

**Housing**  
Ombudsman Service

# **LANDLORD PERFORMANCE REPORT**

**2022/2023**

Sheffield City Council

Landlord: Sheffield City Council

Landlord Homes: 38,430

Landlord Type: Local Authority / ALMO or TMO

**PERFORMANCE AT A GLANCE**



Determinations

5



Findings

12



Maladministration Findings

5



Orders Made

12



Recommendations

3



CHFOs

3



Compensation

£2,700



Maladministration  
Rate

63%

**PERFORMANCE 2021-2022**



Determinations

5



Orders Made

10



Compensation

£2,450



Maladministration  
Rate

38%

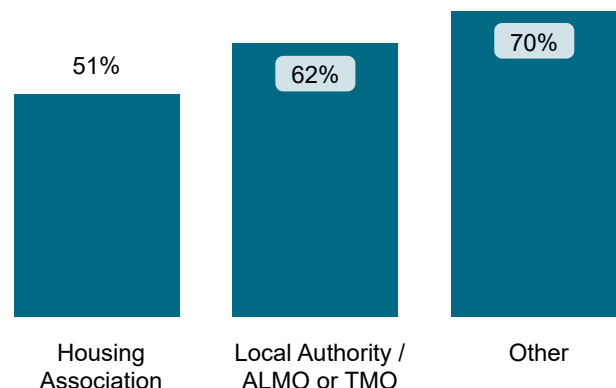
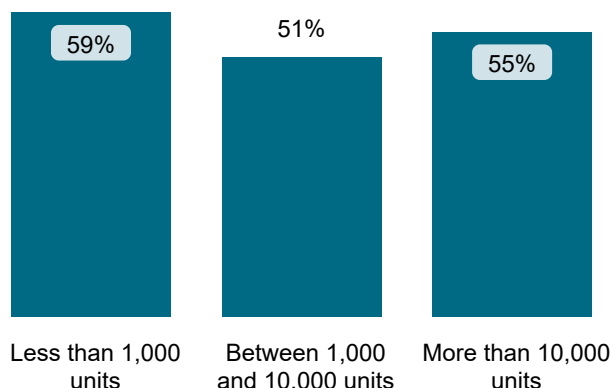
**Maladministration Rate Comparison** | Cases determined between April 2022 - March 2023

**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 | 3%                    | 2%                             | 3%                     | <b>3%</b>  |
| Maladministration        | 27%                   | 20%                            | 25%                    | <b>24%</b> |
| Service failure          | 20%                   | 23%                            | 21%                    | <b>21%</b> |
| Mediation                | 0%                    | 1%                             | 2%                     | <b>2%</b>  |
| Redress                  | 10%                   | 12%                            | 16%                    | <b>15%</b> |
| No maladministration     | 25%                   | 32%                            | 22%                    | <b>24%</b> |
| Outside Jurisdiction     | 15%                   | 11%                            | 10%                    | <b>11%</b> |
| Withdrawn                | 0%                    | 1%                             | 2%                     | <b>1%</b>  |

| Sheffield City Council   |            |
|--------------------------|------------|
| Outcome                  | % Findings |
| Severe Maladministration | <b>0%</b>  |
| Maladministration        | <b>33%</b> |
| Service failure          | <b>8%</b>  |
| Mediation                | <b>0%</b>  |
| Redress                  | <b>0%</b>  |
| No maladministration     | <b>25%</b> |
| Outside Jurisdiction     | <b>33%</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%                  | 3%                            | 6%    | <b>3%</b>  |
| Maladministration        | 23%                 | 28%                           | 32%   | <b>24%</b> |
| Service failure          | 21%                 | 22%                           | 24%   | <b>21%</b> |
| Mediation                | 2%                  | 1%                            | 3%    | <b>2%</b>  |
| Redress                  | 19%                 | 8%                            | 3%    | <b>15%</b> |
| No maladministration     | 23%                 | 24%                           | 21%   | <b>23%</b> |
| Outside Jurisdiction     | 9%                  | 13%                           | 12%   | <b>11%</b> |
| Withdrawn                | 1%                  | 1%                            | 0%    | <b>1%</b>  |

