

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Sovereign Network Homes

[Sovereign Network Homes](#)

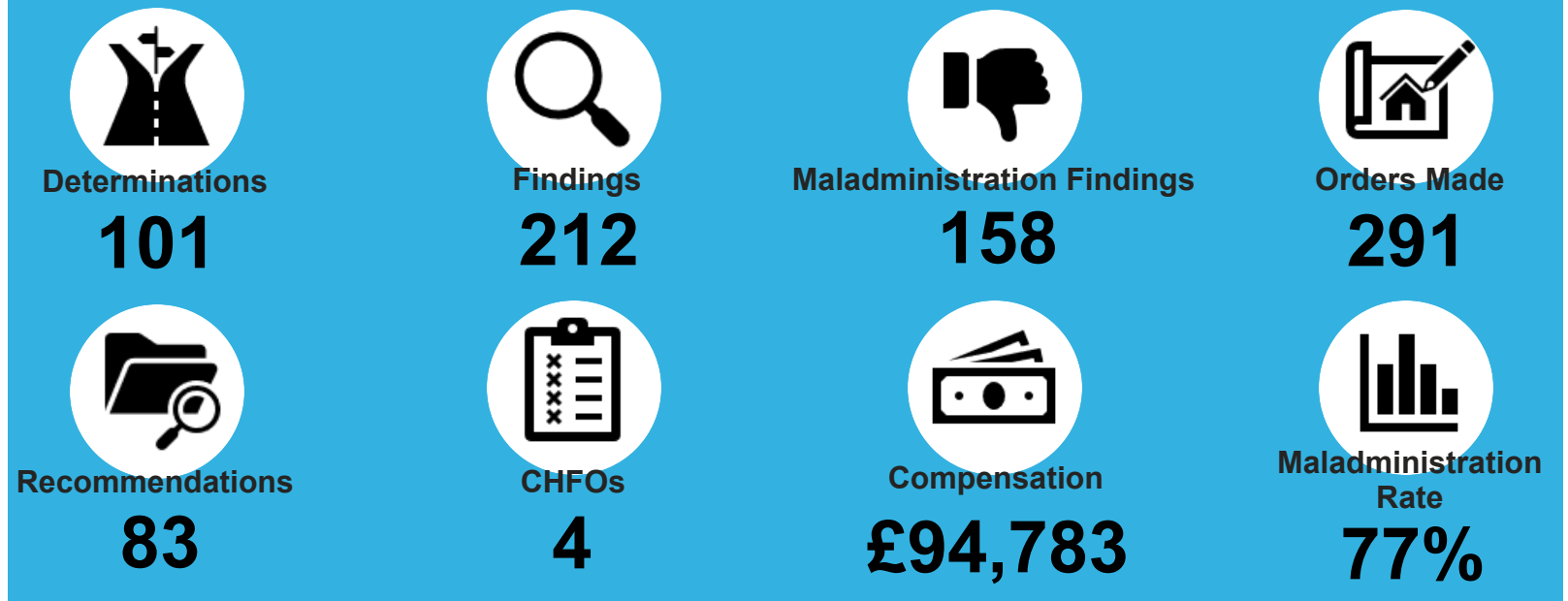
Landlord: Sovereign Network Homes

Landlord Homes: 82,290

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



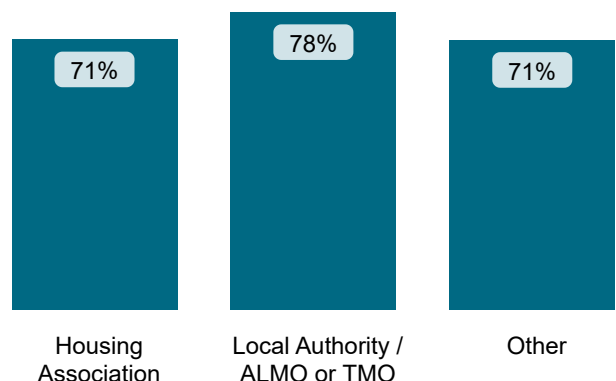
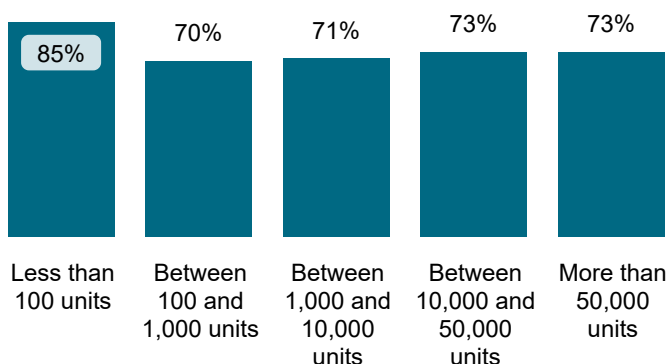
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

NATIONAL MALADMINISTRATION RATE: 73%

The landlord performed *poorly* 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Withdrawn	0%	0%	0%	0%	0%	0%

