

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Leeds City Council

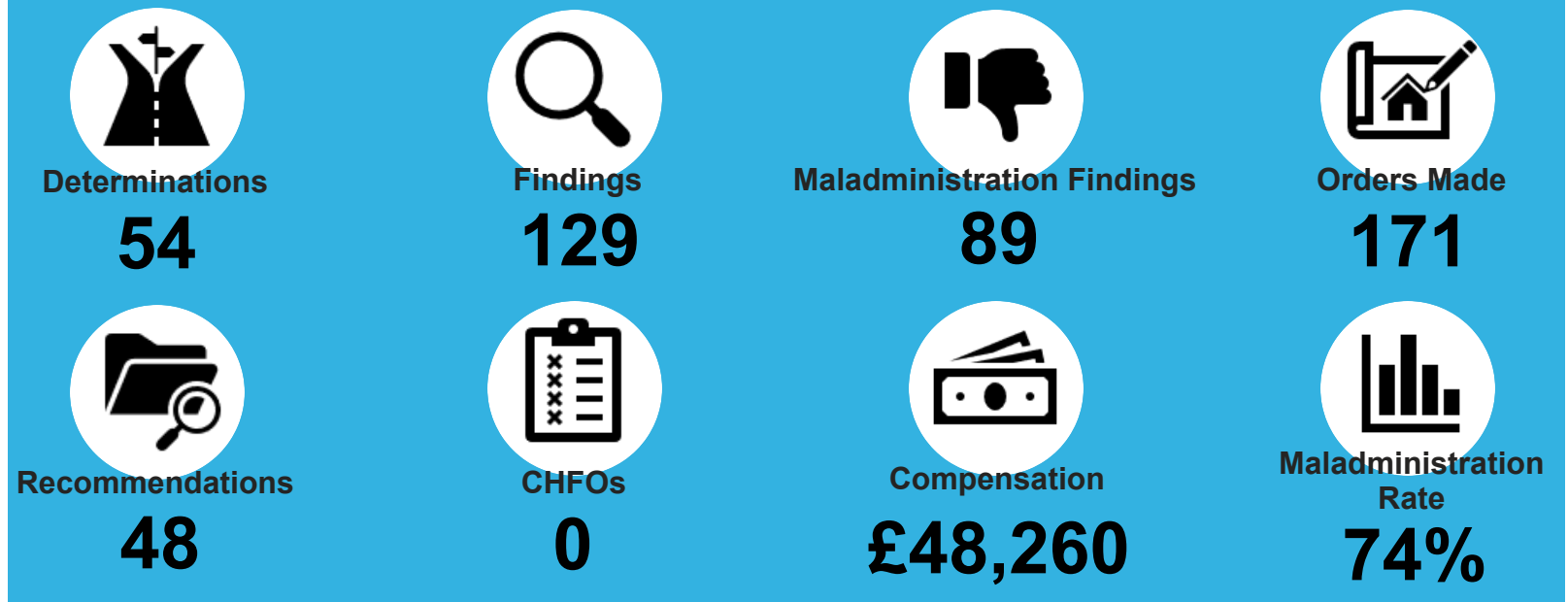
Leeds City Council

Landlord:

Landlord Homes: 55,688

Landlord Type: Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



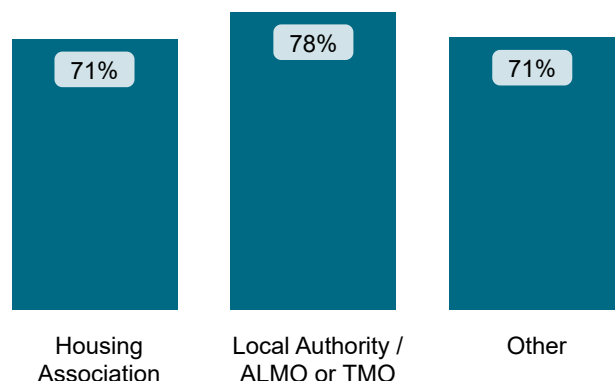
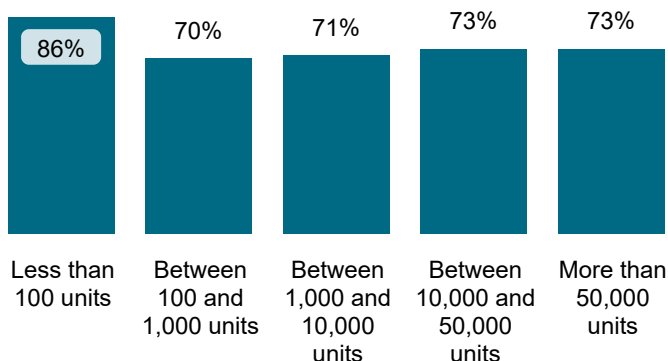
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

NATIONAL MALADMINISTRATION RATE: 73%

The landlord performed well 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Withdrawn	0%	0%	0%	0%	0%	0%

Leeds City Council	
Outcome	% Findings
Severe Maladministration	4%
Maladministration	39%
Service failure	26%
Mediation	0%
Redress	5%
No maladministration	19%
Outside Jurisdiction	7%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	4%
Maladministration	39%
Service failure	26%
Mediation	0%
Redress	5%
No maladministration	19%
Outside Jurisdiction	7%
Withdrawn	0%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
Property Condition	4	23	16	0	2	15	2	0	62
Complaints Handling	1	20	9	0	2	0	0	0	32
Anti-Social Behaviour	0	2	4	0	0	3	2	0	11
Health and Safety (inc. building safety)	0	1	2	0	1	2	0	0	6
Staff	0	0	1	0	1	2	2	0	6
Charges	0	1	1	0	0	1	0	0	3
Estate Management	0	1	1	0	0	1	0	0	3
Moving to a Property	0	0	0	0	0	1	2	0	3
Information and data management	0	2	0	0	0	0	0	0	2
Occupancy Rights	0	0	0	0	0	0	1	0	1
Total	5	50	34	0	6	25	9	0	129

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

Top Categories for Leeds City Council

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	60	72%	73%
Complaints Handling	32	94%	84%
Anti-Social Behaviour	9	67%	68%

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%	67%
Complaints Handling	100%	87%	87%	86%	81%	94%
Property Condition	80%	63%	72%	74%	74%	72%

National Maladministration Rate by Landlord Type: Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Anti-Social Behaviour	68%	70%	67%	67%
Complaints Handling	81%	91%	91%	94%
Property Condition	72%	77%	61%	72%

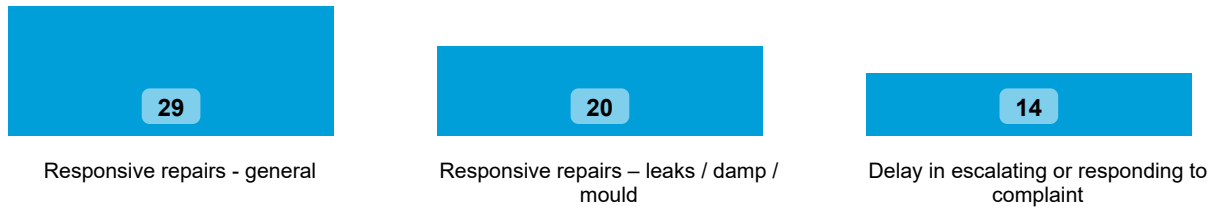
Findings by Sub-Category | Cases Determined between April 2023 - March 2024 Table 3.4

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	11	10	0	2	5	2	0	31
Responsive repairs – leaks / damp / mould	3	9	3	0	0	5	0	0	20
Staff conduct	0	0	1	0	1	2	2	0	6
Pest control (within property)	0	2	0	0	0	1	0	0	3
Electrical safety	0	0	0	0	1	1	0	0	2
Noise	0	0	1	0	0	1	0	0	2
Structural safety	0	1	1	0	0	0	0	0	2
Decants (temp. or permanent)	0	0	0	0	0	1	0	0	1
Fire Safety	0	0	0	0	0	1	0	0	1
Gas inspections and safety	0	0	1	0	0	0	0	0	1
Responsive repairs – heating and hot water	0	0	0	0	0	1	0	0	1
Total	4	23	17	0	4	18	4	0	70

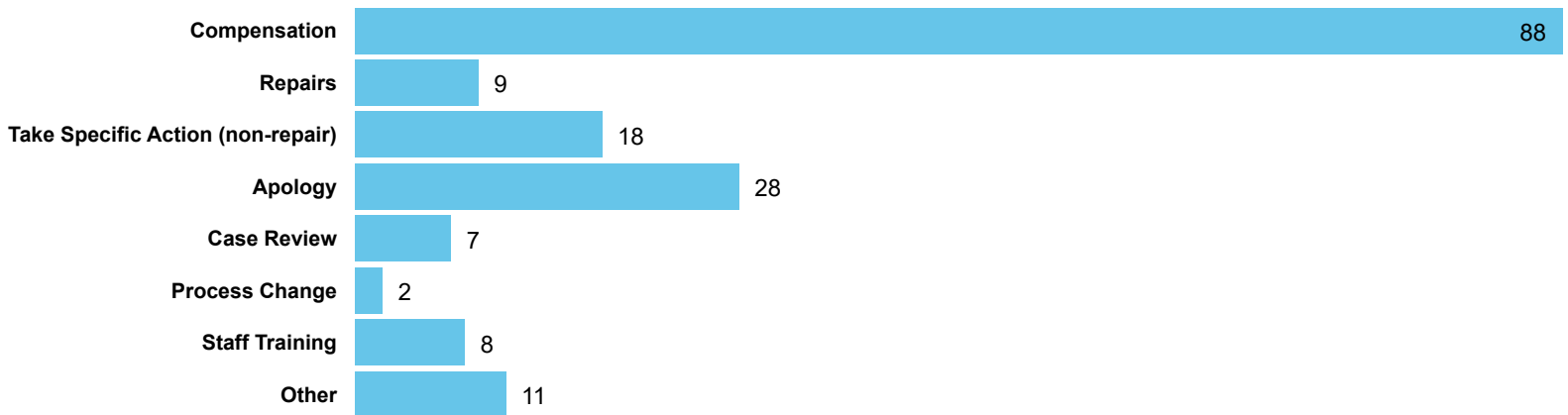
Top Sub-Categories | *Cases determined between April 2023 - March 2024*

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		Within 6 Months	
	Count	%	Count	%
Complied	157	98%	3	2%
Total	157	98%	3	2%

Compensation Ordered | *Cases Determined between April 2023 - March 2024*

Table 5.1

● Ordered ● Recommended

