

Landlord Name	Ombudsman Percentage Maladmin Rate	Complaint Handling Failure Orders (CHFOs)	Severe Maladmin	Maladmin	Service Failure	Total All Maladmin Category Findings	Compensation Paid	Overall Satisfaction (TP1) Either All or LCRA Only	Overall Satisfaction (TP1) (LCHO Only)	Satisfaction With Repairs (TP02)	Satisfaction With Time Taken To Complete Most Recent Repair (TP03)	Satisfaction With Approach To Handling Complaint (TP9) Either All or LCRA Only	Satisfaction With Approach To Handling Complaint (TP9) (LCHO Only)	Governance Grading	Viability Grading	Consumer Grading	Surplus or (Deficit) in 2024/25 (Excludes Pension and Hedges Gain/Loss)	Other (e.g. Ombudsman Special Investigation Stage, Finding From Financial Report, Mainstream Media Story, Provisions).
A2Dominion Housing Group Limited	79%	4	11	104	28	143	£73,424	61%	28%	64%	61%	31%	16%	G3	V2	TBC	£116.4m	At Tier 1 Prior to Special Investigation Stage. One area of the Rent Standard was not compliant within the reporting period.
Abri Group Limited	47%	0	1	27	23	51	£38,093	75%	52%	76%	70%	41%	23%	G1	V1	TBC	£468.7m	Provisions relate to remedial works for defective cladding and/or insulation on blocks in excess of 11m in height, associated compensation payments and for staff redundancies. £9.6m.
Accent Group Limited	82%	1	2	39	27	68	£21,355	64%	37%	65%	62%	29%	16%	G1	V1	TBC	£22.5m	No issues found.
Acis Group Limited	62%	0	0	4	4	8	£1,300	80%	n/a	85%	84%	53%	n/a	G1	V2	TBC	£5.8m	No issues found.
Amplius Living	81%	1	10	74	27	111	£76,456	62%	46%	66%	60%	33%	26%	G1	V2	TBC	£34.4m	At Tier 1 Prior to Special Investigation Stage. Not aware of any material future liabilities that require inclusion in the financial statements.
Anchor Hanover Group	58%	0	0	9	10	19	£3,040	86%	60%	86%	81%	42%	25%	G3	V1	C3	£11.7m	Provision for property buybacks of £784k. Issues with damp ingress have been identified at one of the Group's development sites. Following the recent regulatory downgrade to G3, the Board sought appropriate legal opinions and reviewed all the Group's financing arrangements to assess the impact on loan covenant compliance.
Aspire Housing Limited	60%	0	1	2	3	6	£2,250	78%	n/a	80%	72%	50%	n/a	G1	V2	C1	£3.7m	Procurement and efficiency savings of £954k.
Aster Group Limited	50%	0	2	17	20	39	£25,257	79%	55%	85%	84%	39%	26%	G1	V1	TBC	£11.7m	Provision of £3m relates to dilapidation on leased housing stock recognised on the acquisition of Central & Cecil Housing Trust and Enham Housing Trust.
B3 Living Limited	73%	0	0	5	3	8	£1,725	85%	n/a	84%	85%	45%	n/a	G1	V1	C1	£11.0m	No issues found.
Believe Housing Limited	56%	0	0	7	3	10	£2,960	78%	n/a	76%	74%	34%	n/a	G1	V2	TBC	£14.9m	No issues found.
Bemicia Group	56%	0	0	1	4	5	£100	81%	n/a	78%	72%	42%	n/a	G1	V1	TBC	£14.9m	No issues found.
Beyond Housing Limited	80%	0	0	8	4	12	£5,987	67%	n/a	73%	66%	33%	n/a	G1	V1	TBC	£3.9m	No issues found.
Bolton at Home Limited	65%	0	0	10	5	15	£6,403	66%	n/a	73%	69%	37%	n/a	G2	V2	C2	£12.5m	Disrepair provision of £2.2m
Bournville Village Trust	100%	0	1	3	2	6	£2,450	77%	n/a	77%	73%	31%	n/a	G1	V2	C1	£9.3m	Surplus as at 31 Dec 2024, no issues found.
bpha Limited	76%	0	0	8	11	19	£4,289	72%	46%	70%	61%	41%	27%	G1	V1	TBC	£20.2m	No issues found.
Brighter Places	67%	0	0	2	4	6	£1,302	61%	n/a	58%	49%	31%	n/a	G1	V2	TBC	£1.6m	No issues found.
Broadacres Housing Association Limited	40%	0	0	2	4	6	£2,275	87%	n/a	86%	84%	36%	n/a	G2	V2	C2	(£0.4m)	No issues found.
Broadland Housing Association Limited	63%	0	0	3	2	5	£2,600	82%	n/a	70%	63%	31%	n/a	G1	V2	C2	£1m	No issues found.
Bromford Housing Association Limited	58%	1	2	30	18	50	£38,703	84%	69%	73%	70%	43%	47%	G1	V1	TBC	£33.1m	No issues found.
Cheimer Housing Partnership Limited	55%	0	0	3	9	12	£10,144	78%	n/a	82%	79%	34%	n/a	G1	V2	TBC	£6.8m	Contingent liability £5m for works to tower block.
Christian Action (Enfield) Housing Association L	75%	0	0	8	1	9	£2,300	52%	n/a	45%	45%	28%	n/a	G3	V3	TBC	£0.24m	Potential dilapidation costs for Temporary Social Housing properties £124k.
Citizen Housing	62%	0	3	28	23	54	£20,200	66%	35%	71%	68%	35%	10%	G1	V2	C1	£7.7m	Shared Ownership Repairs Provision of £400k.
Clarion Housing Association Limited	60%	0	16	254	143	413	£235,072	64%	40%	64%	64%	26%	19%	G1	V1	C2	£82.1m	Former employee was found to have made instructions to falsify fire safety documents (covered by Sky News). Has a provision of £35.4m for Building Safety and Remediation.
Cobalt Housing Limited	58%	0	2	7	5	14	£6,269	85%	n/a	64%	64%	36%	n/a	G1	V2	C2	£7.4m	Provision of £246k for disrepair claims.
Connexus Housing Limited	68%	0	1	13	5	19	£13,353	77%	n/a	81%	78%	41%	n/a	G1	V2	TBC	£5.2m	No issues found.
Curio Places Limited	69%	0	2	25	13	40	£32,707	70%	n/a	74%	68%	34%	n/a	G1	V2	C1	(£6.5m)	No issues found.
East End Homes Limited	60%	2	0	3	3	6	£1,975	58%	n/a	58%	52%	35%	n/a	G3	V2	TBC	£4.9m	No issues found.
East Midlands Housing Group Limited	80%	0	3	19	11	33	£16,992	68%	54%	64%	58%	25%	n/a	G1	V2	C2	£14.8m	No issues found.
Eastlight Community Homes Limited	70%	0	0	12	9	21	£7,275	73%	47%	77%	70%	33%	23%	G1	V1	C2	£11.6m	No issues found.
Estuary Housing Association Limited	91%	0	1	13	7	21	£8,632	68%	n/a	65%	64%	35%	n/a	G2	V2	TBC	£4.2m	Annual savings from procurement of £165k. First full year in leaving previous head office with saving of £350k.
Fairhive Homes Limited	88%	0	0	5	2	7	£4,100	83%	n/a	86%	80%	48%	n/a	G1	V2	TBC	£8.8m	No issues found.
First Choice Homes Oldham Limited	69%	0	0	10	8	18	£2,675	79%	n/a	79%	76%	39%	n/a	G1	V1	TBC	£11.0m	No issues found.
First Garden Cities Homes Limited	100%	0	1	3	1	5	£2,150	64%	n/a	76%	70%	36%	n/a	G2	V2	C2	TBC	Could not find latest report on FCA website
Flagship Housing Group Limited	51%	0	0	8	10	18	£12,234	76%	55%	77%	71%	42%	34%	Part of Bromford				No issues found.
ForHousing Limited	63%	1	1	30	21	52	£18,455	74%	n/a	76%	71%	44%	n/a	G2	V2	TBC	£6.3m	No issues found.
Freebridge Community Housing Limited	73%	0	4	7	5	16	£6,100	66%	n/a	72%	64%	29%	n/a	G1	V2	TBC	£3.2m	No issues found.
