City of London Corporation Committee Report

Committee(s): Housing Management and Almshouses Sub Committee	**Dated:** 19 November 2026
Subject: Housing Ombudsman Landlord Performance Report 2025/26	**Public report:** For Information
This proposal: • **provides statutory duties** • **provides business enabling functions**	
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
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Summary

This report provides the Housing Management and Almshouses Sub Committee with a high-level overview of the City of London Corporation's 2025/26 Housing Ombudsman Landlord Performance Report. The Housing Ombudsman will accept complaints from Housing Revenue Account (HRA) & Almshouses Residents, as well as Residents on the Barbican Estate. However, no determinations were made in 2025/26 relating to Barbican Cases, so the following information covers HRA cases only. The Ombudsman recorded nine determinations, 18 findings within these determinations and 10 maladministration findings, giving a maladministration rate of 59%. This was an improvement from 75% in 2024/25 and was below both the national rate of 62% and the 68% rate for local authorities, ALMOs and TMOs.

The Ombudsman made 20 orders, all of which were recorded as complied with within three months. No Complaint Handling Failure Orders were recorded.

Recommendation

Members are asked to:

- Note the Report

Background

1. The Housing Ombudsman publishes annual landlord performance reports for landlords with five or more findings in cases determined during the reporting year. The 2025/26 report covers cases determined between 1 April 2025 and 31 March 2026 and uses findings recorded through the Ombudsman's casework management system.

2. The City of London received their first Landlord Performance Report in 2025 for the period 2024/25.

3. Under the Housing Ombudsman Scheme, maladministration includes severe maladministration, maladministration and service failure. The maladministration rate is calculated against findings eligible for the calculation, excluding findings that were outside jurisdiction or withdrawn.

Current Position

4. The City of London Corporation's year-end position shows improved comparative performance alongside full compliance with Ombudsman orders. There were no findings of severe maladministration and no Complaint Handling Failure Orders.

Measure	2025/26 position	Context
Determinations	9	Excludes outside-jurisdiction and withdrawn determinations
Findings	18	Across the nine determinations
Maladministration findings	10	Includes maladministration and service failure
Maladministration rate	59%	National: 62%; local authority/ALMO/TMO: 68%
Orders made	20	All recorded as complied with within three months
Compensation ordered	£3,140	Reduction in comparison to £4,925 paid in 2024/25
Complaint Handling Failure Orders	0	None Ordered

5. The maladministration rate reduced by 16%, from 75% in 2024/25 to 59% in 2025/26. Although the number of determinations and findings increased, comparative performance moved from above the national rate in 2024/25 to below the national and comparable landlord rates in 2025/26.

Year End compliance and learning

6. The Ombudsman recorded 20 orders across 10 category findings. All orders with target dates during the reporting year were recorded as complied with within three months. Orders include things like compensation, apologies, specific non-repair actions, repairs and training.

7. The most common Ombudsman sub-category was complaint handling, with nine findings. Complaint handling is assessed in every case escalated to the Ombudsman. The annual report also identifies higher maladministration in planned works, where the City recorded a 100% rate from two findings, compared with 58% nationally. Managing relations recorded a 60% maladministration rate from 10 findings, broadly aligned with the 57% national category rate. Responsive repairs/activity recorded 33% from three findings, below the 72% national category rate.

8. Learning from complaint investigations and Ombudsman findings is being captured through the Complaints Learning Panel, and separately, the Complaints Team monitor a ‘Lessons Learned’ tracker. Steps are consistently being taken to improve the service based on resident feedback.

Key Data

Year to Year Comparison

Comparison	2024/25	2025/26	Change
Determinations	5	9	+4
Findings	12	18	+6
Maladministration findings	9	10	+1
Maladministration rate	75%	59%	-16%
Orders made	18	20	+2
Compensation ordered	£4,925	£3,140	-£1,785

Corporate & Strategic Implications

Strategic implications – The report supports the Corporate Plan 2024–29 outcome of Providing Excellent Services by providing assurance on complaint handling, external scrutiny and service learning within Housing.

Financial implications - No additional funding is requested. Ombudsman compensation ordered in 2025/26 totalled £3,140.

Resource implications - Improvement actions are being managed through existing Housing service and governance arrangements.

Legal implications - The Housing Service is required to comply with the Housing Ombudsman Scheme and Complaint Handling Code. The reported position provides assurance that all 20 orders due within three months were complied with.

Risk implications - Continued focus is required on complaint handling, planned works, record keeping and communication. Failure to sustain improvement would mirror a drop in customer service and could lead to adverse Ombudsman findings, additional orders, increased compensation and reputational damage.

Equalities implications – No direct adverse equality impacts arise from this information report. Improvement work includes accessibility, communication preferences and reasonable adjustments, supporting fair access to the complaints process.

Climate implications – None

Security implications – None

Conclusion

9. The 2025/26 Housing Ombudsman report shows a positive shift in the City of London Corporation's headline performance. The maladministration rate reduced to 59%, below the national and comparable landlord rates, and all 20 Ombudsman orders were complied with within three months. Continued oversight of complaint quality, record keeping, communication, planned works and learning actions is required.

Appendices

- Appendix 1 – Housing Ombudsman Landlord Performance Report 2025/26: City of London Corporation.

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