

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2023/2024

The Riverside Group Limited

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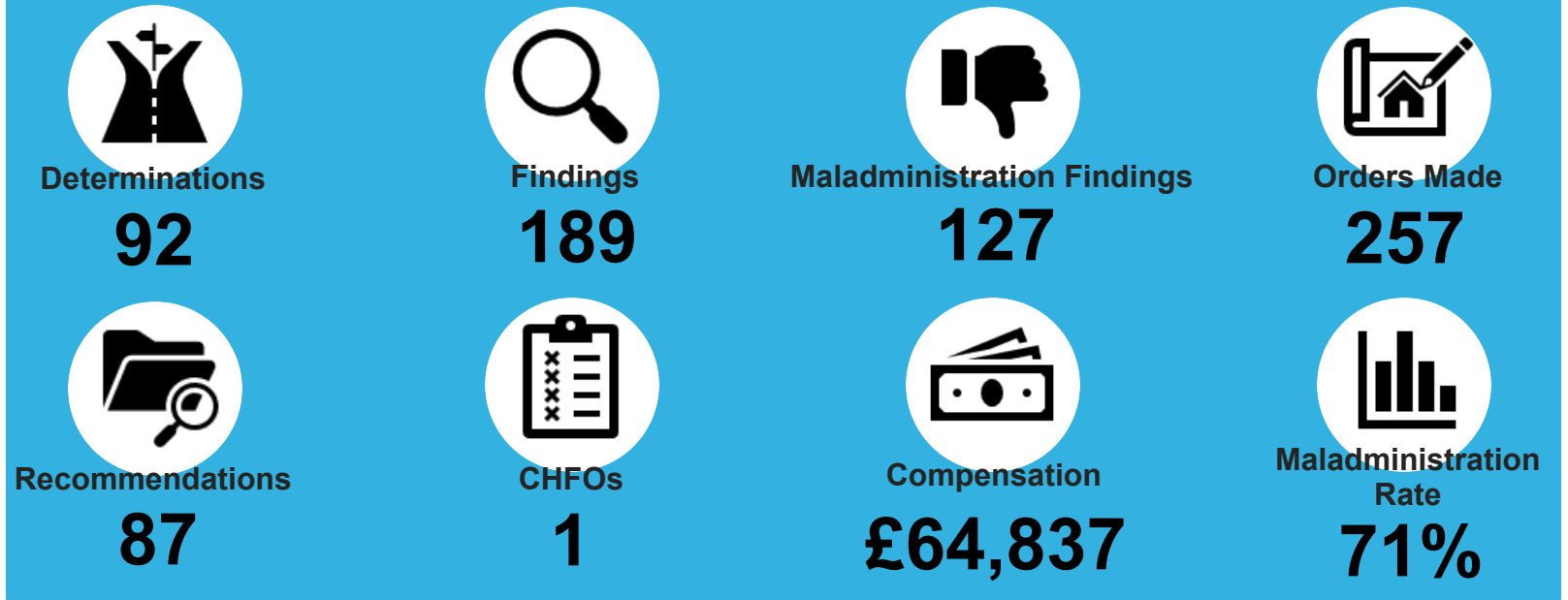
Landlord:

Landlord Homes: 69,796

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2022-2023



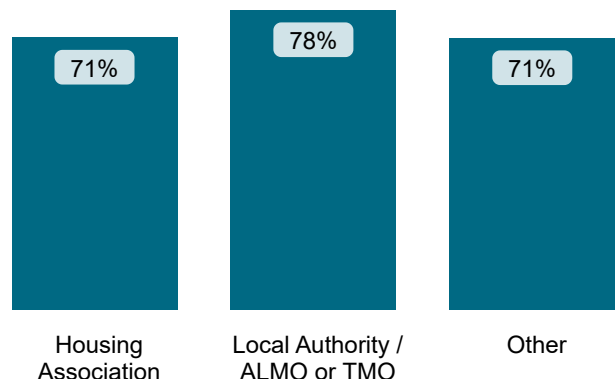
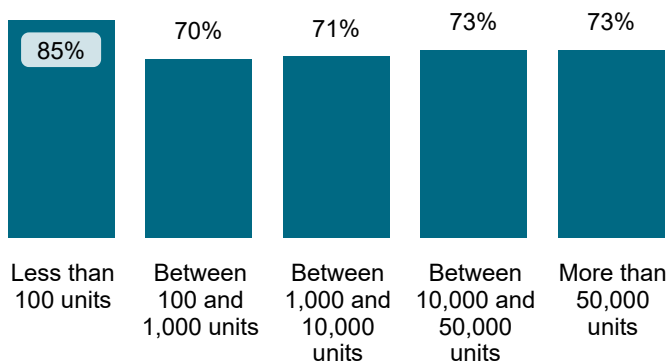
Maladministration Rate Comparison | Cases determined between April 2023 - March 2024

