

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

**2023/2024**

Bernicia Group

Bernicia Group

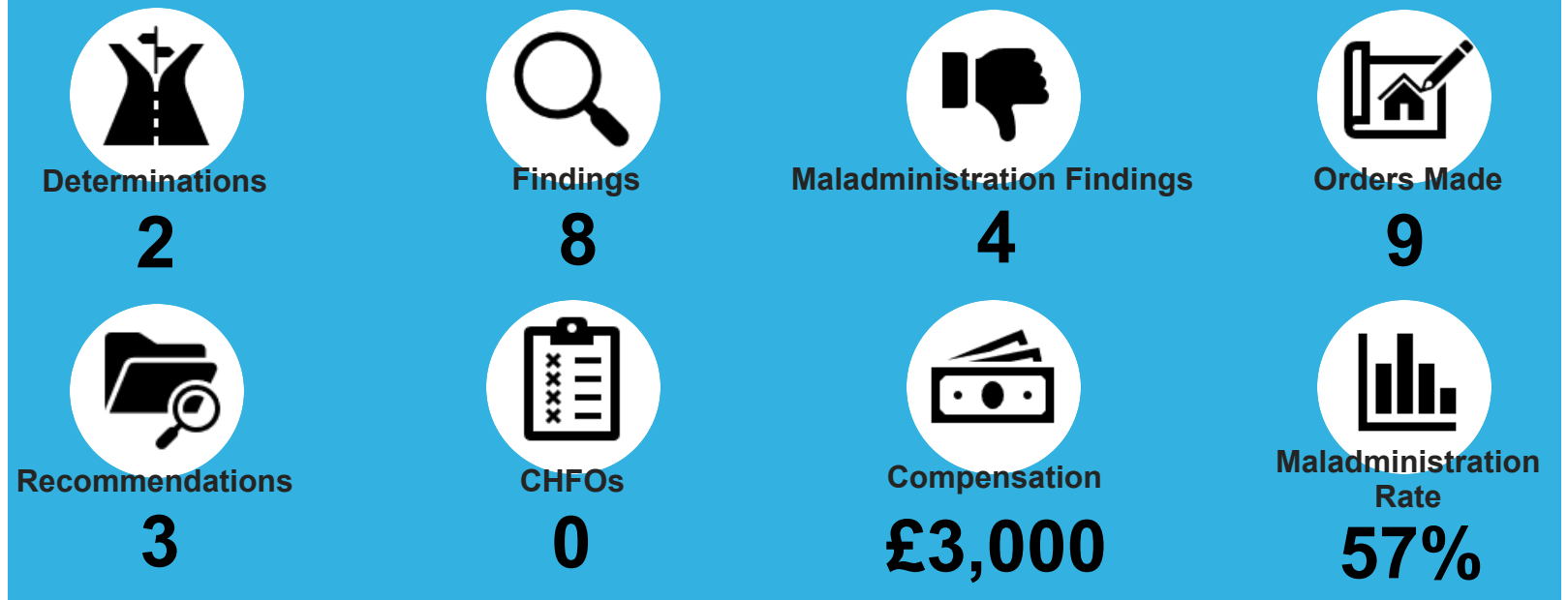
Landlord:

Landlord Homes: 14,431

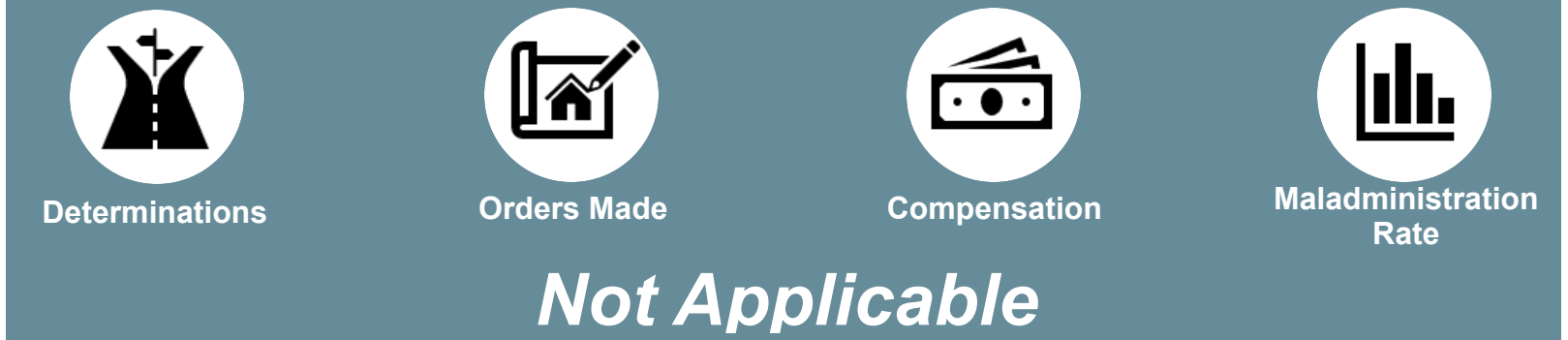
Landlord Type:

Housing Association

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2022-2023**



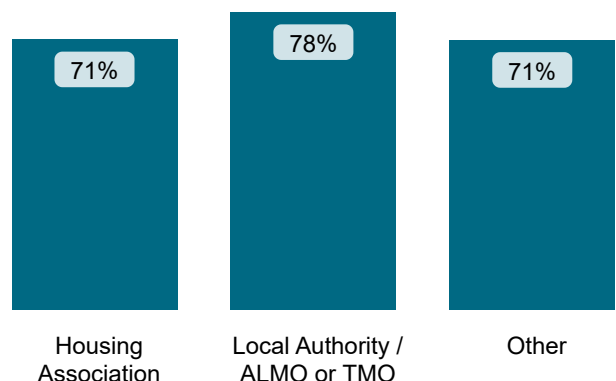
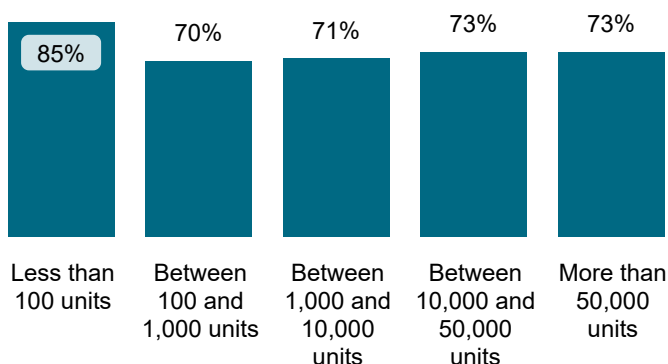
**Maladministration Rate Comparison** | Cases determined between April 2023 - March 2024

**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	15%	6%	4%	8%	7%	7%
Maladministration	36%	37%	42%	42%	43%	42%
Service failure	17%	19%	20%	18%	19%	19%
Mediation	0%	0%	1%	1%	1%	1%
Redress	0%	5%	7%	8%	12%	9%
No maladministration	13%	21%	19%	16%	12%	15%
Outside Jurisdiction	19%	11%	8%	7%	5%	7%
Withdrawn	0%	0%	0%	0%	0%	0%

Bernicia Group	
Outcome	% Findings
Severe Maladministration	0%
Maladministration	25%
Service failure	25%
Mediation	13%
Redress	0%
No maladministration	25%
Outside Jurisdiction	13%
Withdrawn	0%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%	6%	9%
No maladministration	15%	15%	21%	15%
Outside Jurisdiction	6%	9%	10%	7%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	0%
Maladministration	25%
Service failure	25%
Mediation	13%
Redress	0%
No maladministration	25%
Outside Jurisdiction	13%
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	0	1	0	1	0	0	1	0	3
Moving to a Property	0	1	0	0	0	1	0	0	2
Anti-Social Behaviour	0	0	0	0	0	1	0	0	1
Complaints Handling	0	0	1	0	0	0	0	0	1
Staff	0	0	1	0	0	0	0	0	1
<b>Total</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>8</b>

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

**Top Categories for Bernicia Group**

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Moving to a Property	2	50%	54%
Property Condition	2	50%	73%
Anti-Social Behaviour	1	0%	68%
Complaints Handling	1	100%	84%
Staff	1	100%	48%

**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%
Complaints Handling	100%	87%	87%	86%	81%	100%
Moving to a Property	100%	25%	49%	51%	58%	50%
Property Condition	75%	63%	72%	74%	74%	50%
Staff	67%	63%	47%	49%	46%	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%	69%	67%	0%
Complaints Handling	81%	91%	91%	100%
Moving to a Property	52%	59%	80%	50%
Property Condition	72%	77%	59%	50%
Staff	48%	50%	50%	100%

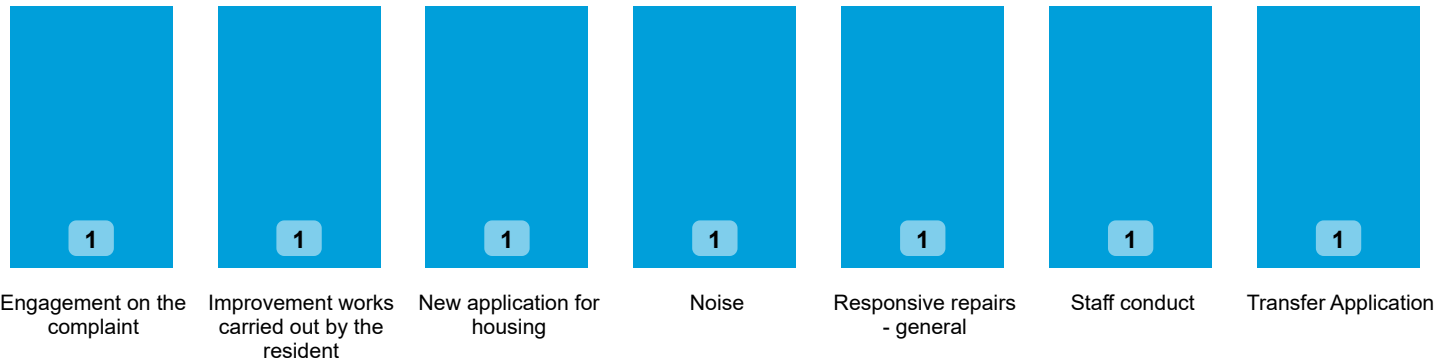
**Findings by Sub-Category** | Cases Determined between April 2023 - March 2024 Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Noise	0	0	0	0	0	1	0	0	1
Responsive repairs - general	0	0	0	1	0	0	0	0	1
Staff conduct	0	0	1	0	0	0	0	0	1
<b>Total</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>

**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	9	100%
<b>Total</b>	<b>9</b>	<b>100%</b>

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

Table 5.1

● Ordered ● Recommended