| Outcome                  | % Findings |
|--------------------------|------------|
| Severe Maladministration | <b>0%</b>  |
| Maladministration        | <b>33%</b> |
| Service failure          | <b>8%</b>  |
| Mediation                | <b>0%</b>  |
| Redress                  | <b>0%</b>  |
| No maladministration     | <b>25%</b> |
| Outside Jurisdiction     | <b>33%</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     |
|--|--------------------------|-------------------|-----------------|-----------|----------|----------------------|----------------------|-----------|-----------|
| Complaints Handling                      | 0                        | 2                 | 1               | 0         | 0        | 0                    | 0                    | 0         | <b>3</b>  |
| Property Condition                       | 0                        | 1                 | 0               | 0         | 0        | 0                    | 2                    | 0         | <b>3</b>  |
| Anti-Social Behaviour                    | 0                        | 0                 | 0               | 0         | 0        | 1                    | 1                    | 0         | <b>2</b>  |
| Charges                                  | 0                        | 0                 | 0               | 0         | 0        | 1                    | 0                    | 0         | <b>1</b>  |
| Health and Safety (inc. building safety) | 0                        | 1                 | 0               | 0         | 0        | 0                    | 0                    | 0         | <b>1</b>  |
| Moving to a Property                     | 0                        | 0                 | 0               | 0         | 0        | 0                    | 1                    | 0         | <b>1</b>  |
| Staff                                    | 0                        | 0                 | 0               | 0         | 0        | 1                    | 0                    | 0         | <b>1</b>  |
| <b>Total</b>                             | <b>0</b>                 | <b>4</b>          | <b>1</b>        | <b>0</b>  | <b>0</b> | <b>3</b>             | <b>4</b>             | <b>0</b>  | <b>12</b> |

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

**Top 3 Categories for Sheffield City Council**

Table 3.1

| Category                                 | # Landlord Findings | % Landlord Maladministration | % National Maladministration |
|--|---------------------|------------------------------|------------------------------|
| Complaints Handling                      | 3                   | 100%                         | 76%                          |
| Anti-Social Behaviour                    | 1                   | 0%                           | 40%                          |
| Charges                                  | 1                   | 0%                           | 39%                          |
| Health and Safety (inc. building safety) | 1                   | 100%                         | 52%                          |
| Property Condition                       | 1                   | 100%                         | 54%                          |
| Staff                                    | 1                   | 0%                           | 31%                          |

**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 |
|--|-----------------------|--------------------------------|------------------------|------------------------------|
| Anti-Social Behaviour                    | 43%                   | 39%                            | 41%                    | 0%                           |
| Charges                                  | 0%                    | 26%                            | 43%                    | 0%                           |
| Complaints Handling                      | 97%                   | 75%                            | 76%                    | 100%                         |
| Health and Safety (inc. building safety) | 33%                   | 57%                            | 52%                    | 100%                         |
| Property Condition                       | 50%                   | 54%                            | 55%                    | 100%                         |
| Staff                                    | 50%                   | 28%                            | 31%                    | 0%                           |

**National Maladministration Rate by Landlord Type:**

Table 3.3

| Category                                 | Housing Association | Local Authority / ALMO or TMO | Other | % Landlord Maladministration |
|--|---------------------|-------------------------------|-------|------------------------------|
| Anti-Social Behaviour                    | 40%                 | 43%                           | 0%    | 0%                           |
| Charges                                  | 37%                 | 44%                           | 0%    | 0%                           |
| Complaints Handling                      | 71%                 | 87%                           | 100%  | 100%                         |
| Health and Safety (inc. building safety) | 51%                 | 54%                           | 0%    | 100%                         |
| Property Condition                       | 50%                 | 63%                           | 63%   | 100%                         |
| Staff                                    | 26%                 | 36%                           | 60%   | 0%                           |

