

**Housing**  
Ombudsman Service

**LANDLORD  
PERFORMANCE  
REPORT**

2023/2024

Home Group Limited

Home Group Limited

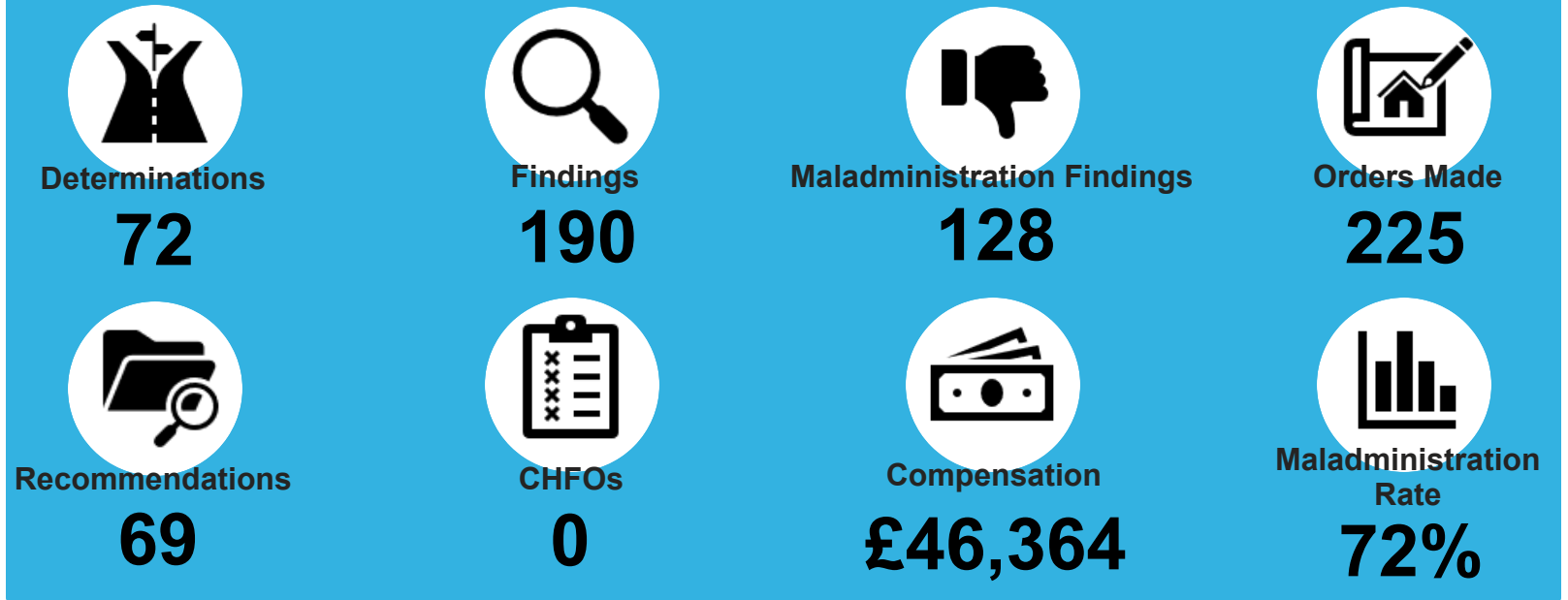
Landlord: Home Group Limited

Landlord Homes: 51,529

Landlord Type:

Housing Association

**PERFORMANCE AT A GLANCE**



**PERFORMANCE 2022-2023**



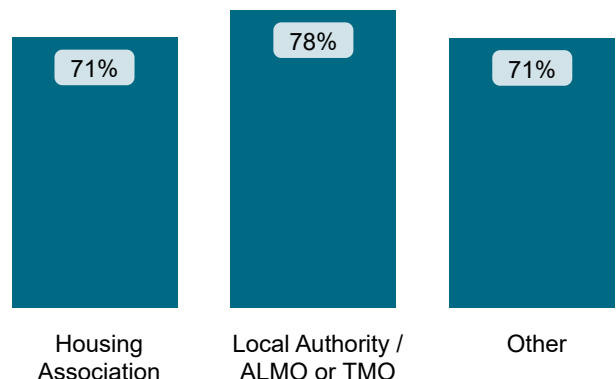
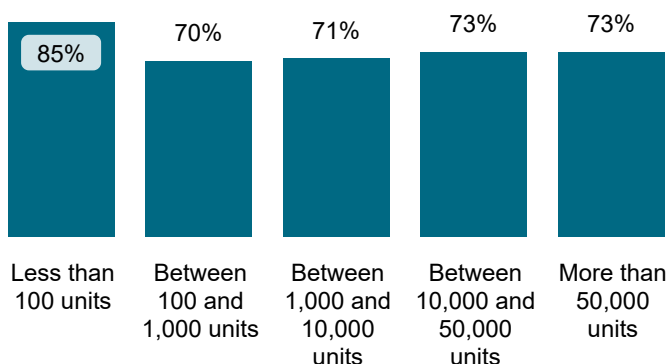
**Maladministration Rate Comparison** | Cases determined between April 2023 - March 2024

**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%    |

| Home Group Limited       |            |
|--------------------------|------------|
| Outcome                  | % Findings |
| Severe Maladministration | 2%         |
| Maladministration        | 44%        |
| Service failure          | 22%        |
| Mediation                | 1%         |
| Redress                  | 12%        |
| No maladministration     | 13%        |
| Outside Jurisdiction     | 6%         |
| 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 | 2%         |
| Maladministration        | 44%        |
| Service failure          | 22%        |
| Mediation                | 1%         |
| Redress                  | 12%        |
| No maladministration     | 13%        |
| Outside Jurisdiction     | 6%         |
| 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                        | 34                | 10              | 1         | 7         | 1                    | 1                    | 0         | 55         |
| Property Condition                       | 1                        | 26                | 10              | 1         | 4         | 5                    | 2                    | 0         | 49         |
| Estate Management                        | 0                        | 7                 | 9               | 0         | 2         | 8                    | 2                    | 0         | 28         |
| Anti-Social Behaviour                    | 1                        | 6                 | 6               | 0         | 2         | 3                    | 0                    | 0         | 18         |
| Charges                                  | 0                        | 4                 | 3               | 0         | 2         | 2                    | 1                    | 0         | 12         |
| Buying or selling a property             | 0                        | 1                 | 0               | 0         | 3         | 2                    | 2                    | 0         | 8          |
| Moving to a Property                     | 0                        | 2                 | 1               | 0         | 1         | 1                    | 0                    | 0         | 5          |
| Staff                                    | 0                        | 0                 | 3               | 0         | 2         | 0                    | 0                    | 0         | 5          |
| Health and Safety (inc. building safety) | 0                        | 2                 | 0               | 0         | 0         | 0                    | 2                    | 0         | 4          |
| Information and data management          | 0                        | 1                 | 0               | 0         | 0         | 0                    | 2                    | 0         | 3          |
| Reimbursement and Payments               | 0                        | 0                 | 0               | 0         | 0         | 3                    | 0                    | 0         | 3          |
| <b>Total</b>                             | <b>3</b>                 | <b>83</b>         | <b>42</b>       | <b>2</b>  | <b>23</b> | <b>25</b>            | <b>12</b>            | <b>0</b>  | <b>190</b> |

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

**Top Categories for Home Group Limited**

Table 3.1

| Category            | # Landlord Findings | % Landlord Maladministration | % National Maladministration |
|---------------------|---------------------|------------------------------|------------------------------|
| Complaints Handling | 54                  | 83%                          | 84%                          |
| Property Condition  | 47                  | 79%                          | 73%                          |
| Estate Management   | 26                  | 62%                          | 60%                          |

**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%                    | 83%                          |
| Estate Management   | 50%                 | 67%                         | 66%                            | 58%                             | 59%                    | 62%                          |
| Property Condition  | 75%                 | 63%                         | 72%                            | 74%                             | 74%                    | 79%                          |

**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%   | 83%                          |
| Estate Management   | 59%                 | 65%                           | 38%   | 62%                          |
| Property Condition  | 72%                 | 77%                           | 59%   | 79%                          |

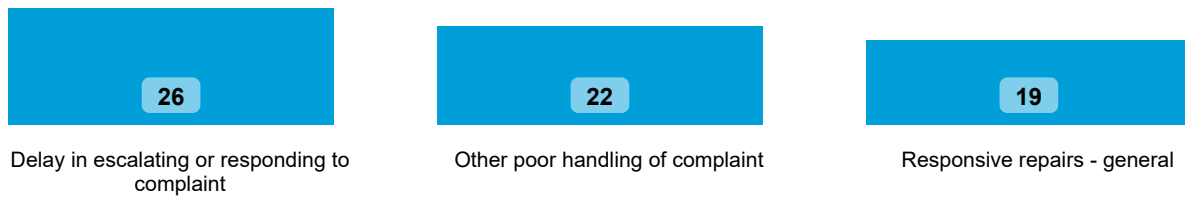
**Findings by Sub-Category** | Cases Determined between April 2023 - March 2024 Table 3.4

