022/2023

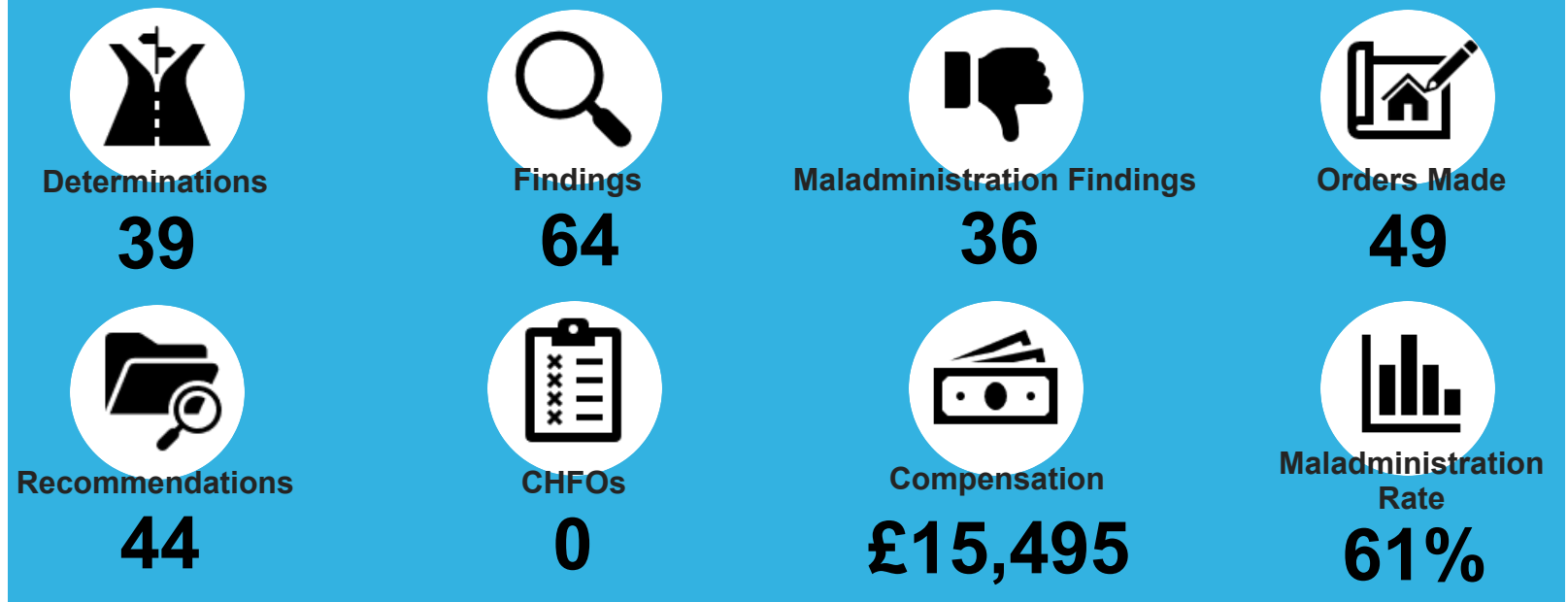
Westminster City Council

Landlord:

Landlord Homes: 11,755

Landlord Type: Local Authority / ALMO or TMO

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2021-2022**

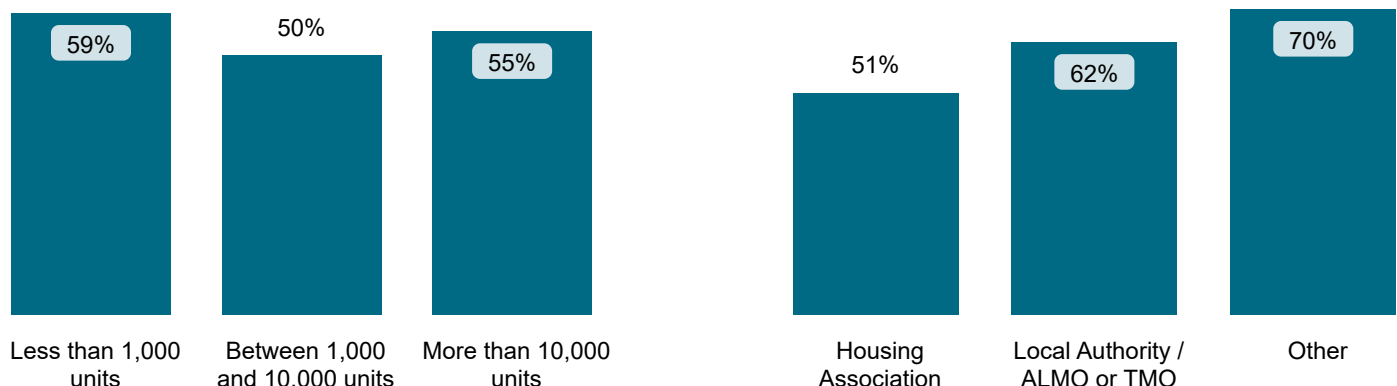


**Maladministration Rate Comparison** | Cases determined between April 2022 - March 2023

**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Withdrawn	0%	0%	0%	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>

Westminster City Council	
Outcome	% Findings
Severe Maladministration	<b>2%</b>
Maladministration	<b>27%</b>
Service failure	<b>28%</b>
Mediation	<b>2%</b>
Redress	<b>19%</b>
No maladministration	<b>16%</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Withdrawn	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	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Withdrawn	0%	0%	0%	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>2%</b>
Maladministration	<b>27%</b>
Service failure	<b>28%</b>
Mediation	<b>2%</b>
Redress	<b>19%</b>
No maladministration	<b>16%</b>
Outside Jurisdiction	<b>8%</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Withdrawn	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	1	7	8	0	8	5	1	0	<b>30</b>
Complaints Handling	0	5	6	0	2	0	0	0	<b>13</b>
Anti-Social Behaviour	0	1	2	0	1	0	0	0	<b>4</b>
Health and Safety (inc. building safety)	0	2	1	0	0	1	0	0	<b>4</b>
Moving to a Property	0	0	0	0	0	1	2	0	<b>3</b>
Staff	0	0	0	0	0	2	1	0	<b>3</b>
Charges	0	0	0	0	1	0	1	0	<b>2</b>
Estate Management	0	1	0	1	0	0	0	0	<b>2</b>
Buying or selling a property	0	0	0	0	0	1	0	0	<b>1</b>
Information and data management	0	1	0	0	0	0	0	0	<b>1</b>
Reimbursement and Payments	0	0	1	0	0	0	0	0	<b>1</b>
<b>Total</b>	<b>1</b>	<b>17</b>	<b>18</b>	<b>1</b>	<b>12</b>	<b>10</b>	<b>5</b>	<b>0</b>	<b>64</b>

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

**Top Categories for Westminster City Council** Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	29	55%	54%
Complaints Handling	13	85%	76%
Anti-Social Behaviour	4	75%	41%
Health and Safety (inc. building safety)	4	75%	52%

**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%	75%
Complaints Handling	96%	75%	76%	85%
Health and Safety (inc. building safety)	40%	57%	52%	75%
Property Condition	48%	54%	54%	55%

**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%	75%
Complaints Handling	71%	87%	100%	85%
Health and Safety (inc. building safety)	51%	54%	0%	75%
Property Condition	50%	64%	63%	55%

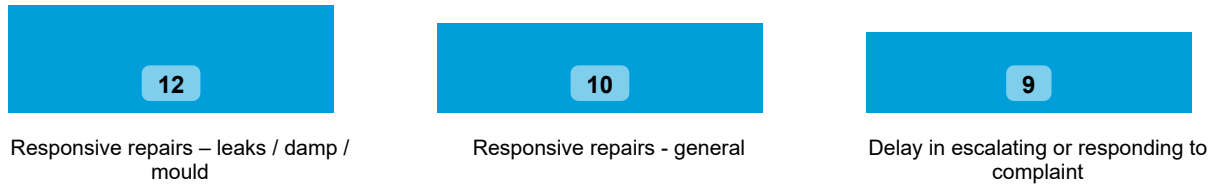
**Findings by Sub-Category** | Cases Determined between April 2022 - March 2023 Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs – leaks / damp / mould	1	3	4	0	3	1	1	0	13
Responsive repairs - general	0	3	2	0	2	3	0	0	10
Responsive repairs – heating and hot water	0	1	1	0	3	0	0	0	5
Noise	0	0	2	0	1	0	0	0	3
Staff conduct	0	0	0	0	0	2	1	0	3
Electrical safety			1		0	1	0		2
Service charges – amount or account management	0	0	0	0	1	0	1	0	2
Asbestos	0	1	0		0	0	0	0	1
Decants (temp. or permanent)	0	0	0		0	1	0		1
Gas inspections and safety	0	1	0	0	0	0	0	0	1
<b>Total</b>	<b>1</b>	<b>9</b>	<b>10</b>	<b>0</b>	<b>10</b>	<b>8</b>	<b>3</b>	<b>0</b>	<b>41</b>

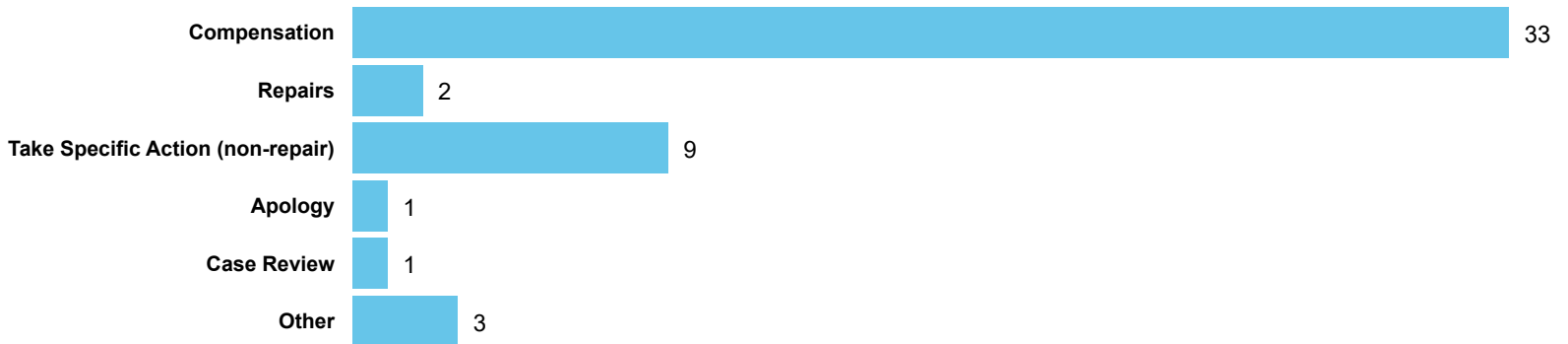
**Top Sub-Categories** | Cases determined between April 2022 - March 2023

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	47	100%
<b>Total</b>	<b>47</b>	<b>100%</b>

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

Table 5.1

● Ordered ● Recommended