Sovereign Network Homes	
Outcome	% Findings
Severe Maladministration	8%
Maladministration	46%
Service failure	20%
Mediation	1%
Redress	8%
No maladministration	12%
Outside Jurisdiction	4%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	8%
Maladministration	46%
Service failure	20%
Mediation	1%
Redress	8%
No maladministration	12%
Outside Jurisdiction	4%
Withdrawn	0%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	12	32	11	0	9	8	1	0	73
Complaints Handling	5	39	17	0	2	1	0	0	64
Estate Management	0	4	6	0	3	5	2	0	20
Anti-Social Behaviour	0	10	1	0	1	5	2	0	19
Moving to a Property	1	1	3	1	2	3	0	0	11
Staff	0	3	3	0	0	1	0	0	7
Health and Safety (inc. building safety)	0	4	0	1	0	0	1	0	6
Charges	0	1	1	0	0	2	0	0	4
Buying or selling a property	0	0	0	0	1	1	0	0	2
Information and data management	0	2	0	0	0	0	0	0	2
Occupancy Rights	0	0	0	0	0	0	2	0	2
Reimbursement and Payments	0	1	1	0	0	0	0	0	2
Total	18	97	43	2	18	26	8	0	212

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

Top Categories for Sovereign Network Homes

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	72	76%	73%
Complaints Handling	64	95%	84%
Estate Management	18	56%	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%	95%
Estate Management	50%	67%	66%	58%	59%	56%
Property Condition	75%	63%	72%	74%	74%	76%

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%	95%
Estate Management	59%	65%	38%	56%
Property Condition	72%	77%	59%	76%

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

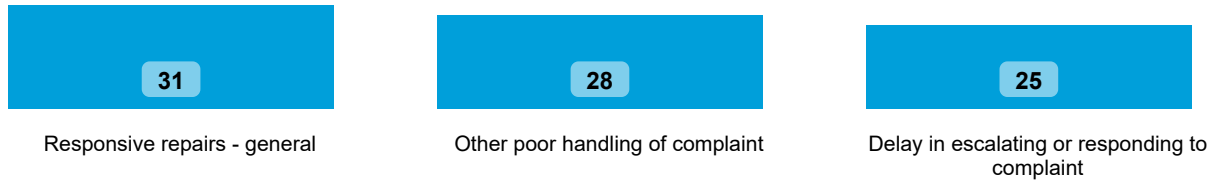
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs - general	3	12	6	0	5	5	1	0	32
Responsive repairs – leaks / damp / mould	8	11	2	0	3	0	0	0	24
Staff conduct	0	3	3	0	0	1	0	0	7
Noise	0	4	0	0	0	1	0	0	5
Fire Safety	0	3	0	1	0	0	0	0	4
Pest control (within property)	1	0	1	0	1	0	0	0	3
Service charges – amount or account management	0	1	1	0	0	1	0	0	3
Decants (temp. or permanent)	0	1	0	0	0	1	0	0	2
District heating systems / Heat Networks	0	1	1	0	0	0	0	0	2
Responsive repairs – heating and hot water	0	1	1	0	0	0	0	0	2
Asbestos	0	0	0	0	0	0	1	0	1
Communal areas – pest control	0	0	1	0	0	0	0	0	1
Electrical safety	0	1	0	0	0	0	0	0	1
Total	12	38	16	1	9	9	2	0	87

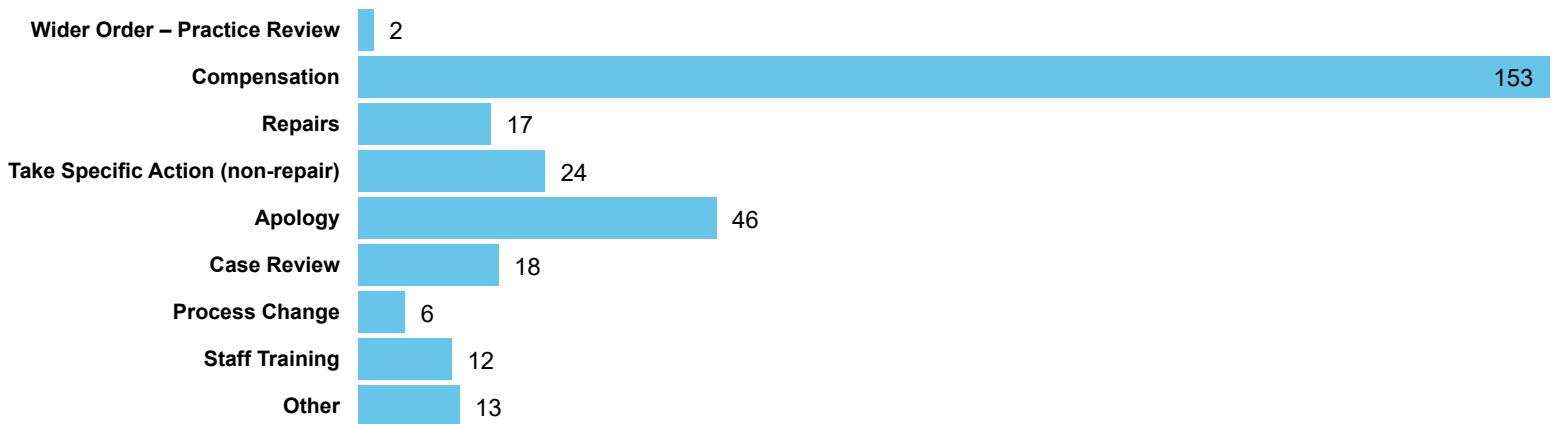
Top Sub-Categories | Cases determined between April 2023 - March 2024

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	283	99%	2	1%
Total	283	99%	2	1%

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended

