

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

2022/2023

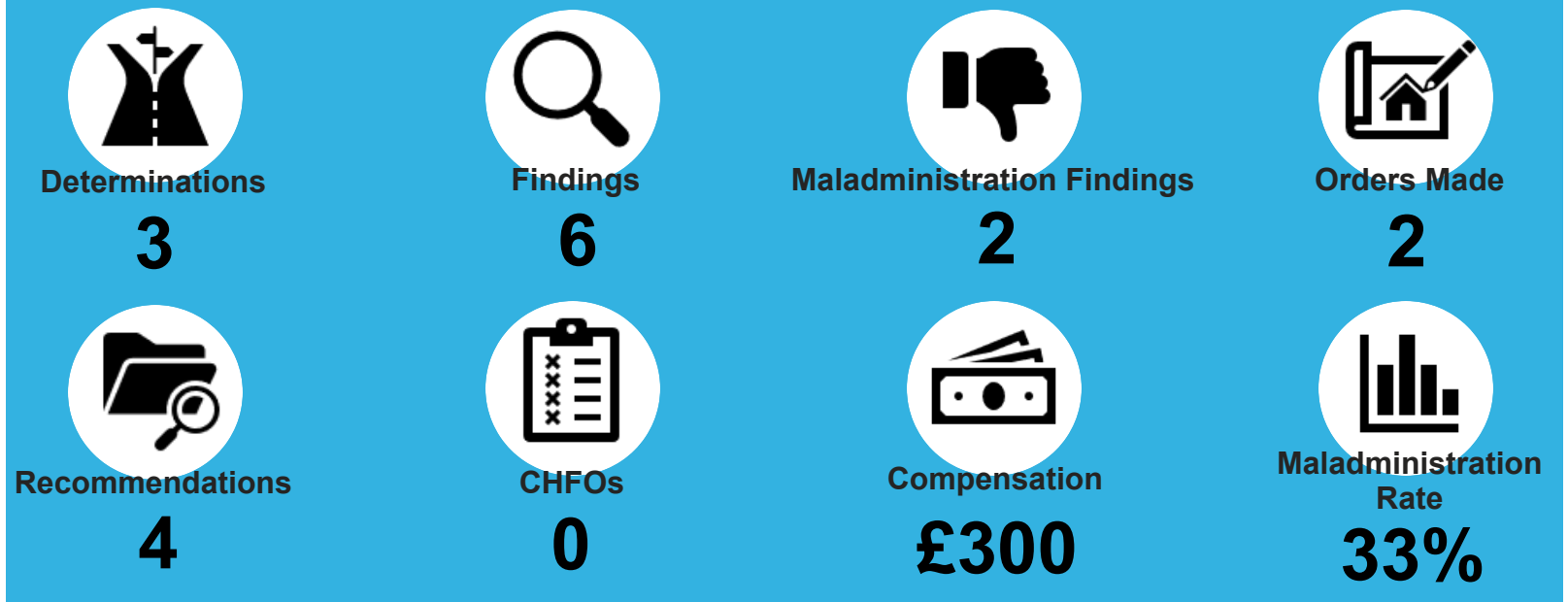
Southampton City Council

Landlord:

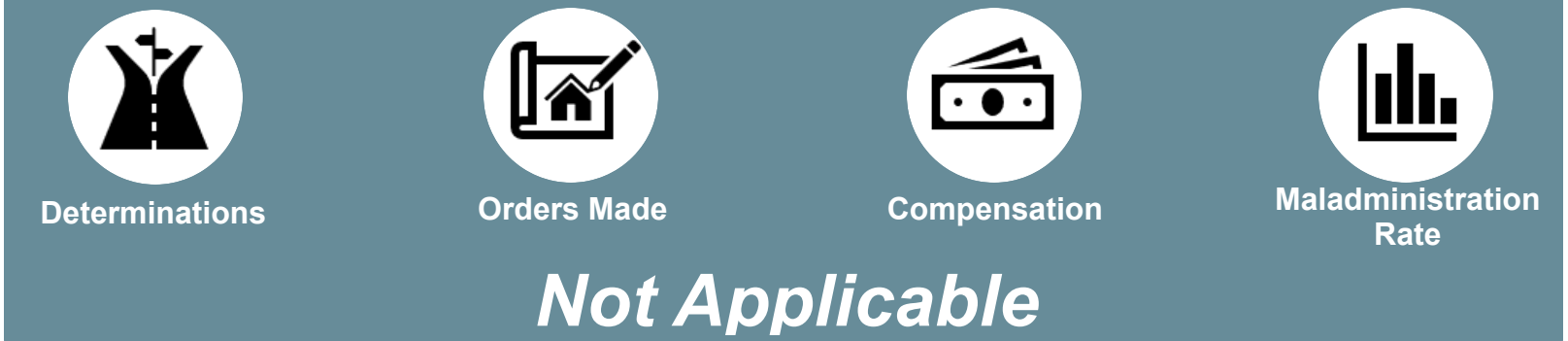
Landlord Homes: 18,121

Landlord Type: Local Authority / ALMO or TMO

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2021-2022**



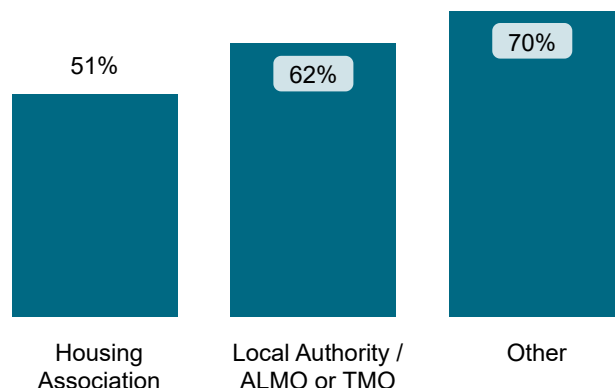
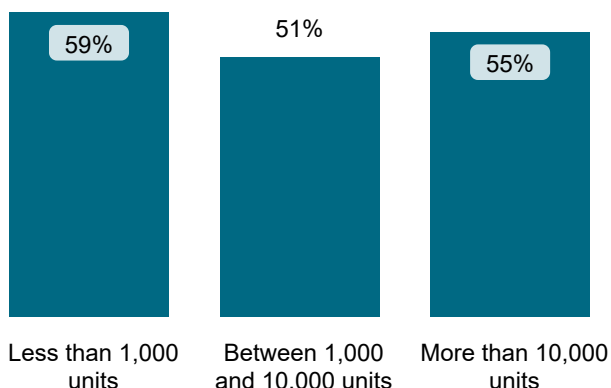
**Maladministration Rate Comparison** | Cases determined between April 2022 - March 2023

**NATIONAL MALADMINISTRATION RATE: 55%**

The landlord performed *very well* 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	3%	2%	3%	<b>3%</b>
Maladministration	27%	20%	25%	<b>24%</b>
Service failure	20%	23%	21%	<b>21%</b>
Mediation	0%	1%	2%	<b>2%</b>
Redress	10%	12%	16%	<b>15%</b>
No maladministration	25%	32%	22%	<b>24%</b>
Outside Jurisdiction	15%	11%	10%	<b>11%</b>
Withdrawn	0%	1%	2%	<b>1%</b>

Southampton City Council	
Outcome	% Findings
Severe Maladministration	<b>0%</b>
Maladministration	<b>17%</b>
Service failure	<b>17%</b>
Mediation	<b>0%</b>
Redress	<b>0%</b>
No maladministration	<b>67%</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Withdrawn	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%	3%	6%	<b>3%</b>
Maladministration	23%	28%	32%	<b>24%</b>
Service failure	21%	22%	24%	<b>21%</b>
Mediation	2%	1%	3%	<b>2%</b>
Redress	19%	8%	3%	<b>15%</b>
No maladministration	23%	24%	21%	<b>23%</b>
Outside Jurisdiction	9%	13%	12%	<b>11%</b>
Withdrawn	1%	1%	0%	<b>1%</b>

Outcome	% Findings
Severe Maladministration	<b>0%</b>
Maladministration	<b>17%</b>
Service failure	<b>17%</b>
Mediation	<b>0%</b>
Redress	<b>0%</b>
No maladministration	<b>67%</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
Anti-Social Behaviour	0	0	1	0	0	1	0	0	<b>2</b>
Moving to a Property	0	0	0	0	0	2	0	0	<b>2</b>
Complaints Handling	0	1	0	0	0	0	0	0	<b>1</b>
Property Condition	0	0	0	0	0	1	0	0	<b>1</b>
<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>6</b>

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

**Top 3 Categories for Southampton City Council** Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Anti-Social Behaviour	2	50%	40%
Moving to a Property	2	0%	29%
Complaints Handling	1	100%	76%
Property Condition	1	0%	54%

**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	43%	39%	41%	50%
Complaints Handling	97%	75%	76%	100%
Moving to a Property	50%	17%	31%	0%
Property Condition	50%	54%	55%	0%

**National Maladministration Rate by Landlord Type:** Table 3.3

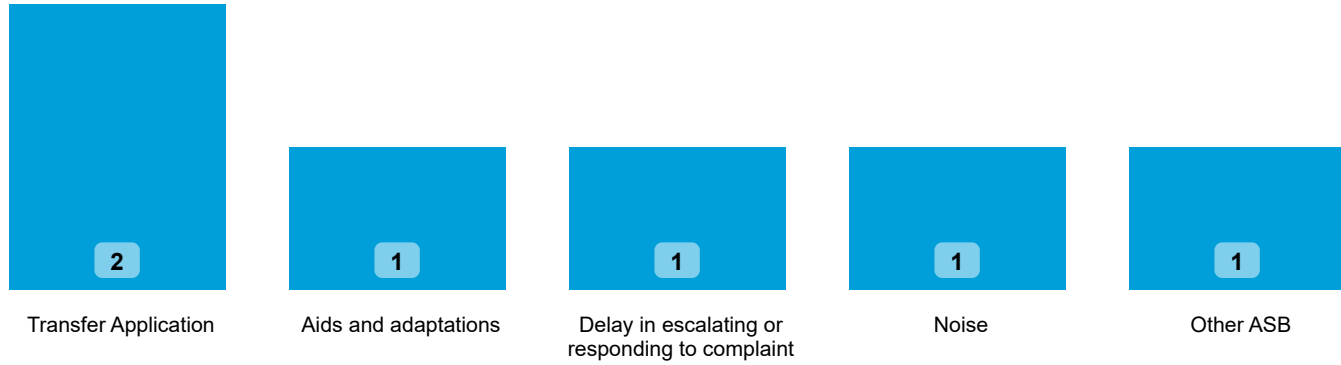
Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Anti-Social Behaviour	40%	43%	0%	50%
Complaints Handling	71%	87%	100%	100%
Moving to a Property	27%	33%	100%	0%
Property Condition	50%	63%	63%	0%

**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
Noise	0	0	0	0	0	1	0	0	1
<b>Total</b>	0	0	0	0	0	1	0	0	1

**Top 3 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	2	100%
<b>Total</b>	<b>2</b>	<b>100%</b>

**Compensation Ordered** | Cases Determined between April 2022 - March 2023 Table 5.1

● Ordered ● Recommended