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

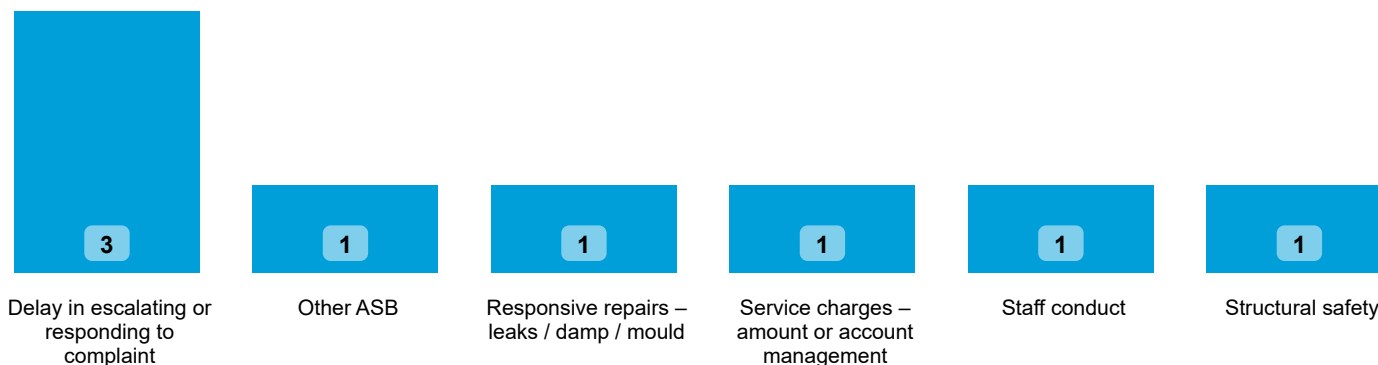
Table 3.4

Highlighted Service Delivery Sub-Categories only:

| Sub-Category                                   | Severe Maladministration | Maladministration | Service failure | Mediation | Redress  | No maladministration | Outside Jurisdiction | Withdrawn | Total    |
|--|--------------------------|-------------------|-----------------|-----------|----------|----------------------|----------------------|-----------|----------|
| Responsive repairs – leaks / damp / mould      | 0                        | 1                 | 0               | 0         | 0        | 0                    | 1                    | 0         | 2        |
| Service charges – amount or account management | 0                        | 0                 | 0               | 0         | 0        | 1                    | 0                    | 0         | 1        |
| Staff conduct                                  | 0                        | 0                 | 0               | 0         | 0        | 1                    | 0                    | 0         | 1        |
| Structural safety                              |                          | 1                 | 0               |           | 0        | 0                    | 0                    |           | 1        |
| <b>Total</b>                                   | <b>0</b>                 | <b>2</b>          | <b>0</b>        | <b>0</b>  | <b>0</b> | <b>2</b>             | <b>1</b>             | <b>0</b>  | <b>5</b> |

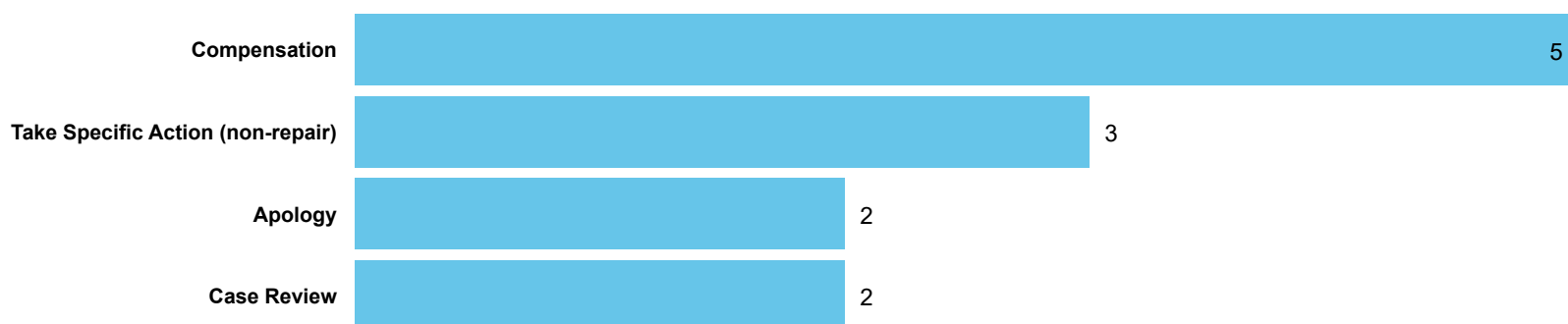
### Top 3 Sub-Categories | Cases determined between April 2022 - March 2023

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        | 7               | 100%        |
| <b>Total</b>    | <b>7</b>        | <b>100%</b> |

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

Table 5.1

● Ordered ● Recommended

