

# Housing

Ombudsman Service

# LANDLORD PERFORMANCE REPORT

2023/2024

North West Leicestershire District Council

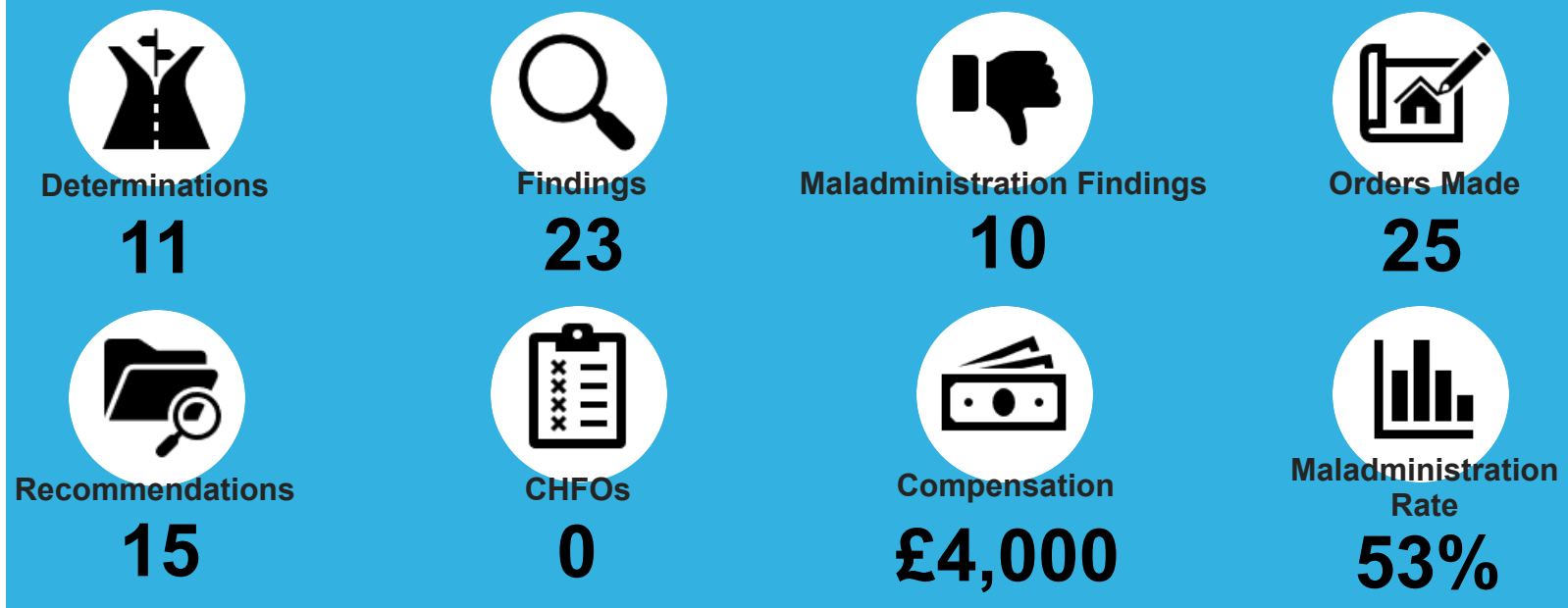
[North West Leicestershire District Council](#)

**Landlord:** North West Leicestershire District Council

**Landlord Homes:** 4,169

**Landlord Type:** Local Authority / ALMO or TMO

## PERFORMANCE AT A GLANCE



## PERFORMANCE 2022-2023



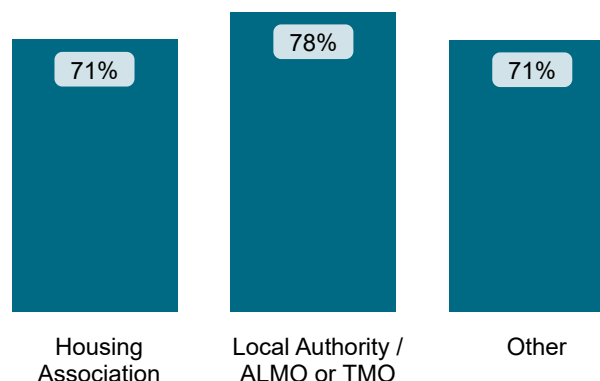
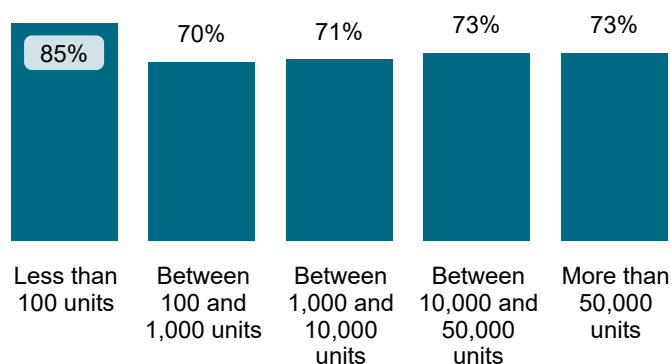
## Maladministration Rate *Comparison* | Cases determined between April 2023 - March 2024

**NATIONAL MALADMINISTRATION RATE: 73%**

The landlord performed 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 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Withdrawn	0%	0%	0%	0%	0%	0%

