

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

Stonewater Limited

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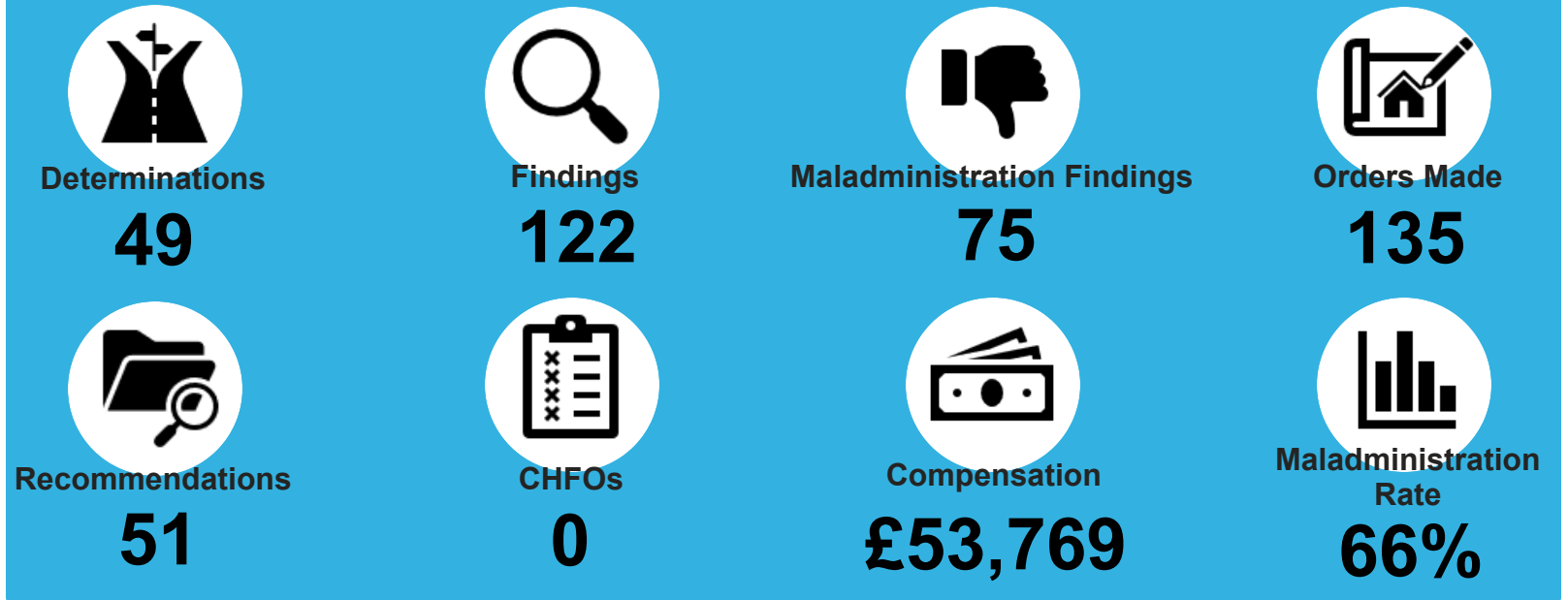
Landlord: Stonewater Limited

Landlord Homes: 34,013

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



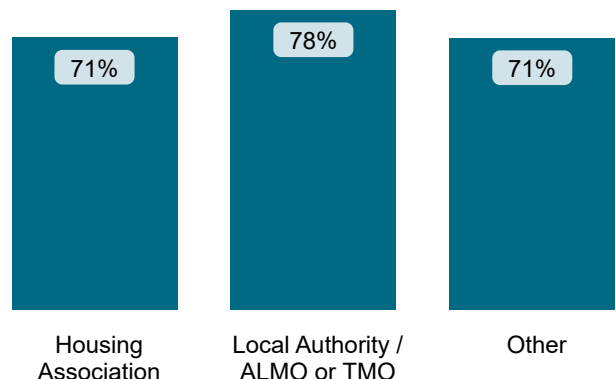
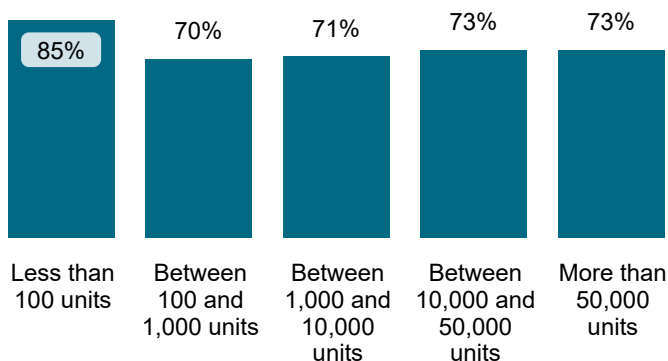
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

