

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Stoke-on-Trent City Council

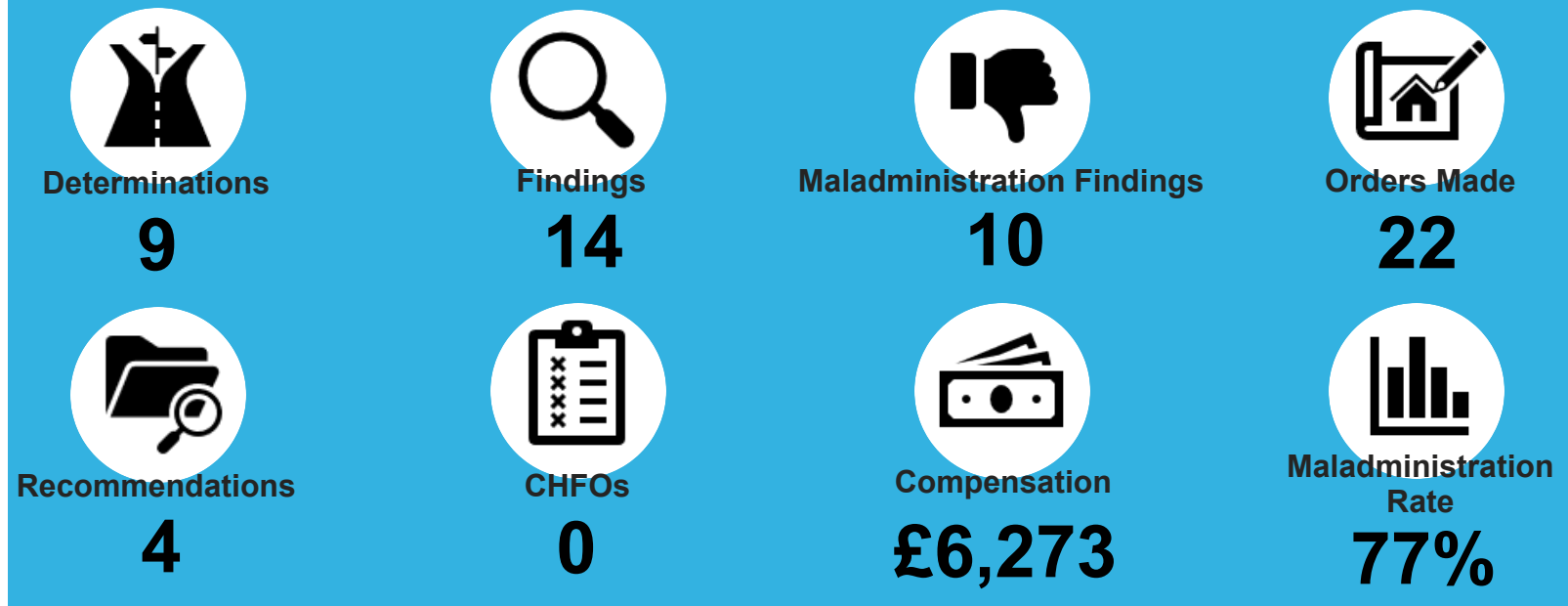
[Stoke-on-Trent City Council](#)

Landlord:

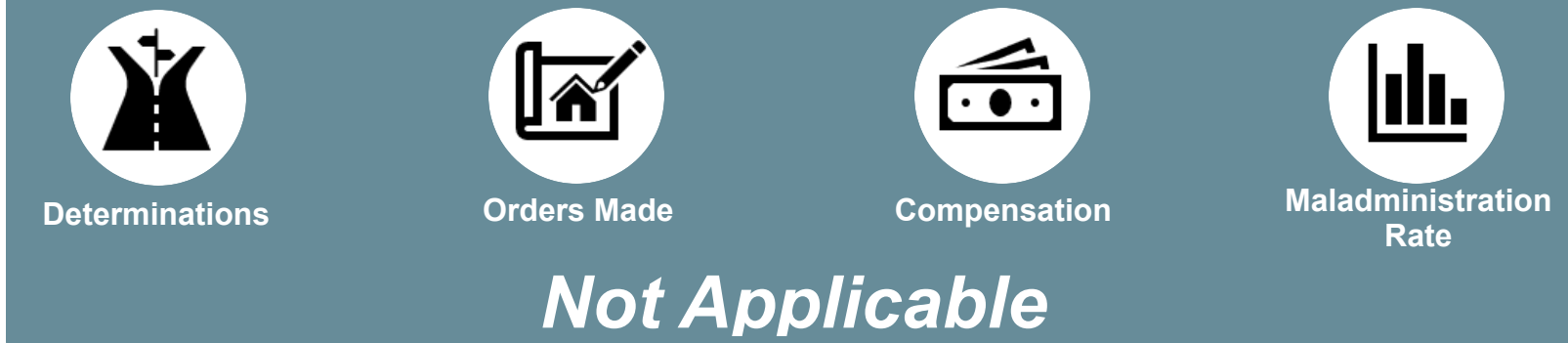
Landlord Homes: 17,797

Landlord Type: Local Authority / ALMO or TMO

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



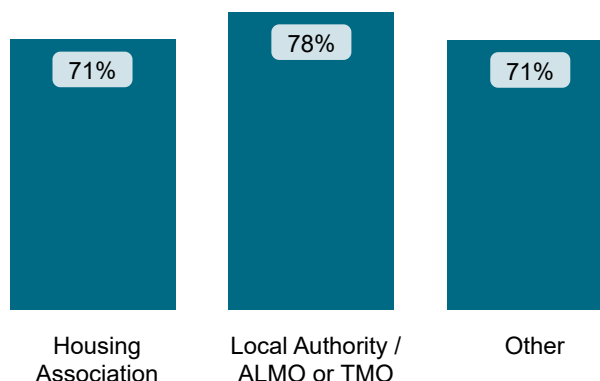
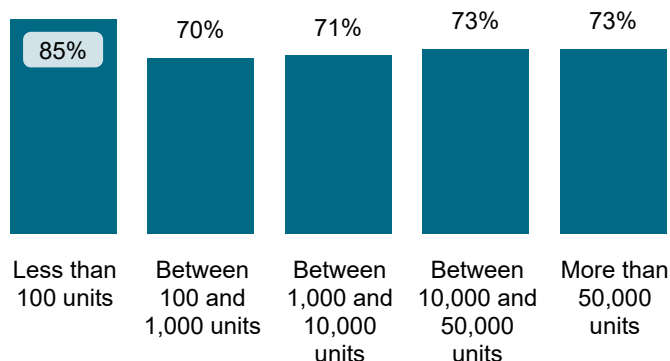
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

NATIONAL MALADMINISTRATION RATE: 73%

The landlord performed *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 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	14%	6%	4%	8%	7%	7%
Maladministration	35%	37%	41%	42%	43%	42%
Service failure	18%	19%	20%	18%	19%	19%
Mediation	0%	0%	1%	1%	1%	1%
Redress	0%	5%	7%	8%	12%	9%
No maladministration	12%	21%	20%	15%	12%	15%
Outside Jurisdiction	22%	11%	8%	7%	5%	7%
Withdrawn	0%	0%	0%	0%	0%	0%

Stoke-on-Trent City Council	
Outcome	% Findings
Severe Maladministration	7%
Maladministration	50%
Service failure	14%
Mediation	0%
Redress	0%
No maladministration	21%
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Withdrawn	0%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%	36%	42%
Service failure	19%	18%	21%	19%
Mediation	1%	1%	0%	1%
Redress	12%	4%	5%	9%
No maladministration	15%	15%	21%	15%
Outside Jurisdiction	6%	9%	11%	7%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	7%
Maladministration	50%
Service failure	14%
Mediation	0%
Redress	0%
No maladministration	21%
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	1	4	0	0	0	0	0	0	5
Complaints Handling	0	2	2	0	0	0	0	0	4
Information and data management	0	1	0	0	0	0	1	0	2
Anti-Social Behaviour	0	0	0	0	0	1	0	0	1
Charges	0	0	0	0	0	1	0	0	1
Occupancy Rights	0	0	0	0	0	1	0	0	1
Total	1	7	2	0	0	3	1	0	14

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

Top Categories for Stoke-on-Trent City Council

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	5	100%	73%
Complaints Handling	4	100%	84%
Anti-Social Behaviour	1	0%	68%
Charges	1	0%	60%
Information and data management	1	100%	90%
Occupancy Rights	1	0%	50%

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%	0%
Charges	0%	63%	47%	57%	65%	0%
Complaints Handling	100%	87%	87%	86%	81%	100%
Information and data management	100%	88%	83%	93%	90%	100%
Occupancy Rights	100%	67%	37%	49%	58%	0%
Property Condition	75%	63%	72%	74%	74%	100%

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%	0%
Charges	62%	50%	75%	0%
Complaints Handling	82%	91%	91%	100%
Information and data management	90%	93%	67%	100%
Occupancy Rights	48%	51%	83%	0%
Property Condition	72%	77%	59%	100%

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	0	3	0	0	0	0	0	0	3
Responsive repairs – leaks / damp / mould	1	1	0	0	0	0	0	0	2
Total	1	4	0	0	0	0	0	0	5

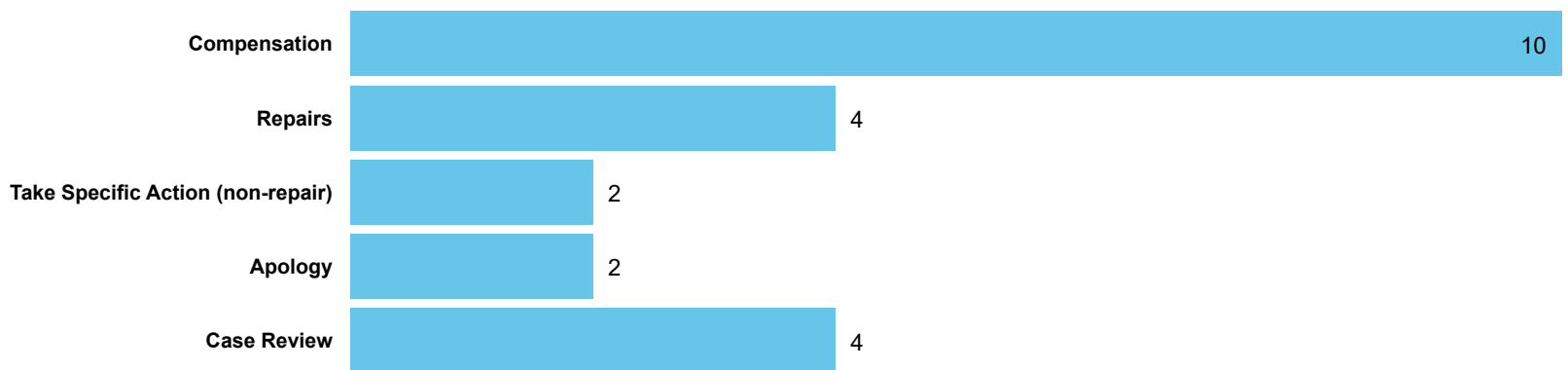
Top Sub-Categories | Cases determined between April 2023 - March 2024

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	22	100%
Total	22	100%

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended