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Withdrawn	0%	0%	0%	0%	0%	0%

The Riverside Group Limited	
Outcome	% Findings
Severe Maladministration	4%
Maladministration	40%
Service failure	23%
Mediation	2%
Redress	8%
No maladministration	18%
Outside Jurisdiction	5%
Withdrawn	0%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Withdrawn	0%	0%	0%	0%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	4%
Maladministration	40%
Service failure	23%
Mediation	2%
Redress	8%
No maladministration	18%
Outside Jurisdiction	5%
Withdrawn	0%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	4	31	6	2	8	9	2	0	62
Complaints Handling	2	19	18	0	0	3	2	0	44
Charges	0	6	5	0	1	6	2	0	20
Estate Management	0	4	6	0	2	3	0	0	15
Anti-Social Behaviour	0	5	2	0	0	4	1	0	12
Buying or selling a property	0	2	1	0	3	2	2	0	10
Information and data management	2	4	1	0	0	0	0	0	7
Staff	0	0	1	0	1	3	1	0	6
Moving to a Property	0	1	2	0	0	2	0	0	5
Health and Safety (inc. building safety)	0	2	1	0	0	1	0	0	4
Occupancy Rights	0	0	1	0	0	1	0	0	2
Reimbursement and Payments	0	1	0	1	0	0	0	0	2
Total	8	75	44	3	15	34	10	0	189

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

Top Categories for The Riverside Group Limited

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	60	68%	73%
Complaints Handling	42	93%	84%
Charges	18	61%	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
Charges	0%	63%	47%	57%	65%	61%
Complaints Handling	100%	87%	87%	86%	81%	93%
Property Condition	75%	63%	72%	74%	74%	68%

National Maladministration Rate by Landlord Type:

Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Charges	61%	50%	75%	61%
Complaints Handling	81%	91%	91%	93%
Property Condition	72%	77%	59%	68%

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

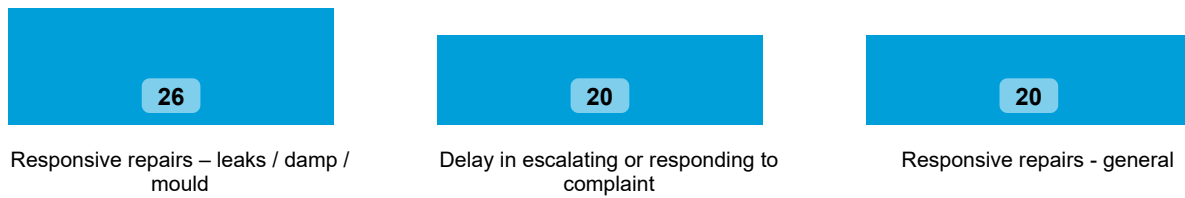
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Responsive repairs – leaks / damp / mould	4	14	2	0	3	3	2	0	28
Responsive repairs - general	0	10	2	2	1	5	0	0	20
Service charges – amount or account management	0	5	3	0	1	6	2	0	17
Noise	0	1	1	0	0	2	1	0	5
Staff conduct	0	0	0	0	1	2	1	0	4
Fire Safety	0	2	0	0	0	1	0	0	3
Responsive repairs – heating and hot water	0	2	0	0	1	0	0	0	3
District heating systems / Heat Networks	0	1	0	0	1	0	0	0	2
Pest control (within property)	0	2	0	0	0	0	0	0	2
Asbestos	0	0	1	0	0	0	0	0	1
Decants (temp. or permanent)	0	0	0	0	0	1	0	0	1
Total	4	37	9	2	8	20	6	0	86

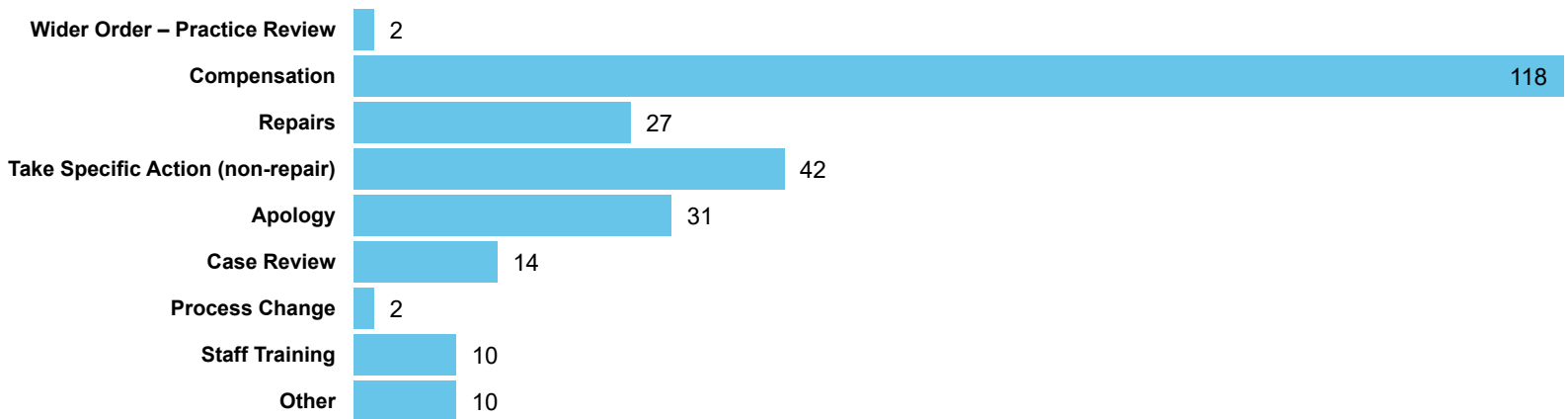
Top Sub-Categories | Cases determined between April 2023 - March 2024

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	234	98%	5	2%
Total	234	98%	5	2%

Compensation Ordered | Cases Determined between April 2023 - March 2024

Table 5.1

● Ordered ● Recommended