Futures Housing Group Limited	100%	0	0	6	1	7	£1,825	76%	n/a	80%	74%	32%	n/a	G1	V1	TBC	£12.5m	No issues found.
Gateway Housing Association Limited	60%	0	0	6	0	6	£3,050	65%	n/a	69%	68%	34%	n/a	G1	V1	TBC	TBC	Could not find latest report on FCA website
Gentoo Group Limited	71%	0	0	13	11	24	£5,465	76%	n/a	78%	74%	36%	n/a	G1	V2	C1	£10.3m	No issues found.
Golding Homes Limited	67%	0	0	5	3	8	£4,950	69%	n/a	71%	64%	36%	n/a	G1	V2	TBC	£3.3m	In May 2025 approached by the Regulator to consider the transfer of 46 homes from a small social landlord based in Maidstone who were under regulatory supervision.
Great Places Housing Group Limited	60%	1	0	16	11	27	£18,859	71%	45%	74%	71%	42%	18%	G1	V2	C2	£28.9m	No issues found.

GreenSquareAccord Limited	51%	0	2	10	7	19	£22,558	58%	42%	57%	50%	25%	31%	G2	V2	C2	(£13.6m)	Issue identified around the adequacy of fire safety barriers in timber framed properties constructed by GS Homes and other developers for the Group.
Habinteg Housing Association Limited	82%	0	0	7	2	9	£2,850	67%	n/a	67%	64%	34%	n/a	G1	V2	C2	(£0.4m)	No issues found.
Halton Housing	76%	0	1	9	3	13	£5,198	74%	n/a	75%	73%	42%	n/a	G1	V1	TBC	(£3.9m)	The Group has an Anti-Fraud Policy, which has been approved by the Audit and Risk Committee. One case of attempted fraud was reported during 2024/25. This related to unauthorised transactions on a company credit card. All amounts were reimbursed with no financial loss suffered by the Group.
Hastoe Housing Association Limited	50%	0	0	4	4	8	£2,700	64%	n/a	62%	54%	33%	n/a	G1	V2	C2	£4.6m	No issues found.
Hexagon Housing Association Limited	73%	3	4	26	7	37	£24,673	49%	n/a	53%	48%	21%	n/a	G2	V2	C2	(£6.2m)	At Tier 1 Prior to Special Investigation Stage. Has legal hearing at the Supreme Court in Nov 2025 for long running dispute with former Building Services contractor about late payments and right to terminating.
Hightown Housing Association Limited	44%	0	0	5	7	12	£2,175	68%	41%	79%	77%	31%	17%	G1	V2	TBC	£4.0m	No issues found.
Home Group Limited	73%	0	5	51	26	82	£40,183	68%	47%	66%	61%	32%	25%	G1	V2	TBC	£34.2m	No issues found.
Honeycomb Group Limited	67%	0	0	3	1	4	£1,625	66%	n/a	64%	61%	33%	n/a	G1	V2	C2	£1.5m	Competitive tendering realised £1.1m in V/M gains including contracts for Reactive Maintenance, HR and Payroll System, Website development, Lift Servicing and Gas and Electricity procurement for schemes.
Housing Solutions	80%	0	0	3	1	4	£1,450	84%	n/a	87%	84%	64%	n/a	G1	V1	TBC	£5.6m	Example of £138k saved through smarter procurement for server hosting, mobile phone services, and copier contracts (digital transformation).
Hyde Housing Association Limited	75%	2	7	133	50	190	£95,968	66%	41%	68%	68%	37%	20%	G1	V2	TBC	£69.0m	£5.1m provisions includes for dilapidations, legal claims and office closure.
Incommunities Limited	60%	0	1	8	12	21	£7,708	70%	n/a	75%	68%	38%	n/a	G1	V1	TBC	£7.6m	No issues found.
Inwell Valley Housing Association Limited	72%	0	0	19	7	26	£12,691	66%	n/a	66%	62%	29%	n/a	G1	V2	TBC	TBC	Could not find latest report on FCA website
Islington and Shoreditch Housing Association	74%	0	0	14	3	17	£8,594	58%	n/a	63%	63%	22%	n/a	G1	V2	TBC	£7.5m	Serious fraud committed by three former employees that was uncovered in 2023-24 and reported in last year's annual report the Board approved a fraud action plan in June 2024 with progress against the plan monitored throughout the year by its Audit and Risk Committee. Provision made in 2025 of £79k for Bulk Refuse charges refund, was £250k.
Jigsaw Homes Group Limited	55%	0	2	14	16	32	£30,194	69%	58%	70%	69%	36%	25%	G1	V1	TBC	£17.5m	No issues found.
Joseph Rowntree Housing Trust	100%	0	0	5	0	5	£1,275	78%	n/a	80%	73%	42%	n/a	G1	V2	C2	£17.6m	Surplus as at 31 Dec 2024, no issues found
Karbon Homes Limited	56%	0	0	4	6	10	£3,950	82%	66%	84%	75%	43%	42%	G1	V1	C2	£36.7m	No issues found.
Kianbu Community Homes Limited	93%	6	1	8	5	14	£6,885	45%	n/a	56%	56%	22%	n/a	G1	V2	TBC	£1.5m	No issues found.
Lincolnshire Housing Partnership Limited	82%	0	0	4	5	9	£1,200	80%	n/a	81%	74%	41%	n/a	G1	V2	C2	£12.5m	No issues found.
LiveWest Homes Limited	37%	0	0	14	8	22	£12,112	86%	68%	82%	79%	43%	29%	G1	V1	C1	£50.6m	Provision for costs in relation to building safety where there is an obligation for remedial works at schemes which are owned by the Group. Amount of £4.4m was previously recognised as an accrual, reclassified as a provision.
Livv Housing Group	59%	0	0	1	9	10	£2,400	69%	n/a	73%	72%	35%	n/a	G1	V1	TBC	£6.2m	No issues found.
London and Quadrant Housing Trust (L&Q)	72%	9	77	511	181	769	£481,411	54%	29%	63%	58%	26%	13%	G2	V2	C2	£148m	Provision for costs to rectify construction build defects where this is an obligation to correct substandard works at schemes which were built by the Group, at £25m, start of year was £41m.
Magenta Living	47%	0	0	5	3	8	£1,337	82%	n/a	80%	78%	43%	n/a	G1	V2	TBC	£6.2m	Provision for overcharged income of £139k.
Magna Housing Limited	81%	0	3	17	6	26	£10,445	60%	n/a	64%	55%	27%	n/a	G1	V1	TBC	£8.8m	No issues found.
Metropolitan Thames Valley Housing (MTV)	76%	1	10	184	102	296	£106,892	68%	30%	68%	67%	37%	17%	G2	V2	C2	£47.8m	Remedial works provision of £66.4m.
MHS Homes Ltd	80%	0	1	8	3	12	£5,889	78%	n/a	80%	56%	36%	n/a	n/a	n/a	n/a	£16.4m	Provision in 2024 of £534k for Health and Safety Executive fine for reportable incident that occurred in Jan 2023 which was confirmed in April 2024 and was provided in the accounts at 31 March 2024 and paid in the current year.
Midland Heart Limited	49%	0	0	26	18	44	£23,932	79%	54%	80%	79%	38%	21%	G1	V1	C1	£67.2m	No issues found.
Moat Homes Limited	74%	0	3	26	11	40	£21,695	67%	44%	64%	59%	39%	22%	G2	V2	C2	£12.2m	No issues found.
Mossacre St. Vincent's Housing Group	48%	0	0	7	3	10	£5,000	73%	n/a	73%	65%	42%	n/a	G1	V2	C1	£4.5m	No issues found.
Muir Group Housing Association Limited	57%	0	0	3	1	4	£2,350	83%	n/a	78%	68%	47%	n/a	G1	V2	TBC	£4.8m	Dilapidations provision of £1.1m.
Newton Housing Trust	68%	0	2	20	6	28	£18,332	61%	35%	65%	60%	38%	12%	G1	V2	TBC	£1.1m	Dilapidations provision of £7k.

Notting Hill Genesis (NHG)	67%	0	22	153	104	279	£184,389	54%	24%	58%	55%	28%	10%	G3	V2	C3	(£130.0m)	Was at Tier 1 Prior to Special Investigation Stage. In the previous financial year, write off of £21.2m for unrecoverable service charges. Has ongoing dispute at Court of Appeal stage with former contractor over termination and payment issues. Major works obligation provision of £77.1m.
Nottingham Community Housing Association	83%	0	0	13	7	20	£6,558	78%	59%	80%	73%	46%	30%	G1	V1	C1	£9.6m	Provision of £2.4m for Major works obligation
NSAH (Alliance Homes) Limited	85%	0	0	5	6	11	£1,640	74%	n/a	78%	70%	41%	n/a	G1	V2	TBC	£8.2m	No issues found.
Ocean Housing Limited	83%	0	0	1	4	5	£850	77%	n/a	84%	79%	38%	n/a	G1	V2	TBC	£6.9m	Provision of £1.5m for ground remediation work during the stock condition survey programme, with values supported by qualified professionals.
Octavia Housing	92%	3	0	4	7	11	£2,580	52%	n/a	52%	51%	19%	n/a	G3	V3	C3	n/a	Now part of Abri Group.
One Vision Housing Limited	64%	0	0	12	4	16	£4,195	86%	n/a	81%	83%	37%	n/a	G1	V1	TBC	TBC	Could not find latest report on FCA website
Ongo Homes Limited	75%	0	0	7	8	15	£4,600	67%	n/a	66%	58%	28%	n/a	G1	V1	TBC	£8.4m	No issues found.
Onward Group Limited	67%	0	3	29	15	47	£34,798	68%	48%	64%	57%	35%	25%	G1	V2	TBC	£13.3m	No issues found.
Orbit Group Limited	62%	0	9	90	45	144	£100,206	66%	53%	64%	60%	31%	18%	G1	V2	TBC	£47.9m	Provisions for £3.6m for Constructive Obligations and £0.5m for Shared Ownership lease qualifying repairs provision.
Orwell Housing Association Limited	71%	0	0	7	5	12	£5,640	69%	n/a	71%	64%	35%	n/a	G1	V2	TBC	£1.5m	Surplus as at 31 Dec 2024, during 2024, there was one incidence of fraud resulting in a loss of less than £1,000, following which additional controls have been implemented to prevent this recurring.
Paradigm Housing Group Limited	57%	0	1	8	8	17	£3,951	82%	58%	81%	77%	37%	34%	G1	V1	TBC	£22.9m	No issues found.
Paragon Asra Housing Limited	67%	2	5	73	40	118	£51,337	65%	36%	60%	56%	30%	14%	G1	V2	C2	£3.4m	No issues found.
Peabody Trust	69%	4	34	223	98	355	£247,628	59%	23%	64%	62%	28%	8%	G1	V2	TBC	£45m	In Dec 2020, a health and safety incident occurred. This is currently under investigation by the Health & Safety Executive. The provision held of £1m is best estimate of the liability the Group may face. £11m provision for legal disrepair, increased by £5m than year before.
Phoenix Community Housing Association (Bellingham and Downham)	70%	0	2	22	6	30	£16,376	75%	n/a	74%	71%	35%	n/a	G3	V2	C2	TBC	Regulator stated that "although Phoenix took steps to develop a governance improvement plan, it failed to ensure that systems and controls around payments were sufficiently robust to ensure covenant compliance, while it has managed its position with funders to avoid default, the failings were so serious that we have concluded Phoenix does not meet our governance requirements."
Places for People Homes Limited	62%	1	2	67	20	89	£57,536	64%	34%	64%	55%	28%	12%	G1	V2	C1	£376.5m	Provisions for £75.4m for Origin Housing Investment, £31.7m for Origin Fire Safety and £5.6m for Zero C legacy remediation.
Platform Housing Limited	53%	0	4	24	19	47	£39,141	65%	53%	68%	60%	34%	24%	G1	V1	TBC	£53.4m	No issues found.
Plymouth Community Homes Limited	100%	0	0	6	1	7	£3,200	83%	n/a	85%	78%	47%	n/a	G1	V2	C2	£6.2m	No issues found.
Poplar Harca	65%	0	2	12	16	30	£13,292	84%	n/a	70%	70%	78%	n/a	G1	V2	C1	£15.8m	No issues found.
Raven Housing Trust Limited	42%	0	0	4	1	5	£2,250	84%	n/a	84%	82%	55%	n/a	G1	V2	C1	TBC	TBC.
Red Kite Community Housing Limited	77%	0	0	11	6	17	£4,393	75%	n/a	70%	68%	32%	n/a	G1	V1	TBC	£11.6m	No issues found.
Regenda Limited	41%	0	1	5	7	13	£21,288	77%	46%	78%	73%	43%	20%	G2	V2	TBC	£8.9m	No issues found.
Richmond Housing Partnership Limited	73%	0	24	83	34	141	£84,746	61%	n/a	61%	57%	27%	n/a	G2	V1	TBC	(£5.6m)	Was at Tier 1 Prior to Special Investigation Stage. Self referred to Regulator about repairs service. Has made mutual decision to end current repairs partnership with Kier Places and are working on plans to bring repairs service in-house.
Rochdale Boroughwide Housing Limited	63%	0	0	3	9	12	£3,520	77%	n/a	81%	74%	46%	n/a	G2	V2	TBC	(£7.0m)	Legal provision of £664k. Refurbishment provision of £52.8m (£24.7m short-term, £28.1m long-term).
Rooftop Housing Association Limited	92%	0	4	6	2	12	£20,825	66%	n/a	64%	58%	25%	n/a	G1	V2	C2	£3.5m	No issues found.
Saffron Housing Trust Limited	65%	1	0	10	5	15	£3,575	74%	n/a	77%	68%	39%	n/a	G1	V2	C1	£4.7m	Provision of £1m which represents estimated costs relating to ongoing review of rents and service charges, received limited assurance from audit relating to this in 2024-25.
Sage Rented Limited (SRL)	100%	0	1	4	0	5	£2,875	67%	n/a	65%	64%	30%	n/a	G1	V2	TBC	(£42.5m)	Deficit as at 31 Dec 2024. No issues identified.

Sanctuary Housing Association	59%	1	20	108	63	191	£192,648	64%	50%	67%	59%	30%	24%	G1	V2	C2	(£28.1m)	Provisions have been recognised relating to a number of housing developments where defects have been identified on houses previously sold by Swan. Other property related provisions from the Swan acquisition relate to wider obligations arising from property development. The combined value of these provisions is £25.3 million.
Settle Group	85%	0	1	11	5	17	£11,148	75%	n/a	70%	66%	39%	n/a	G1	V2	TBC	£13.5m	No issues found.
Soha Housing Limited	57%	0	0	2	2	4	£2,200	81%	n/a	70%	69%	38%	n/a	G1	V1	TBC	£9.0m	No issues found.
Southern Housing	74%	0	24	212	82	318	£157,385	63%	33%	65%	62%	33%	16%	G1	V2	C2	£4.8m	No issues found.
Southway Housing Trust (Manchester)	89%	1	1	15	9	25	£9,385	71%	n/a	69%	63%	32%	n/a	G2	V2	C2	£10.3m	No issues found.
Sovereign Network Group	71%	1	10	119	55	184	£115,316	63%	41%	68%	60%	30%	17%	G1	V2	C2	£74.8m	No issues found.
Stonewater Limited	63%	0	1	75	46	122	£79,267	62%	44%	63%	62%	30%	13%	G1	V2	C2	£11.9m	Provisions of £186k and £700k. Provisions include dilapidations and for potential Health and Safety legal obligation regarding past events.
The Guinness Partnership Limited	68%	0	8	122	84	214	£118,859	68%	45%	71%	69%	33%	24%	G1	V2	TBC	(£10.8m)	No issues found.
The Havebury Housing Partnership	33%	0	0	0	4	4	£950	82%	n/a	80%	78%	52%	n/a	G1	V2	C1	£6.4m	No issues found.
The Pioneer Housing and Community Group	83%	0	0	6	4	10	£3,075	84%	n/a	77%	80%	38%	n/a	G1	V2	TBC	£4.7m	No issues found.
The Riverside Group Limited	77%	3	9	110	48	167	£73,342	67%	34%	70%	68%	34%	13%	G1	V2	TBC	£10.0m	Provision for leaseholder fire safety of £10.4m.
Thirteen Housing Group Limited	53%	0	3	4	1	8	£3,106	77%	57%	79%	74%	39%	31%	G1	V1	C1	£34.1m	No issues found.
Thrive Homes Limited	75%	0	0	11	7	18	£6,505	75%	n/a	75%	71%	38%	n/a	G1	V2	TBC	£4.4m	Provision of £410k for remedial works and £55k for disputes.
Together Housing Association Limited	76%	0	3	18	14	35	£14,594	81%	62%	85%	83%	42%	34%	G1	V2	C2	£21.0m	Provision of £14.8m for remedial works.
Torus62 Limited	62%	0	0	27	12	39	£30,846	74%	59%	76%	74%	37%	25%	G1	V1	C2	£61.9m	Provision of £670k for insurance claims and £121k for Shared Ownership repairs.
Trident Housing Association Limited	100%	0	0	5	2	7	£2,940	60%	n/a	67%	64%	25%	n/a	G1	V2	C2	(£2.6m)	No issues found.
Two Rivers Housing	70%	0	0	7	0	7	£1,991	80%	n/a	81%	77%	42%	n/a	G1	V1	TBC	£2.8m	No issues found.
Vico Homes Limited	60%	0	0	5	1	6	£1,750	85%	67%	87%	87%	44%	43%	G1	V1	TBC	£45.1m	Provisions of £211k in relation for subsidence works to properties in connection with insurance claims lodged with Vico Homes insurers. This has been re-estimated from £238k in 2024.
Vivid Housing Limited	53%	0	0	23	22	45	£21,133	73%	55%	74%	67%	40%	27%	G1	V1	TBC	£61.9m	No issues found.
Walsall Housing Group Limited	54%	0	2	6	5	13	£7,516	77%	n/a	80%	71%	36%	n/a	G1	V1	C1	£24.4m	Provision of £479k for insurance claims and £806k for housing disrepair claims including compensation, legal and repair costs in relation to claims which had crystallised in the year. Suspect activity of fraud was identified, this was fully and independently investigated, and appropriate action has been taken.
Wandle Housing Association Limited	88%	0	13	84	30	127	£48,951	50%	n/a	51%	49%	16%	n/a	G1	V2	TBC	£13.5m	Was at Tier 1 Prior to Special Investigation Stage. Fire safety remediation provision of £2.6m and Heat Network Remediation Provision of £2m.
Watford Community Housing Trust	50%	1	0	5	0	5	£1,800	72%	n/a	68%	61%	38%	n/a	G1	V1	C1	£44.9m	Provisions of £4.7m. Provisions consist of items recognised at year end which are of uncertain timing and value. Provisions made during the year relating to known liabilities including costs associated with the data breach incident in March 2020.
WATMOS Community Homes	67%	0	0	5	1	6	£1,100	80%	n/a	79%	78%	52%	n/a	G1	V2	C1	£2.2m	During the year, a case of employment fraud involving a senior staff member was identified and addressed promptly, with no financial losses incurred. The incident was reported to the Audit, Risk and Assurance Committee and has been included in the annual fraud report.
West Kent Housing Association	31%	0	0	6	5	11	£4,468	75%	59%	76%	75%	37%	29%	G1	V2	TBC	(£23.0m)	Provisions total £7.4m for remedial property works and following the decision to exit LGPS on 31 March 2025, the pension cessation payment.
Westward Housing Group Limited	56%	0	0	4	1	5	£2,220	80%	n/a	79%	73%	42%	n/a	G1	V1	TBC	£6.9m	No issues found.
Worthing Homes Limited	80%	0	0	3	1	4	£2,245	84%	n/a	84%	80%	50%	n/a	G1	V2	TBC	£1.9m	No issues found.
Yorkshire Housing Limited	60%	0	1	14	13	28	£11,000	66%	55%	70%	64%	35%	31%	G1	V2	TBC	£10.4m	No issues found.
York Housing Group Limited	66%	0	0	28	10	38	£25,908	75%	63%	68%	59%	45%	32%	G1	V2	TBC	(£44.5m)	Provision for asset reinstatement of £38.9m.