

Housing
Ombudsman Service

**LANDLORD
PERFORMANCE
REPORT**

2022/2023

Network Homes Limited

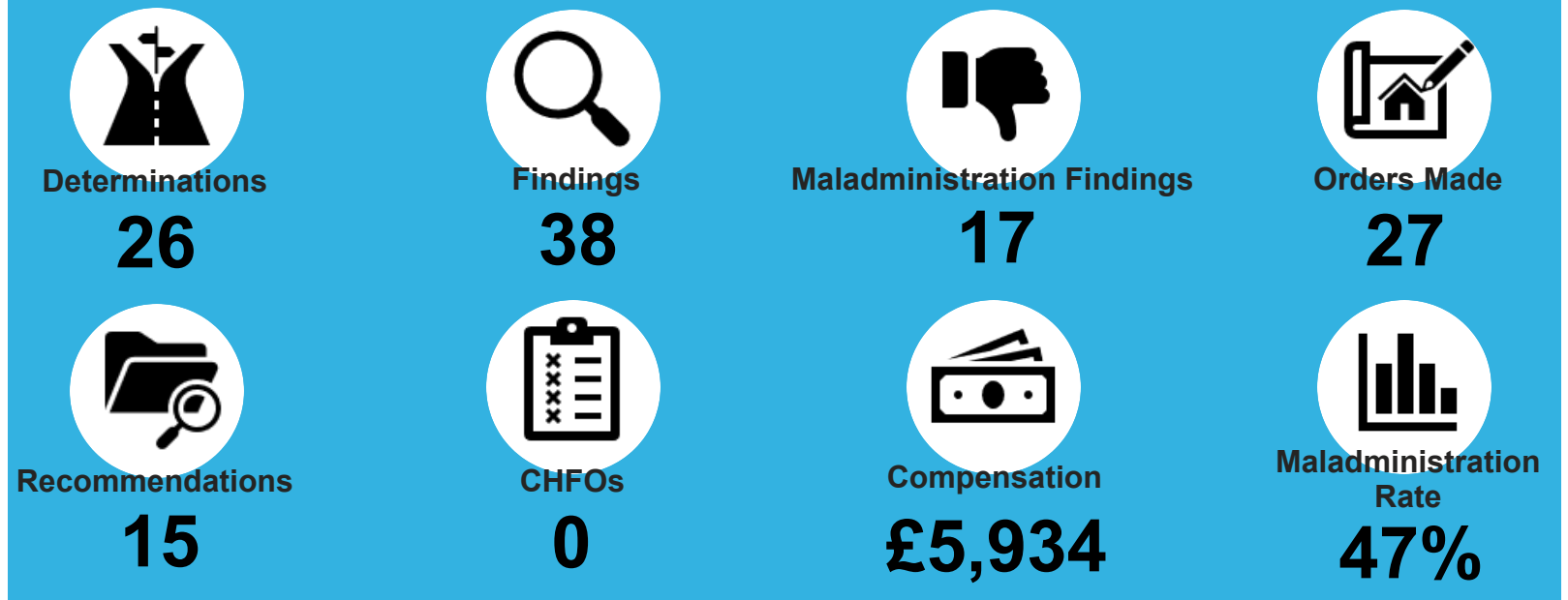
Landlord: Network Homes Limited

Landlord Homes: 20,150

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



PERFORMANCE 2021-2022



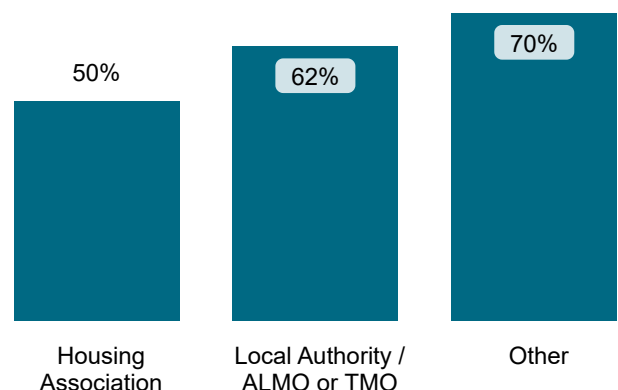
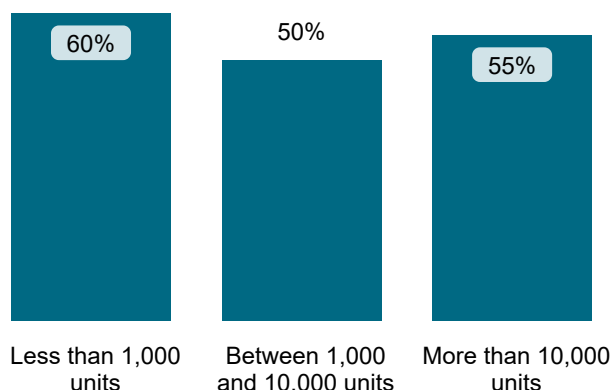
Maladministration Rate Comparison | Cases determined between April 2022 - March 2023

NATIONAL MALADMINISTRATION RATE: 55%

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 2022 - March 2023

National Performance by Landlord Size: Table 2.1

Outcome	Less than 1,000 units	Between 1,000 and 10,000 units	More than 10,000 units	Total
Severe Maladministration	6%	2%	3%	3%
Maladministration	30%	21%	27%	26%
Service failure	20%	25%	23%	23%
Mediation	0%	1%	2%	2%
Redress	8%	12%	16%	16%
No maladministration	30%	34%	24%	25%
Outside Jurisdiction	6%	6%	5%	5%
Withdrawn	0%	0%	0%	0%

Network Homes Limited	
Outcome	% Findings
Severe Maladministration	0%
Maladministration	24%
Service failure	21%
Mediation	0%
Redress	24%
No maladministration	26%
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Withdrawn	0%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	2%	4%	6%	3%
Maladministration	23%	30%	35%	26%
Service failure	22%	25%	26%	23%
Mediation	2%	1%	3%	2%
Redress	19%	9%	3%	15%
No maladministration	26%	26%	23%	26%
Outside Jurisdiction	5%	6%	3%	5%
Withdrawn	0%	0%	0%	0%

Outcome	% Findings
Severe Maladministration	0%
Maladministration	24%
Service failure	21%
Mediation	0%
Redress	24%
No maladministration	26%
Outside Jurisdiction	5%
Withdrawn	0%

Landlord Findings by Category | Cases determined between April 2022 - March 2023

Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Property Condition	0	5	3	0	6	4	2	0	20
Complaints Handling	0	0	3	0	1	2	0	0	6
Occupancy Rights	0	2	0	0	0	1	0	0	3
Anti-Social Behaviour	0	2	0	0	0	0	0	0	2
Health and Safety (inc. building safety)	0	0	1	0	0	1	0	0	2
Reimbursement and Payments	0	0	0	0	1	1	0	0	2
Charges	0	0	0	0	1	0	0	0	1
Estate Management	0	0	1	0	0	0	0	0	1
Staff	0	0	0	0	0	1	0	0	1
Total	0	9	8	0	9	10	2	0	38

Findings by Category Comparison | Cases determined between April 2022 - March 2023

Top Categories for Network Homes Limited Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Property Condition	18	44%	54%
Complaints Handling	6	50%	76%
Occupancy Rights	3	67%	29%

National Maladministration Rate by Landlord Size: Table 3.2

Category	Less than 1,000 units	Between 1,000 and 10,000 units	More than 10,000 units	% Landlord Maladministration
Complaints Handling	100%	75%	78%	50%
Occupancy Rights	100%	0%	36%	67%
Property Condition	48%	54%	54%	44%

National Maladministration Rate by Landlord Type: Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Complaints Handling	72%	87%	100%	50%
Occupancy Rights	30%	32%	0%	67%
Property Condition	48%	63%	63%	44%