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	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Withdrawn	0%	0%	0%	0%	0%	0%

Stonewater Limited	
Outcome	% Findings
Severe Maladministration	5%
Maladministration	39%
Service failure	18%
Mediation	2%
Redress	19%
No maladministration	10%
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Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	5%
Maladministration	39%
Service failure	18%
Mediation	2%
Redress	19%
No maladministration	10%
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Withdrawn	0%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	5	15	3	1	12	4	4	0	44
Complaints Handling	0	19	5	1	6	1	0	0	32
Estate Management	0	3	4	0	1	2	1	0	11
Anti-Social Behaviour	0	4	1	0	0	2	1	0	8
Charges	0	3	3	0	0	0	1	0	7
Information and data management	0	2	2	0	0	0	1	0	5
Staff	0	0	2	0	2	1	0	0	5
Reimbursement and Payments	1	0	2	1	0	0	0	0	4
Health and Safety (inc. building safety)	0	1	0	0	0	2	0	0	3
Buying or selling a property	0	0	0	0	1	0	0	0	1
Moving to a Property	0	0	0	0	0	0	1	0	1
Occupancy Rights	0	0	0	0	1	0	0	0	1
Total	6	47	22	3	23	12	9	0	122

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

Top Categories for Stonewater Limited

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	40	58%	73%
Complaints Handling	32	75%	84%
Estate Management	10	70%	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%	75%
Estate Management	50%	67%	66%	58%	59%	70%
Property Condition	75%	63%	72%	74%	74%	58%

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%	75%
Estate Management	59%	65%	38%	70%
Property Condition	72%	77%	59%	58%

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	2	4	0	1	3	4	2	0	16
Responsive repairs – leaks / damp / mould	3	6	1	0	5	0	0	0	15
Responsive repairs – heating and hot water	0	2	0	0	3	0	1	0	6
Service charges – amount or account management	0	3	2	0	0	0	1	0	6
Staff conduct	0	0	1	0	2	1	0	0	4
Electrical safety	0	0	0	0	0	2	0	0	2
Pest control (within property)	0	0	1	0	1	0	0	0	2
Asbestos	0	1	0	0	0	0	0	0	1
Decants (temp. or permanent)	0	0	0	0	0	0	1	0	1
District heating systems / Heat Networks	0	0	0	0	0	0	1	0	1
Noise	0	0	0	0	0	1	0	0	1
Total	5	16	5	1	14	8	6	0	55

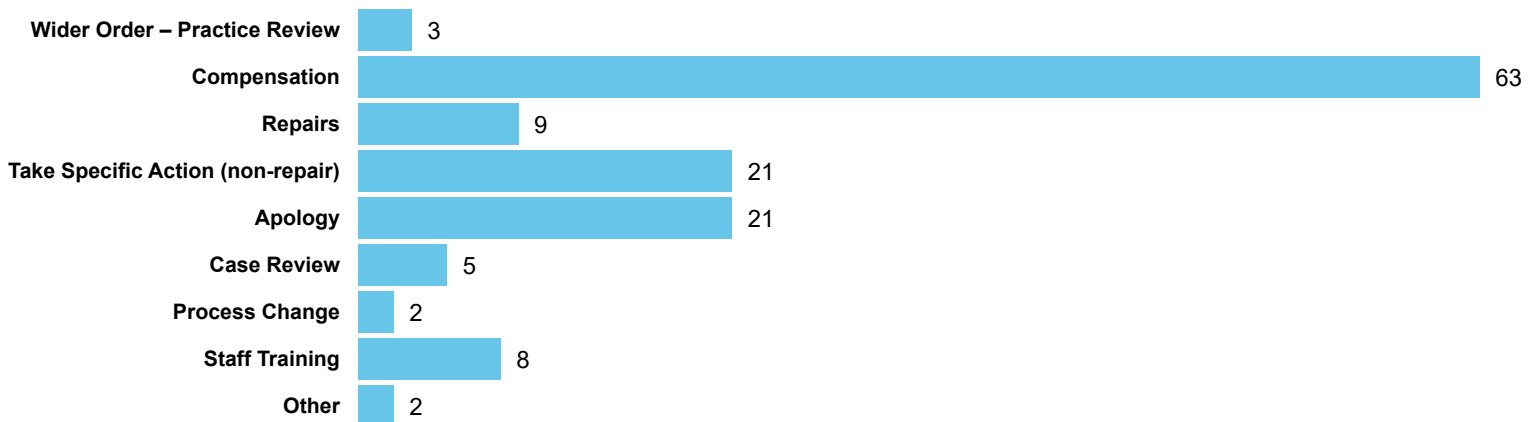
Top Sub-Categories | Cases determined between April 2023 - March 2024

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	Within 3 Months	
	Count	%
Complete?		
Complied	135	100%
Total	135	100%

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended