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                        | 10                | 6               | 0         | 2        | 1                    | 2                    | 0         | 21        |
| Responsive repairs – leaks / damp / mould      | 0                        | 7                 | 1               | 1         | 0        | 1                    | 0                    | 0         | 10        |
| Service charges – amount or account management | 0                        | 3                 | 1               | 0         | 2        | 2                    | 1                    | 0         | 9         |
| Staff conduct                                  | 0                        | 0                 | 3               | 0         | 2        | 0                    | 0                    | 0         | 5         |
| Responsive repairs – heating and hot water     | 1                        | 2                 | 0               | 0         | 0        | 1                    | 0                    | 0         | 4         |
| Electrical safety                              | 0                        | 2                 | 0               | 0         | 0        | 0                    | 0                    | 0         | 2         |
| Fire Safety                                    | 0                        | 0                 | 0               | 0         | 0        | 0                    | 2                    | 0         | 2         |
| Pest control (within property)                 | 0                        | 2                 | 0               | 0         | 0        | 0                    | 0                    | 0         | 2         |
| Noise  | 0                        | 1                 | 0               | 0         | 0        | 0                    | 0                    | 0         | 1         |
| <b>Total</b>                                   | <b>1</b>                 | <b>27</b>         | <b>11</b>       | <b>1</b>  | <b>6</b> | <b>5</b>             | <b>5</b>             | <b>0</b>  | <b>56</b> |

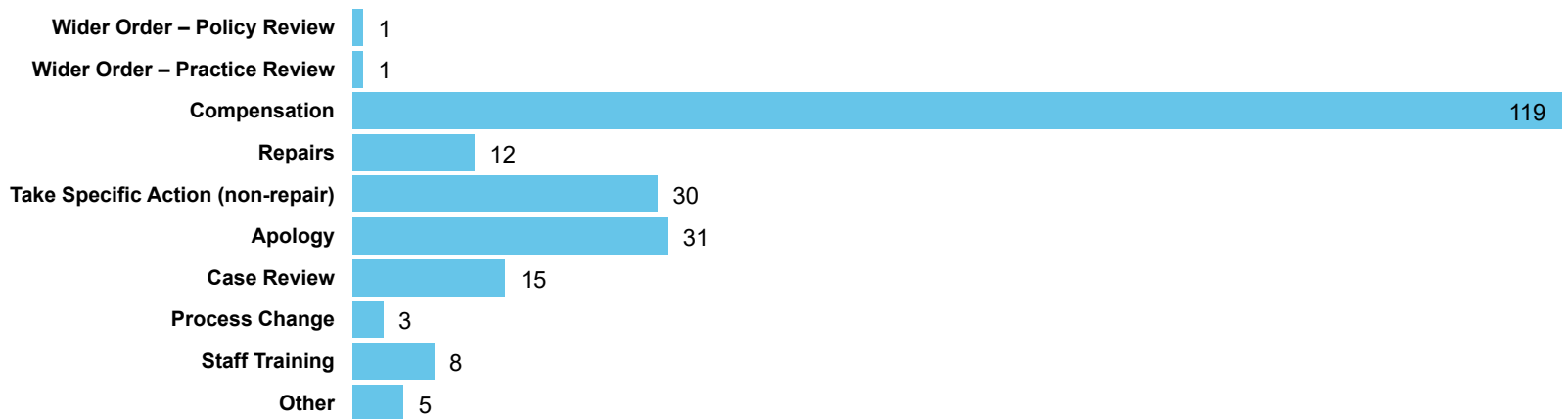
**Top Sub-Categories** | Cases determined between April 2023 - March 2024

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 |            | Within 6 Months |           |
|-----------------|-----------------|------------|-----------------|-----------|
|                 | Count           | %          | Count           | %         |
| Complied        | 223             | 99%        | 2               | 1%        |
| <b>Total</b>    | <b>223</b>      | <b>99%</b> | <b>2</b>        | <b>1%</b> |

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

Table 5.1

● Ordered ● Recommended

