

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Sheffield City Council

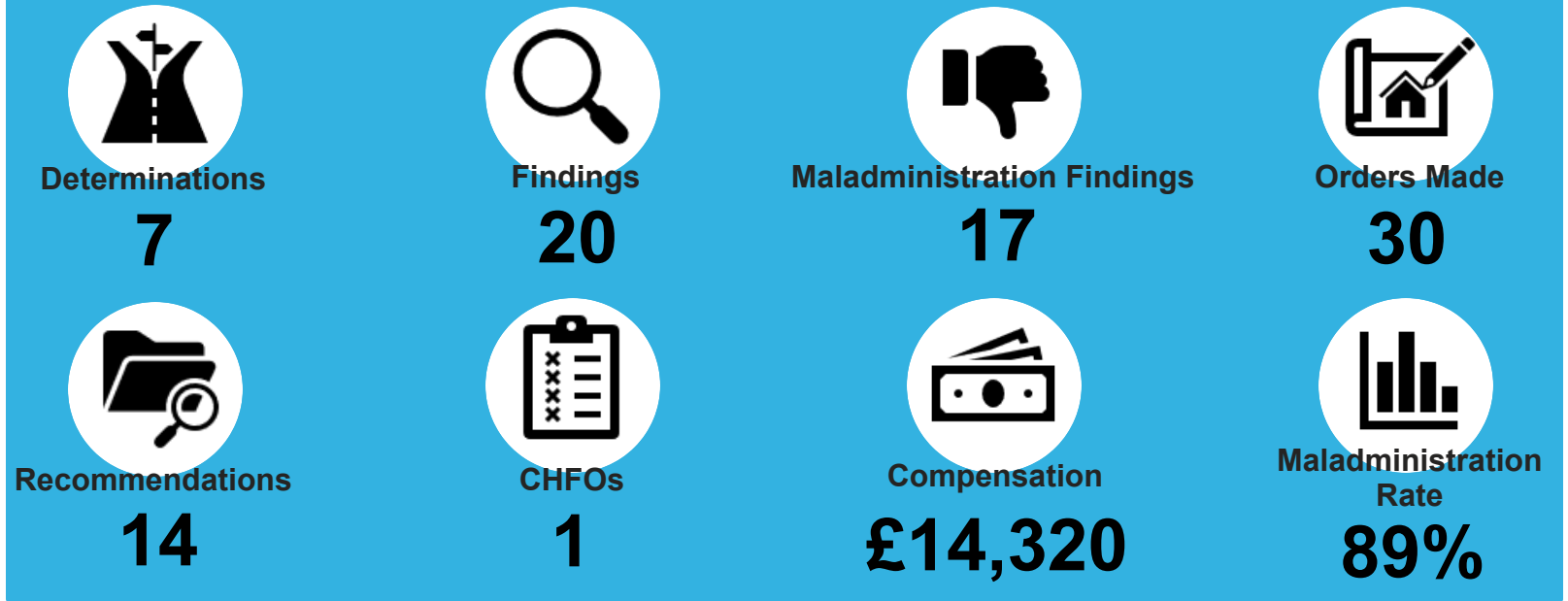
Sheffield City Council

Landlord:

Landlord Homes: 41,333

Landlord Type: Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



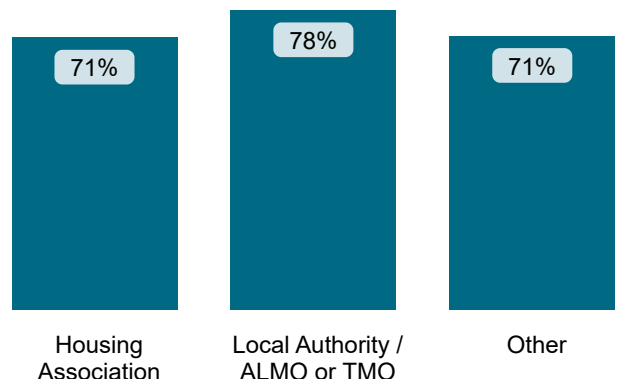
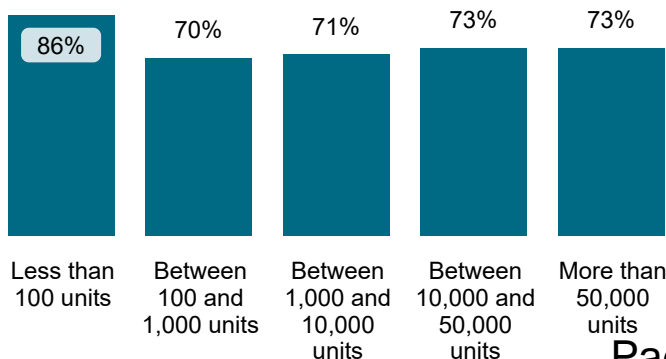
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

NATIONAL MALADMINISTRATION RATE: 73%

The landlord performed *poorly* 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	13%	6%	4%	8%	7%	7%
Maladministration	39%	37%	41%	42%	43%	42%
Service failure	17%	18%	20%	18%	19%	19%
Mediation	0%	0%	1%	1%	1%	1%
Redress	0%	6%	7%	8%	12%	9%
No maladministration	11%	21%	20%	16%	12%	15%
Outside Jurisdiction	20%	11%	8%	7%	5%	7%
Withdrawn	0%	0%	0%	0%	0%	0%

Sheffield City Council	
Outcome	% Findings
Severe Maladministration	10%
Maladministration	70%
Service failure	5%
Mediation	0%
Redress	0%
No maladministration	10%
Outside Jurisdiction	5%
Withdrawn	0%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%	37%	42%
Service failure	19%	18%	20%	19%
Mediation	1%	1%	0%	1%
Redress	12%	4%	5%	9%
No maladministration	15%	15%	20%	15%
Outside Jurisdiction	6%	9%	11%	7%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	10%
Maladministration	70%
Service failure	5%
Mediation	0%
Redress	0%
No maladministration	10%
Outside Jurisdiction	5%
Withdrawn	0%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
Complaints Handling	1	7	1	0	0	0	0	0	9
Property Condition	1	5	0	0	0	2	0	0	8
Health and Safety (inc. building safety)	0	1	0	0	0	0	1	0	2
Estate Management	0	1	0	0	0	0	0	0	1
Total	2	14	1	0	0	2	1	0	20

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

Top Categories for Sheffield City Council

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Complaints Handling	9	100%	84%
Property Condition	8	75%	73%
Estate Management	1	100%	60%
Health and Safety (inc. building safety)	1	100%	62%

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%	100%
Estate Management	50%	67%	66%	58%	59%	100%
Health and Safety (inc. building safety)	0%	57%	68%	57%	65%	100%
Property Condition	80%	63%	72%	74%	74%	75%

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%	100%
Estate Management	59%	65%	38%	100%
Health and Safety (inc. building safety)	58%	69%	80%	100%
Property Condition	72%	77%	61%	75%

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	1	2	0	0	0	0	0	0	3
Responsive repairs – leaks / damp / mould	0	2	0	0	0	1	0	0	3
Asbestos	0	0	0	0	0	0	1	0	1
Gas inspections and safety	0	1	0	0	0	0	0	0	1
Pest control (within property)	0	0	0	0	0	1	0	0	1
Total	1	5	0	0	0	2	1	0	9

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

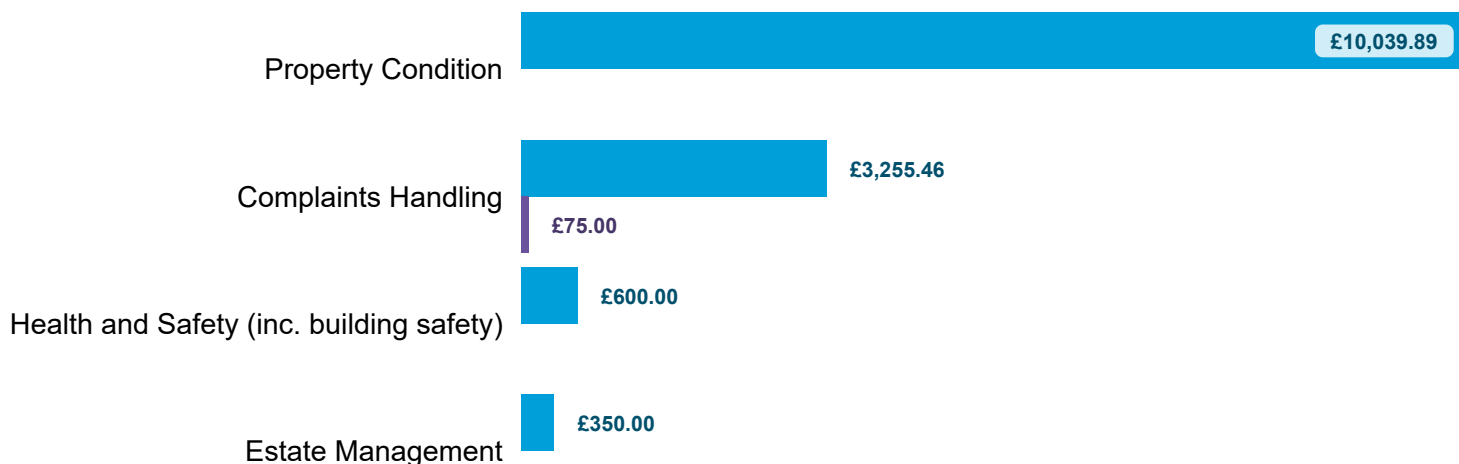
Table 4.2

Order Complete?	Within 3 Months	
	Count	%
Complied	30	100%
Total	30	100%

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended



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