North West Leicestershire District Council

Outcome	% Findings
Severe Maladministration	4%
Maladministration	30%
Service failure	9%
Mediation	0%
Redress	4%
No maladministration	35%
Outside Jurisdiction	17%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	4%
Maladministration	30%
Service failure	9%
Mediation	0%
Redress	4%
No maladministration	35%
Outside Jurisdiction	17%
Withdrawn	0%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	0	4	0	0	0	5	3	0	12
Complaints Handling	0	2	1	0	0	1	1	0	5
Staff	1	0	0	0	1	1	0	0	3
Anti-Social Behaviour	0	1	0	0	0	0	0	0	1
Occupancy Rights	0	0	1	0	0	0	0	0	1
Reimbursement and Payments	0	0	0	0	0	1	0	0	1
Total	1	7	2	0	1	8	4	0	23

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

### Top Categories for North West Leicestershire District Council

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	9	44%	73%
Complaints Handling	4	75%	84%
Staff	3	33%	48%

### 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
Complaints Handling	100%	87%	87%	86%	81%	75%
Property Condition	75%	63%	72%	74%	74%	44%
Staff	67%	63%	47%	49%	46%	33%

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

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Complaints Handling	81%	91%	91%	75%
Property Condition	72%	77%	59%	44%
Staff	48%	50%	50%	33%

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

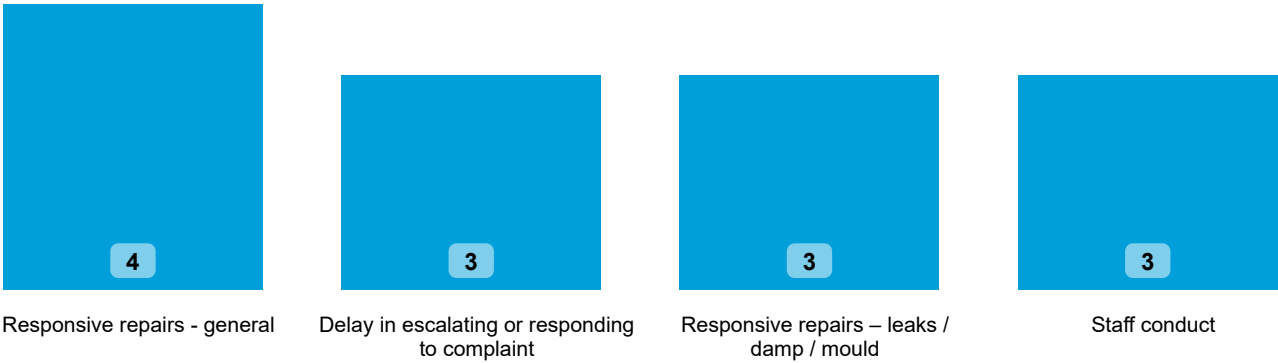
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	0	1	0	0	0	3	2	0	6
Responsive repairs – leaks / damp / mould	0	2	0	0	0	1	0	0	3
Staff conduct	1	0	0	0	1	1	0	0	3
Noise	0	1	0	0	0	0	0	0	1
Pest control (within property)	0	0	0	0	0	0	1	0	1
<b>Total</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>0</b>	<b>14</b>

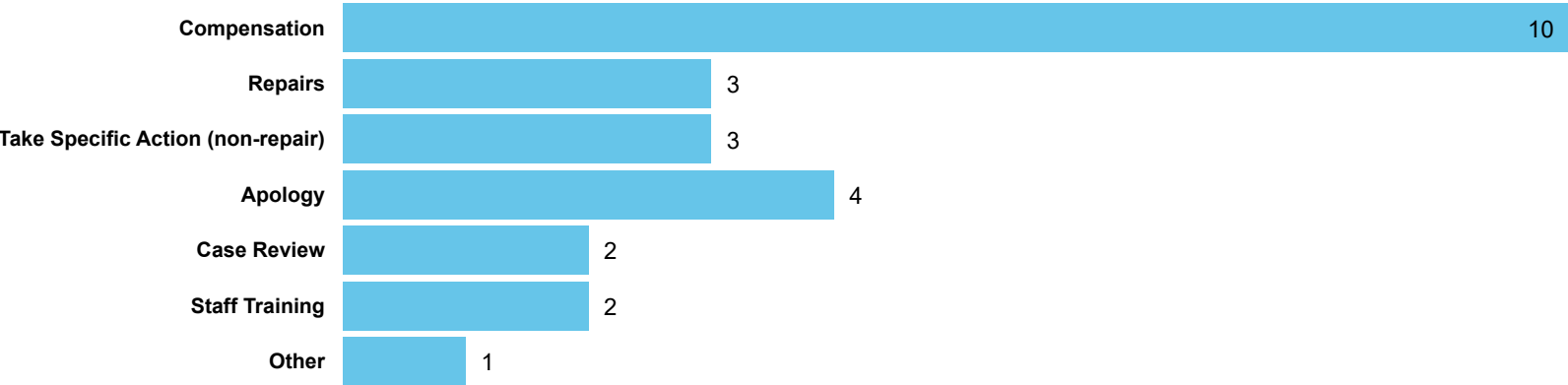
**Top Sub-Categories** | *Cases determined between April 2023 - March 2024*

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	Within 3 Months	
Complete?	Count	%
Complied	25	100%
Total	25	100%

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

Table 5.1

● Ordered ● Recommended

