

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

**2023/2024**

Westminster City Council

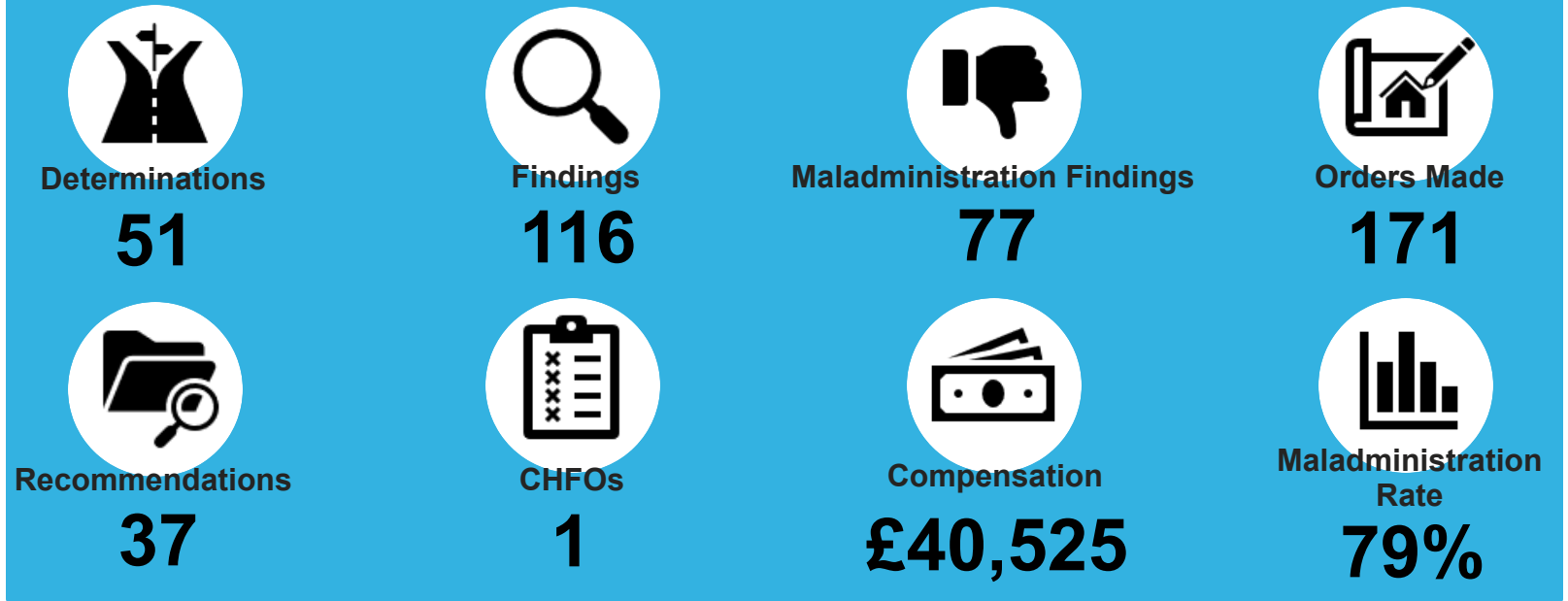
[Westminster City Council](#)

Landlord:

Landlord Homes: 12,029

Landlord Type: Local Authority / ALMO or TMO

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2022-2023**



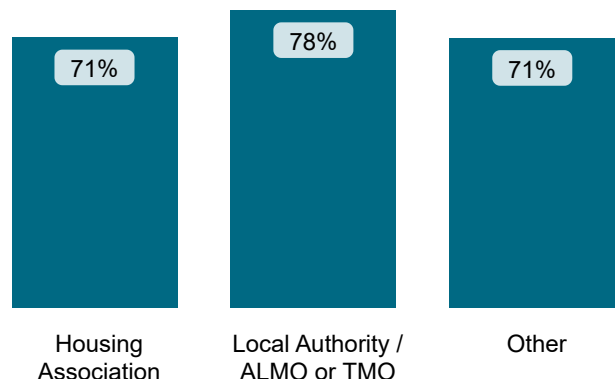
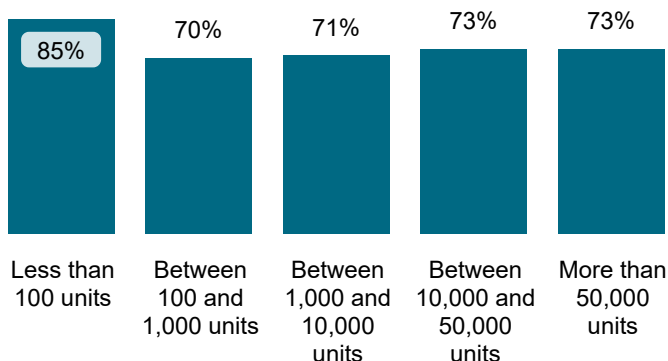
**Maladministration Rate Comparison** | Cases determined between April 2023 - March 2024

