

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Islington Council

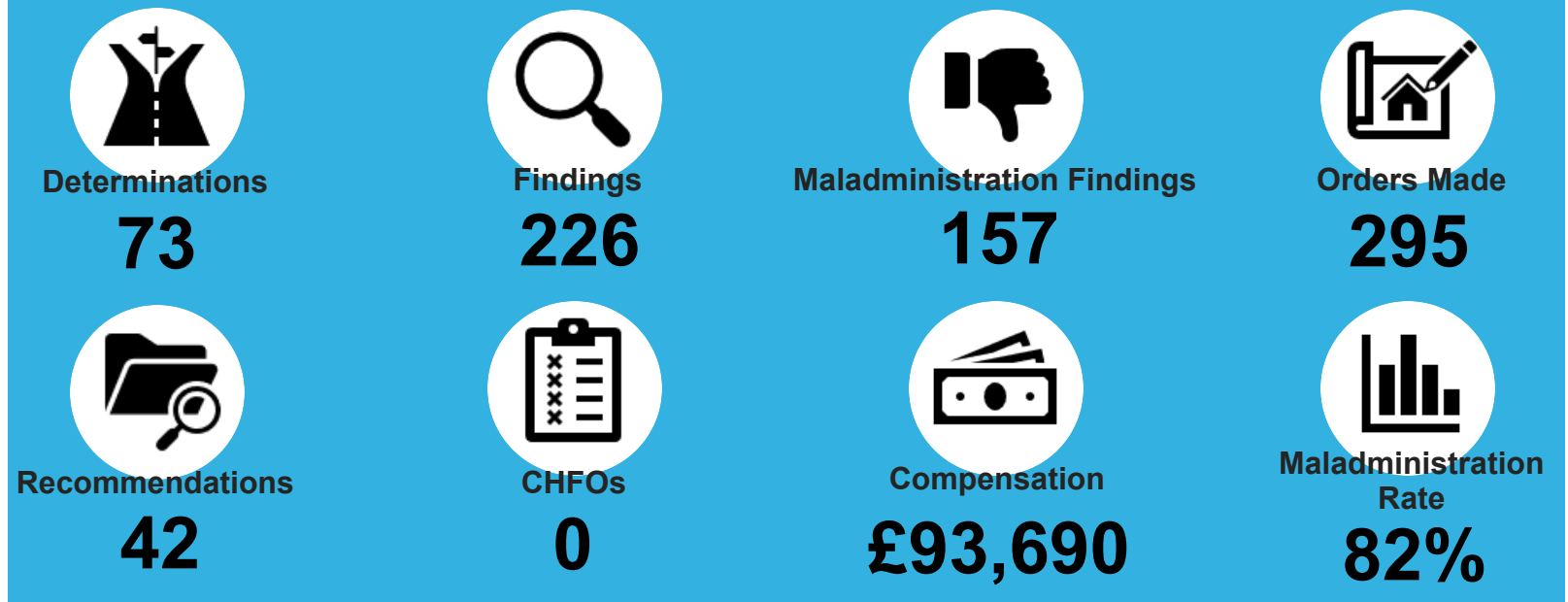
Islington Council

Landlord:

Landlord Homes: 35,644

Landlord Type: Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



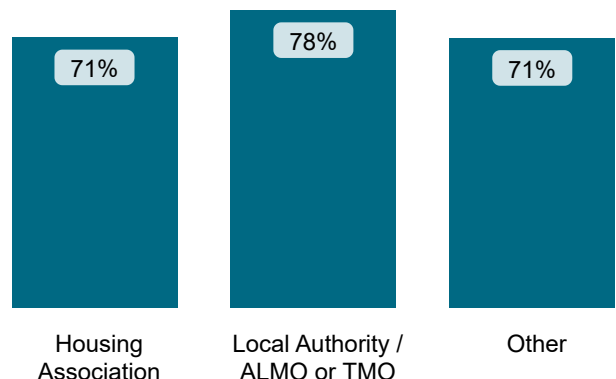
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

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	15%	6%	4%	8%	7%	7%
Maladministration	36%	37%	42%	42%	43%	42%
Service failure	17%	19%	20%	18%	19%	19%
Mediation	0%	0%	1%	1%	1%	1%
Redress	0%	5%	7%	8%	12%	9%
No maladministration	13%	21%	19%	16%	12%	15%
Outside Jurisdiction	19%	11%	8%	7%	5%	7%
Withdrawn	0%	0%	0%	0%	0%	0%

Islington Council	
Outcome	% Findings
Severe Maladministration	13%
Maladministration	42%
Service failure	15%
Mediation	0%
Redress	6%
No maladministration	10%
Outside Jurisdiction	15%
Withdrawn	0%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%	6%	9%
No maladministration	15%	15%	21%	15%
Outside Jurisdiction	6%	9%	10%	7%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	13%
Maladministration	42%
Service failure	15%
Mediation	0%
Redress	6%
No maladministration	10%
Outside Jurisdiction	15%
Withdrawn	0%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Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total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	34	12	0	5	10	18	0	88
Complaints Handling	15	32	8	0	5	3	2	0	65
Anti-Social Behaviour	2	11	5	0	0	2	2	0	22
Estate Management	1	3	3	0	0	2	1	0	10
Moving to a Property	1	3	0	0	0	1	3	0	8
Information and data management	0	6	0	0	0	0	1	0	7
Staff	1	1	1	0	1	3	0	0	7
Health and Safety (inc. building safety)	0	1	2	0	1	0	1	0	5
Charges	0	0	1	0	0	0	3	0	4
Reimbursement and Payments	0	1	1	0	0	0	2	0	4
Buying or selling a property	0	1	0	0	1	0	1	0	3
Occupancy Rights	0	2	0	0	0	1	0	0	3
Total	29	95	33	0	13	22	34	0	226