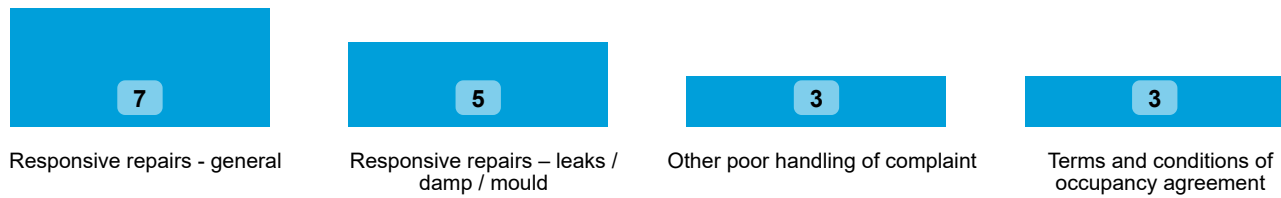
Findings by Sub-Category | Cases Determined between April 2022 - March 2023 Table 3.4

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	2	2	0	2	1	2	0	9
Responsive repairs – leaks / damp / mould	0	2	1	0	2	0	0	0	5
District heating systems / Heat Networks	0	0	0	0	1	0	0		1
Fire Safety	0	0	0	0	0	1	0	0	1
Gas inspections and safety	0	0	1	0	0	0	0	0	1
Responsive repairs – heating and hot water	0	0	0	0	1	0	0	0	1
Service charges – amount or account management	0	0	0	0	1	0	0	0	1
Staff conduct	0	0	0	0	0	1	0	0	1
Total	0	4	4	0	7	3	2	0	20

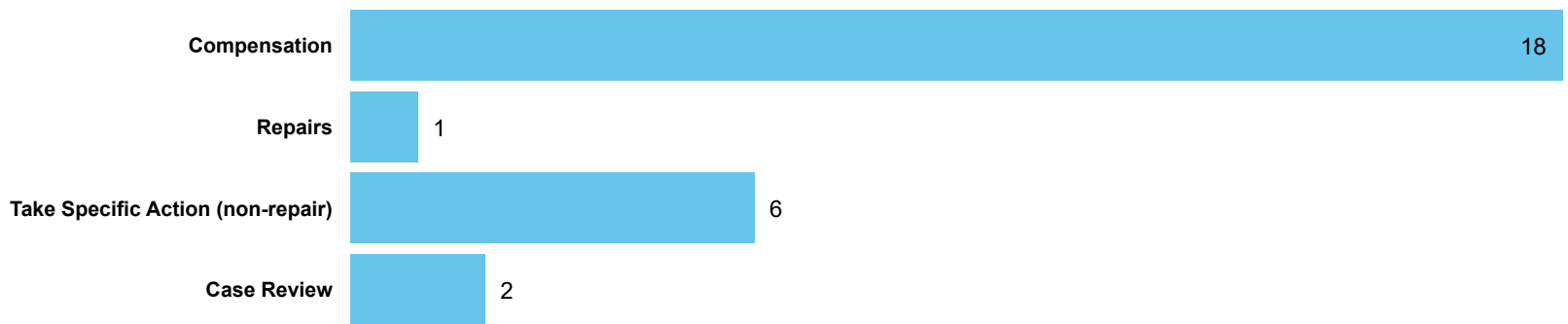
Top Sub-Categories | Cases determined between April 2022 - March 2023

Table 3.5



Orders Made by Type | Orders on cases determined between April 2022 - March 2023

Table 4.1



Order Compliance | Order target dates between April 2022 - March 2023

Table 4.2

Order Complete?	Within 3 Months	
	Count	%
Complied	23	100%
Total	23	100%

Compensation Ordered | Cases Determined between April 2022 - March 2023

Table 5.1

● Ordered ● Recommended

