

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

2022/2023

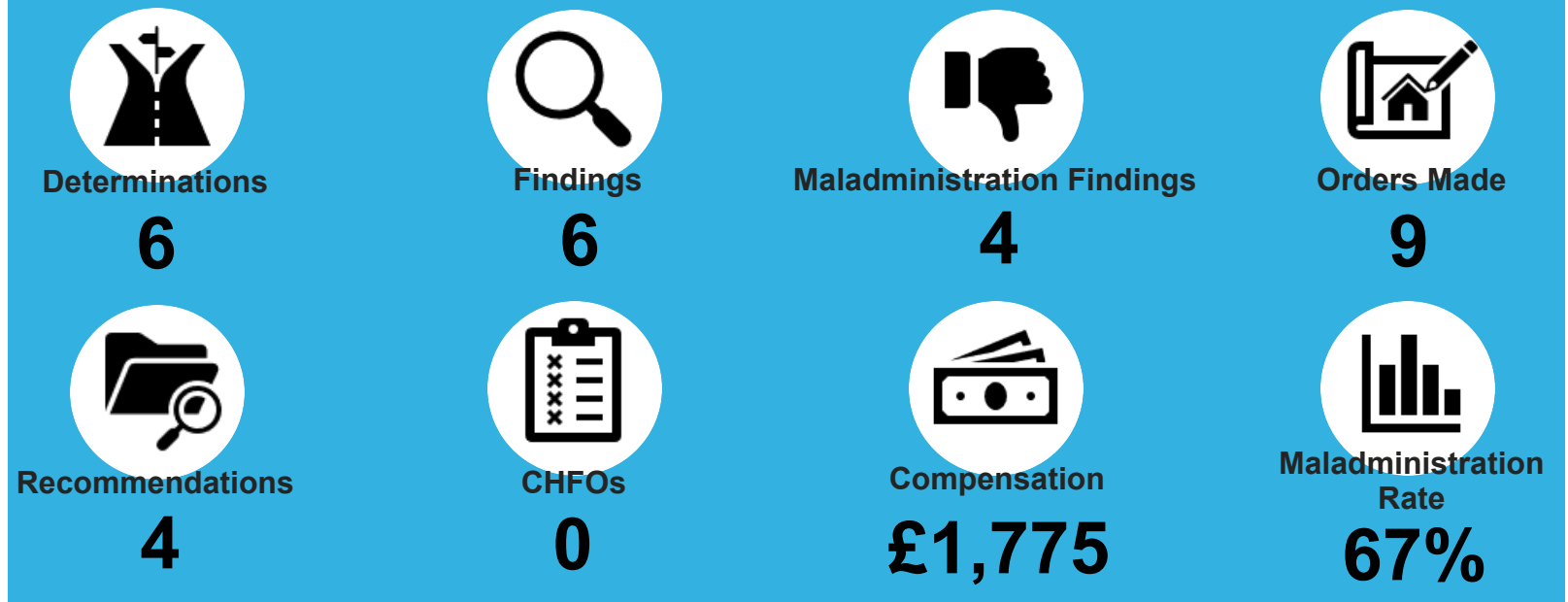
Kingston upon Hull City Council

Landlord: Kingston upon Hull City Council

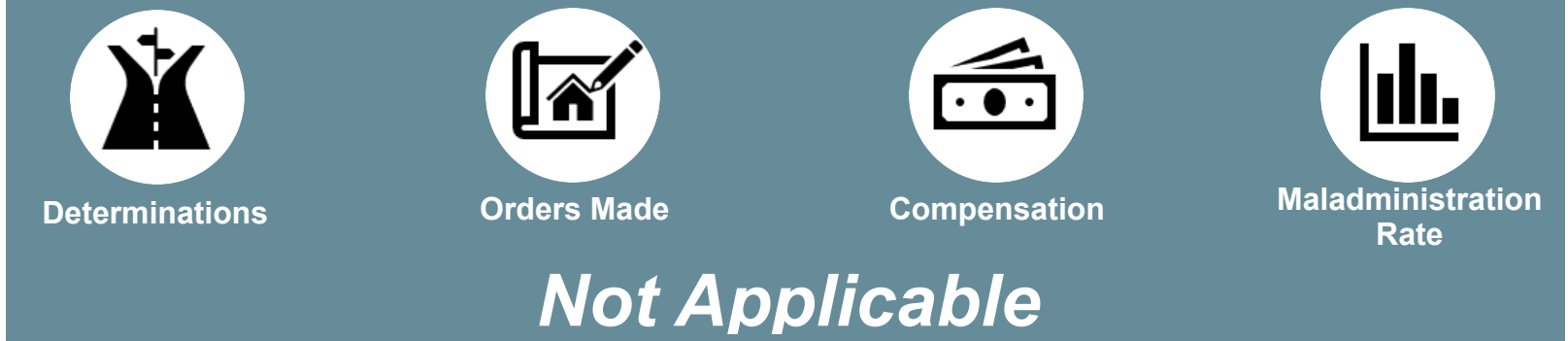
Landlord Homes: 24,005

Landlord Type: Local Authority / ALMO or TMO

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2021-2022**



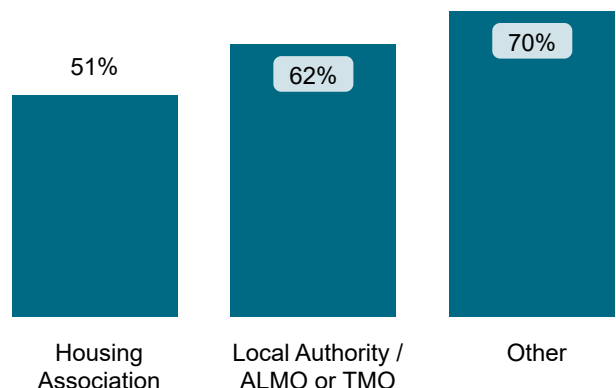
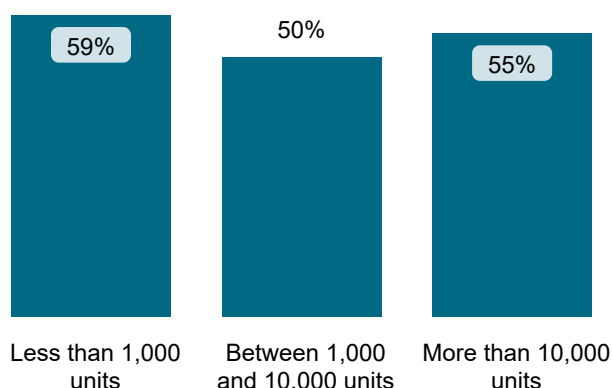
**Maladministration Rate Comparison** | Cases determined between April 2022 - March 2023

**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>  |

| Kingston upon Hull City Council |            |
|---------------------------------|------------|
| Outcome                         | % Findings |
| Severe Maladministration        | <b>0%</b>  |
| Maladministration               | <b>50%</b> |
| Service failure                 | <b>17%</b> |
| Mediation                       | <b>0%</b>  |
| Redress                         | <b>0%</b>  |
| No maladministration            | <b>33%</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>50%</b> |
| Service failure          | <b>17%</b> |
| Mediation                | <b>0%</b>  |
| Redress                  | <b>0%</b>  |
| No maladministration     | <b>33%</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                        | 3                 | 0               | 0         | 0        | 1                    | 0                    | 0         | <b>4</b> |
| Complaints Handling                      | 0                        | 0                 | 1               | 0         | 0        | 0                    | 0                    | 0         | <b>1</b> |
| Health and Safety (inc. building safety) | 0                        | 0                 | 0               | 0         | 0        | 1                    | 0                    | 0         | <b>1</b> |
| <b>Total</b>                             | <b>0</b>                 | <b>3</b>          | <b>1</b>        | <b>0</b>  | <b>0</b> | <b>2</b>             | <b>0</b>             | <b>0</b>  | <b>6</b> |

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

**Top Categories for Kingston upon Hull City Council**

Table 3.1

| Category                                 | # Landlord Findings | % Landlord Maladministration | % National Maladministration |
|--|---------------------|------------------------------|------------------------------|
| Property Condition                       | 4                   | 75%                          | 54%                          |
| Complaints Handling                      | 1                   | 100%                         | 76%                          |
| Health and Safety (inc. building safety) | 1                   | 0%                           | 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 |
|--|-----------------------|--------------------------------|------------------------|------------------------------|
| Complaints Handling                      | 96%                   | 75%                            | 76%                    | 100%                         |
| Health and Safety (inc. building safety) | 40%                   | 57%                            | 52%                    | 0%                           |
| Property Condition                       | 48%                   | 54%                            |                        | 75%                          |

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

| Category                                 | Housing Association | Local Authority / ALMO or TMO | Other | % Landlord Maladministration |
|--|---------------------|-------------------------------|-------|------------------------------|
| Complaints Handling                      | 71%                 | 87%                           | 100%  | 100%                         |
| Health and Safety (inc. building safety) | 51%                 | 54%                           | 0%    | 0%                           |
| Property Condition                       | 50%                 | 64%                           | 63%   | 75%                          |

