

Housing
Ombudsman Service

LANDLORD PERFORMANCE REPORT

2023/2024

Woking Borough Council

Woking Borough Council

Landlord: Woking Borough Council

Landlord Homes: 3,380

Landlord Type: Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE



Determinations

5



Findings

15



Maladministration Findings

8



Orders Made

19



Recommendations

6



CHFOs

0



Compensation

£1,950



Maladministration
Rate

62%

PERFORMANCE 2022-2023



Determinations



Orders Made



Compensation



Maladministration
Rate

Not Applicable

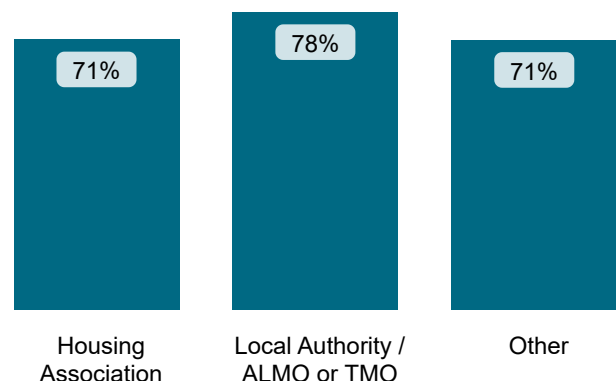
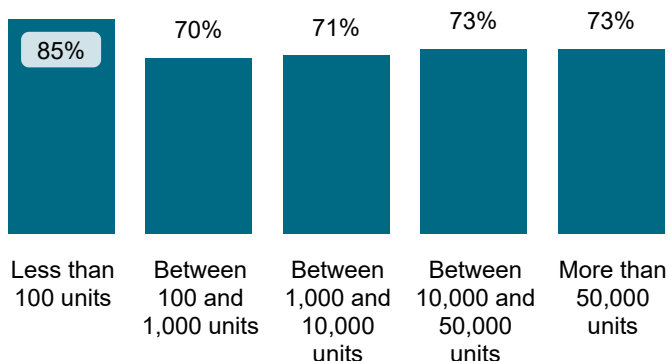
Maladministration Rate **Comparison** | Cases determined between April 2023 - March 2024

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Withdrawn	0%	0%	0%	0%	0%	0%

Woking Borough Council	
Outcome	% Findings
Severe Maladministration	0%
Maladministration	33%
Service failure	20%
Mediation	0%
Redress	13%
No maladministration	20%
Outside Jurisdiction	13%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	0%
Maladministration	33%
Service failure	20%
Mediation	0%
Redress	13%
No maladministration	20%
Outside Jurisdiction	13%
Withdrawn	0%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
Anti-Social Behaviour	0	2	1	0	0	0	0	0	3
Staff	0	0	0	0	1	2	0	0	3
Complaints Handling	0	1	0	0	0	1	0	0	2
Information and data management	0	0	1	0	0	0	1	0	2
Charges	0	0	0	0	1	0	0	0	1
Estate Management	0	1	0	0	0	0	0	0	1
Moving to a Property	0	0	0	0	0	0	1	0	1
Occupancy Rights	0	1	0	0	0	0	0	0	1
Property Condition	0	0	1	0	0	0	0	0	1
Total	0	5	3	0	2	3	2	0	15

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

Top Categories for Woking Borough Council

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Anti-Social Behaviour	3	100%	68%
Staff	3	0%	48%
Complaints Handling	2	50%	84%

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%	100%
Complaints Handling	100%	87%	87%	86%	81%	50%
Staff	67%	63%	47%	49%	46%	0%

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%	100%
Complaints Handling	81%	91%	91%	50%
Staff	48%	50%	50%	0%

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

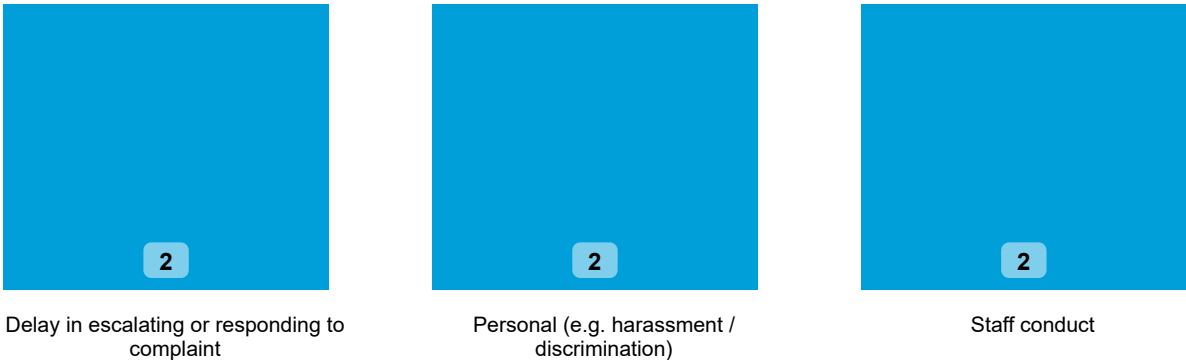
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Staff conduct	0	0	0	0	1	1	0	0	2
Decants (temp. or permanent)	0	0	0	0	0	0	1	0	1
Responsive repairs – heating and hot water	0	0	1	0	0	0	0	0	1
Service charges – amount or account management	0	0	0	0	1	0	0	0	1
Total	0	0	1	0	2	1	1	0	5

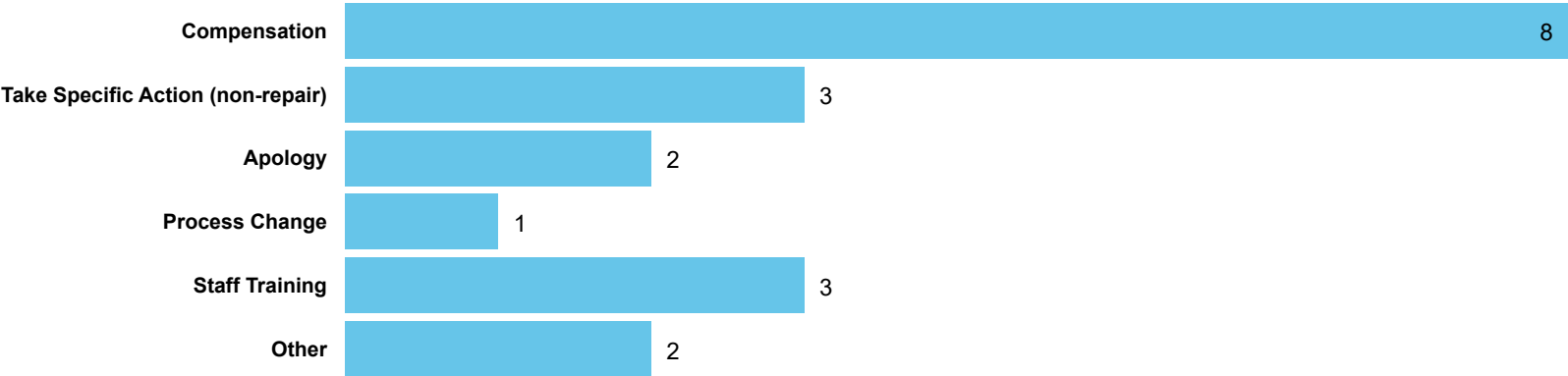
Top Sub-Categories | Cases determined between April 2023 - March 2024

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	
	Count	%
Complied	19	100%
Total	19	100%

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

Ordered Recommended