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

Top Categories for Islington Council

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	70	79%	73%
Complaints Handling	63	87%	84%
Anti-Social Behaviour	20	90%	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%	90%
Complaints Handling	100%	87%	87%	86%	81%	87%
Property Condition	75%	63%	72%	74%	74%	79%

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%	90%
Complaints Handling	81%	91%	91%	87%
Property Condition	72%	77%	59%	79%

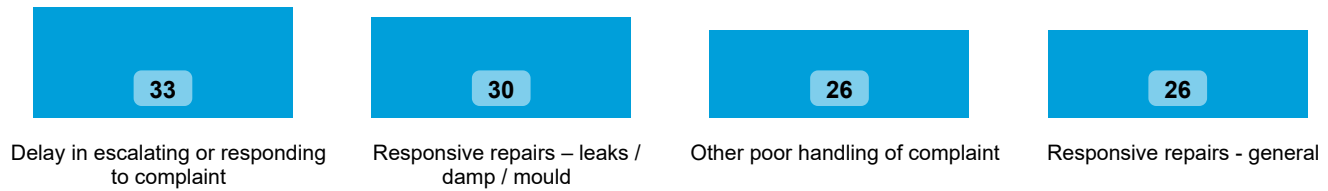
Findings by Sub-Category | Cases Determined between April 2023 - March 2024 Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	1	10	5	0	3	7	9	0	35
Responsive repairs – leaks / damp / mould	7	16	2	0	2	3	2	0	32
Noise	2	4	1	0	0	1	1	0	9
Staff conduct	1	1	1	0	1	2	0	0	6
Responsive repairs – heating and hot water	1	1	1	0	0	0	1	0	4
Asbestos	0	1	2	0	0	0	0	0	3
Decants (temp. or permanent)	0	2	0	0	0	1	0	0	3
Pest control (within property)	0	1	0	0	0	0	2	0	3
Fire Safety	0	0	0	0	1	0	1	0	2
Service charges – amount or account management	0	0	0	0	0	0	2	0	2
Communal areas – pest control		0	0	0	0	1	0		1
District heating systems / Heat Networks	0	1	0	0	0	0	0	0	1
Total	12	37	12	0	7	15	18	0	101

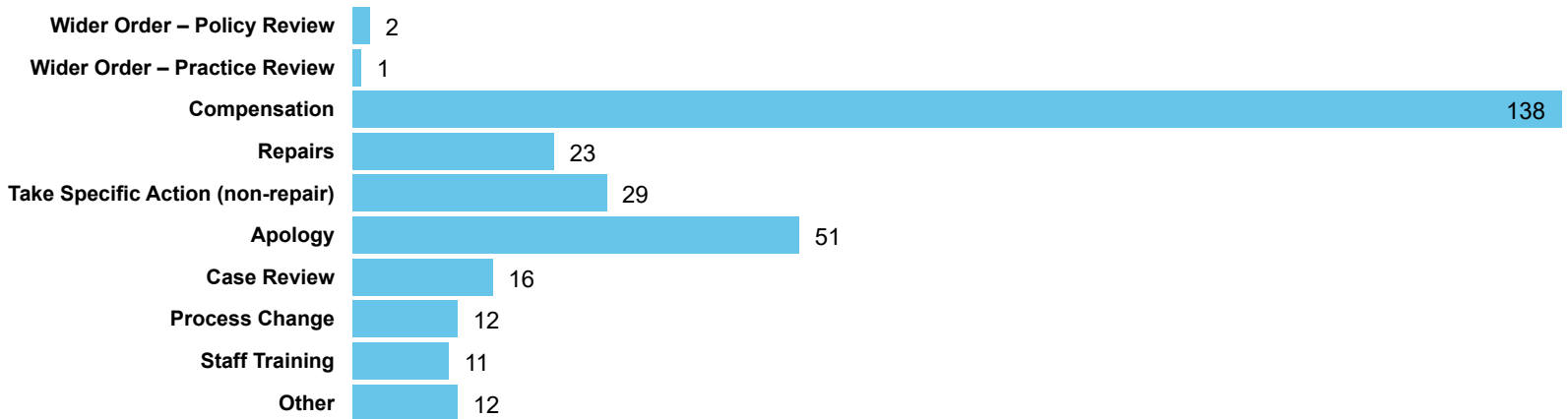
Top Sub-Categories | *Cases determined between April 2023 - March 2024*

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	288	99%	4	1%
Total	288	99%	4	1%

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

Table 5.1

● Ordered ● Recommended