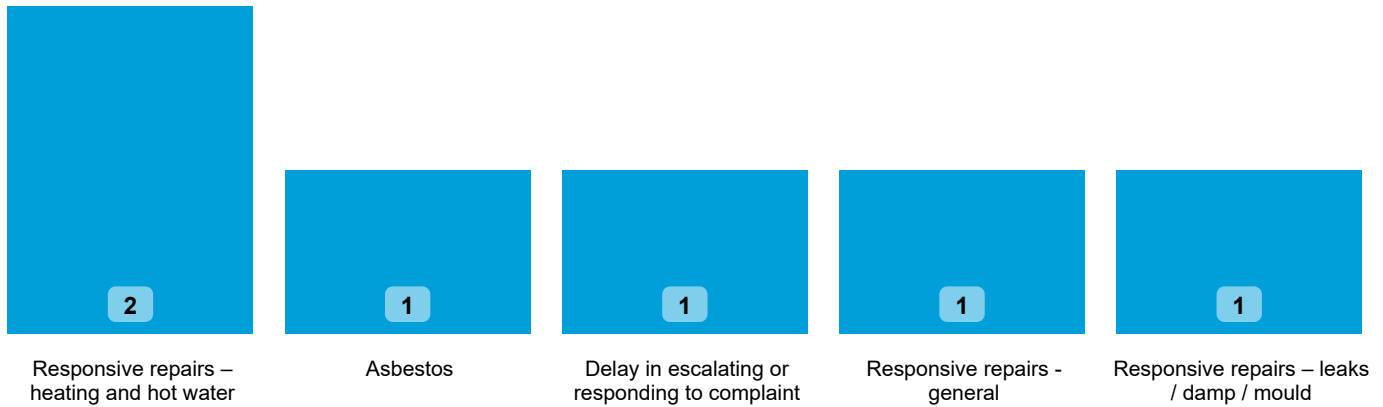
**Findings by Sub-Category** | Cases Determined between April 2022 - March 2023 Table 3.4

Highlighted Service Delivery Sub-Categories only:

| Sub-Category                               | Severe Maladministration | Maladministration | Service failure | Mediation | Redress  | No maladministration | Outside Jurisdiction | Withdrawn | Total    |
|--|--------------------------|-------------------|-----------------|-----------|----------|----------------------|----------------------|-----------|----------|
| Responsive repairs – heating and hot water | 0                        | 1                 | 0               | 0         | 0        | 1                    | 0                    | 0         | 2        |
| Asbestos                                   | 0                        | 0                 | 0               |           | 0        | 1                    | 0                    | 0         | 1        |
| Responsive repairs - general               | 0                        | 1                 | 0               | 0         | 0        | 0                    | 0                    | 0         | 1        |
| Responsive repairs – leaks / damp / mould  | 0                        | 1                 | 0               | 0         | 0        | 0                    | 0                    | 0         | 1        |
| <b>Total</b>                               | <b>0</b>                 | <b>3</b>          | <b>0</b>        | <b>0</b>  | <b>0</b> | <b>2</b>             | <b>0</b>             | <b>0</b>  | <b>5</b> |

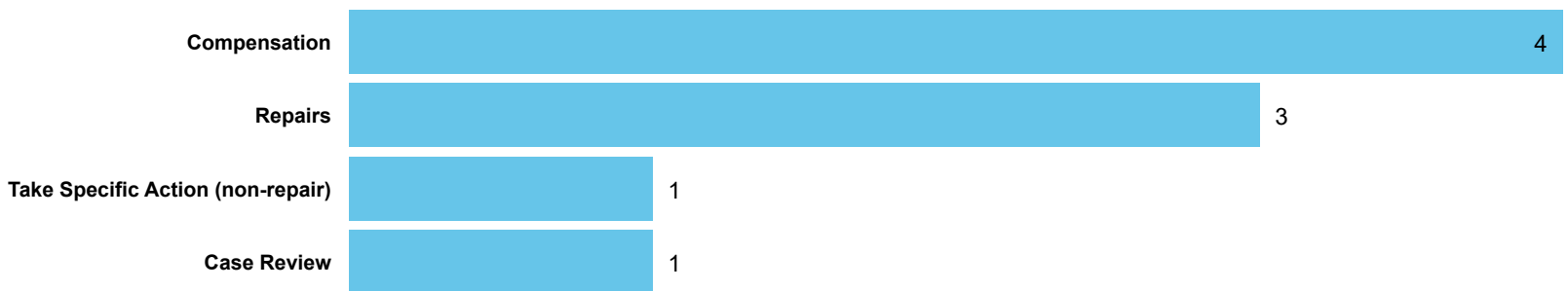
**Top Sub-Categories** | *Cases determined between April 2022 - March 2023*

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        | 9               | 100%        |
| <b>Total</b>    | <b>9</b>        | <b>100%</b> |

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

Table 5.1

● Ordered ● Recommended

