

Agenda Item 8

Sheffield City Council - 2019 / 2020 Landlord group parent: Sheffield City Council

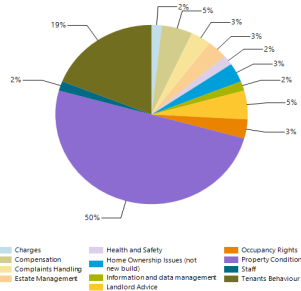
Units owned by Sheffield City Council 39,559

Nature of landlord Enquiries / Complaints received*:

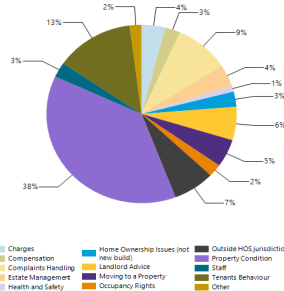
Category Heading	2017 / 2018		2018 / 2019		2019 / 2020	
	Number	%	Number	%	Number	%
Charges	1	2%	3	5%	1	2%
Compensation	1	2%	2	3%	3	5%
Complaints Handling	2	4%	1	2%	2	3%
Estate Management	1	2%	0	0%	2	3%
Governance	1	2%	0	0%	0	0%
Health and Safety	1	2%	0	0%	1	2%
Home Ownership Issues (not new build)	2	4%	1	2%	2	3%
Information and data management	1	2%	0	0%	1	2%
Landlord Advice	6	13%	12	20%	3	5%
Occupancy Rights	0	0%	0	0%	2	3%
Outside HOS Jurisdiction	0	0%	2	3%	0	0%
Property Condition	24	50%	27	46%	29	50%
Resident Involvement	1	2%	0	0%	0	0%
Staff	1	2%	2	3%	1	2%
Tenants Behaviour	6	13%	9	15%	11	19%
Total enquiry and complaint categories received	48		89		88	

*single complaint can have multiple complaint categories

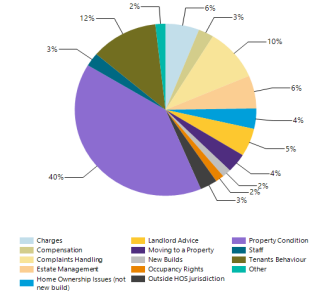
Sheffield City Council - 2019 / 2020



Average of all Local Authorities and ALMOs - 2019 / 2020

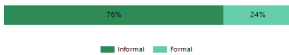


Average of all landlords with more than 10,000 units - 2019 / 2020

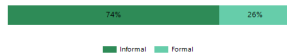


Complaints to HOS closed without a formal investigation:

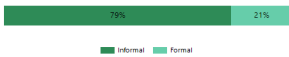
Sheffield City Council - 2019 / 2020



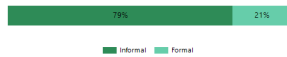
Average of all Local Authorities and ALMOs - 2019 / 2020



Average of all landlords - 2019 / 2020



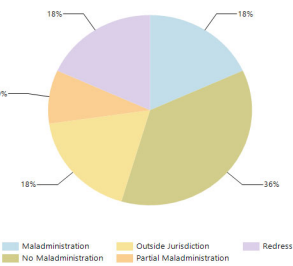
Average of all landlords with more than 10,000 units - 2019 / 2020



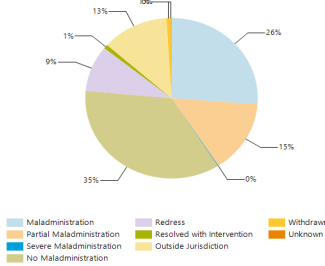
Outcome of determinations:

Determination Outcome	2019 / 2020	
	Number	Percentage
Maladministration	2	18%
Partial Maladministration	1	9%
Severe Maladministration	0	0%
No Maladministration	4	36%
Redress	2	18%
Resolved with Intervention	0	0%
Outside Jurisdiction	2	18%
Withdrawn	0	0%
Unknown	0	0%
Total	11	

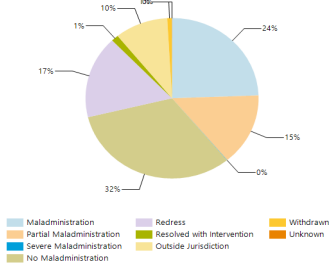
Sheffield City Council - 2019 / 2020



Average of all Local Authorities and ALMOs - 2019 / 2020

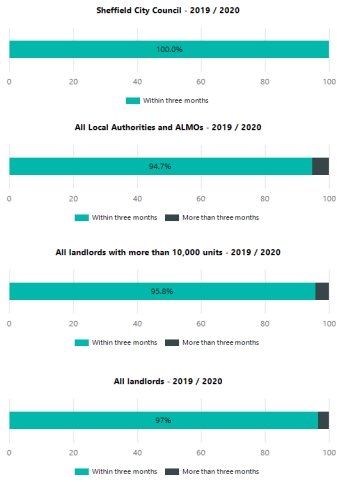


Average of all landlords with more than 10,000 units - 2019 / 2020

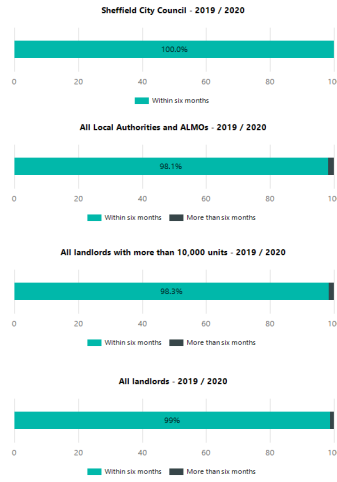


Time to comply with orders

Compliance with orders within 3 months



Compliance with orders within 6 months



Orders made to the landlord for compliance during 2019 / 2020

Type of order	No. orders
Compensation	4
Other	3
Total	7

Compensation orders made to the landlord for compliance during 2019 / 2020

	Total Compensation Amount
Sheffield City Council - 2019 / 2020	£1,440.00