**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Withdrawn	0%	0%	0%	0%	0%	0%

Westminster City Council	
Outcome	% Findings
Severe Maladministration	9%
Maladministration	38%
Service failure	19%
Mediation	0%
Redress	9%
No maladministration	8%
Outside Jurisdiction	16%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	9%
Maladministration	38%
Service failure	19%
Mediation	0%
Redress	9%
No maladministration	8%
Outside Jurisdiction	16%
Withdrawn	0%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	9	17	6	0	6	5	8	0	51
Complaints Handling	1	18	12	0	3	0	2	0	36
Anti-Social Behaviour	0	4	2	0	1	1	2	0	10
Charges	0	0	1	0	0	1	3	0	5
Moving to a Property	1	1	0	0	1	1	1	0	5
Estate Management	0	2	0	0	0	0	1	0	3
Information and data management	0	2	0	0	0	0	0	0	2
Staff	0	0	1	0	0	0	1	0	2
Buying or selling a property	0	0	0	0	0	0	1	0	1
Resident Involvement		0	0		0	1	0		1
<b>Total</b>	<b>11</b>	<b>44</b>	<b>22</b>	<b>0</b>	<b>11</b>	<b>9</b>	<b>19</b>	<b>0</b>	<b>116</b>

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

**Top Categories for Westminster City Council**

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	43	74%	73%
Complaints Handling	34	91%	84%
Anti-Social Behaviour	8	75%	68%

**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%	91%
Property Condition	75%	63%	72%	74%	74%	74%

**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%	91%
Property Condition	72%	77%	59%	74%

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

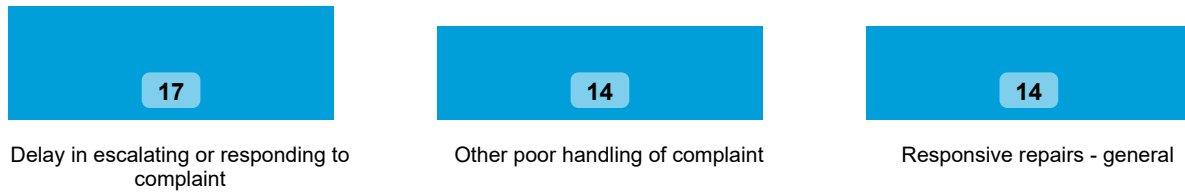
Table 3.4

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	3	6	1	0	3	0	5	0	18
Responsive repairs - general	2	5	3	0	2	2	3	0	17
Service charges – amount or account management	0	0	1	0	0	1	3	0	5
Pest control (within property)	0	2	0	0	1	1	0	0	4
Noise	0	2	1	0	0	0	0	0	3
Responsive repairs – heating and hot water	3	0	0	0	0	0	0	0	3
Decants (temp. or permanent)	1	0	0	0	0	0	1	0	2
Staff conduct	0	0	1	0	0	0	1	0	2
Communal areas – pest control		1	0	0	0	0	0		1
<b>Total</b>	<b>9</b>	<b>16</b>	<b>7</b>	<b>0</b>	<b>6</b>	<b>4</b>	<b>13</b>	<b>0</b>	<b>55</b>

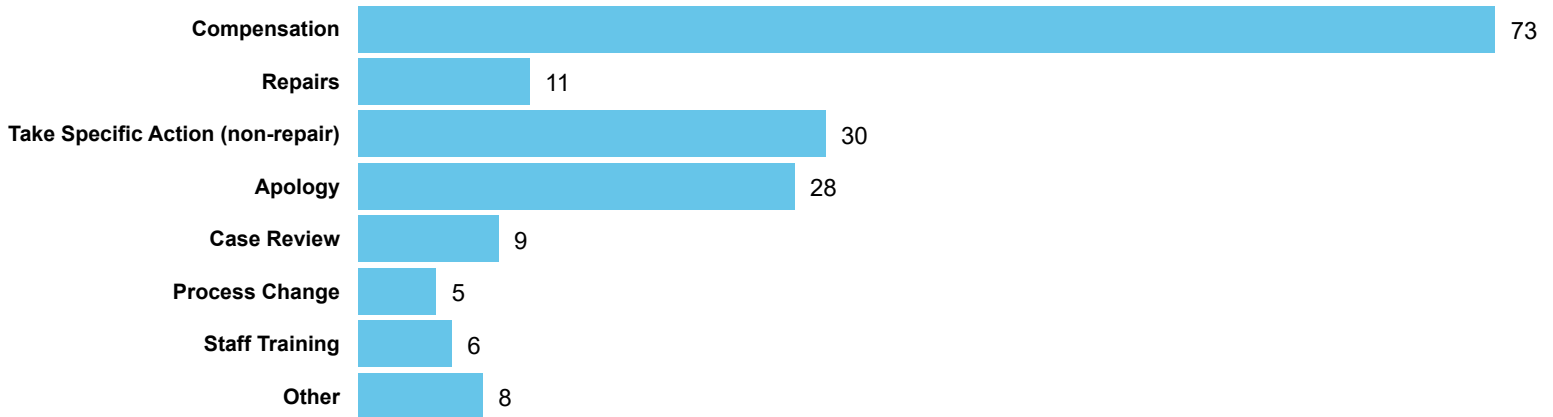
**Top Sub-Categories** | *Cases determined between April 2023 - March 2024*

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		Within 6 Months	
	Count	%	Count	%
Complied	170	99%	1	1%
<b>Total</b>	<b>170</b>	<b>99%</b>	<b>1</b>	<b>1%</b>

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

Table 5.1

● Ordered ● Recommended

