

Housing Association	Ombudsman Percentage Maladmin Rate	Number of Wider 54f Orders (as at 5th Aug 24)	Ombudsman Number Determined	Ombudsman Findings	Number of Homes	Overall Satisfaction (TP1) (Either All or LCRA Only)	Overall Satisfaction (TP1) (LCHO Only)	Satisfaction with Repairs Service (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
A2Dominion Housing Group Limited	80%	3	76	169	10000 to 49000	58.0%	23.8%	57.2%	54.6%	30.8%	9.8%	G3	V2	TBC
Accent Group	54%	2	17	35	10000 to 49000	62.6%	32.8%	62.1%	58.0%	26.0%	8.4%	G1	V1	TBC
Anchor Hanover Group	68%	1	20	35	50000 Plus	83.7%	66.3%	86.8%	84.6%	40.9%	25.0%	G1	V1	TBC
Aster Group	61%	3	41	81	10000 to 49999	77.3%	58.5%	81.3%	80.0%	34.7%	22.3%	G1	V1	TBC
Bernicia Group	57%	1	2	8	10000 to 49999	81.0%	n/a	76.0%	69.0%	38.0%	n/a	G1	V1	TBC
Beyond Housing Limited	50%	2	8	24	10000 to 49999	67.6%	n/a	71.9%	62.0%	28.3%	n/a	G1	V1	TBC
Bolton at Home Limited	78%	1	11	18	10000 to 49999	68.9%	n/a	75.6%	71.0%	38.6%	n/a	G2	V2	C2
Brighter Places	91%	0	3	11	1000 to 9999	60.4%	n/a	57.4%	49.4%	27.5%	n/a	G1	V2	TBC
Bromford Housing Limited	68%	2	35	93	10000 to 49999	84.7%	n/a	74.8%	69.9%	44.9%	33.2%	G1	V1	TBC
Christian Action (Enfield) Housing Association Limited	86%	0	3	7	1000 to 9999	47.0%	n/a	52.0%	51.0%	20.0%	n/a	G3	V3	TBC
Citizen Housing Group Limited	60%	3	25	53	10000 to 49999	64.2%	36.7%	70.2%	66.1%	30.5%	21.1%	G1	V2	TBC
Clarion Housing Group Limited	66%	3	291	727	50000 Plus	60.8%	37.3%	63.5%	62.8%	20.3%	15.9%	G1	V2	TBC
Cobalt Housing Limited	86%	0	4	7	1000 to 9999	60.0%	n/a	59.0%	56.0%	27.0%	n/a	G1	V2	C2
Cornwall Housing Limited	80%	0	11	30	10000 to 49999	71.3%	n/a	74.4%	72.7%	27.7%	n/a	TBC	TBC	TBC
Croydon Churches Housing Association Limited	100%	0	4	7	1000 to 9999	64.5%	n/a	67.1%	62.1%	36.6%	n/a	G1	V1	TBC
East End Homes Limited	77%	0	5	13	1000 to 9999	69.0%	n/a	64.5%	58.8%	41.3%	n/a	G3	V2	TBC
Eastlight Community Homes Limited	91%	1	4	11	10000 to 49999	69.6%	n/a	72.1%	66.1%	35.1%	n/a	G1	V1	TBC
East Midlands Housing Group Limited	74%	1	18	35	10000 to 49999	73.0%	58.0%	74.0%	62.0%	35.0%	21.0%	G1	V2	TBC
Estuary Housing Association Limited	79%	0	11	24	1000 to 9999	65.3%	41.7%	68.2%	60.7%	39.3%	22.0%	G2	V2	TBC
First Choice Homes Oldham Limited	45%	1	6	11	10000 to 49999	81.0%	n/a	79.0%	77.0%	36.0%	n/a	G1	V1	TBC
Flagship Housing Group Limited	62%	1	15	39	10000 to 49999	71.9%	58.2%	71.9%	64.0%	37.7%	18.7%	G2	V2	TBC
ForHousing Limited	83%	0	17	48	10000 to 49999	69.8%	n/a	70.4%	68.7%	33.8%	n/a	G3	V1	TBC
Freebridge Community Housing Limited	78%	3	4	9	1000 to 9999	59.8%	n/a	62.1%	56.2%	26.3%	n/a	G1	V2	TBC
Gateway Housing Association Limited	94%	0	7	16	1000 to 9999	59.9%	n/a	68.6%	63.5%	31.9%	n/a	G1	V1	TBC
Gentoo Group Limited	53%	1	11	22	10000 to 49999	78.0%	n/a	78.8%	72.7%	39.7%	n/a	G1	V2	C1
Grand Union Housing Group Limited	75%	0	6	12	10000 to 49999	62.5%	33.7%	59.1%	51.1%	24.3%	8.3%	G1	V1	TBC
Great Places Housing Group Limited	76%	0	22	50	10000 to 49999	73.8%	n/a	74.1%	75.4%	40.8%	n/a	G1	V2	C2
GreenSquareAccord Limited	79%	4	39	100	10000 to 49999	44.4%	24.9%	51.8%	46.2%	19.5%	8.3%	G1	V2	TBC
Guinness Partnership Limited	73%	2	122	280	50000 Plus	67.1%	48.8%	69.3%	67.7%	33.0%	25.3%	G1	V2	TBC
Hastoe Housing Association Limited	100%	0	2	7	1000 to 9999	58.9%	n/a	58.5%	55.2%	30.7%	n/a	G1	V1	TBC
Hexagon Housing Association Limited	89%	9	11	26	1000 to 9999	52.6%	n/a	54.4%	55.3%	24.2%	n/a	G2	V2	TBC
Hightown Housing Association Limited	85%	0	6	13	1000 to 9999	66.2%	36.1%	73.6%	68.9%	26.2%	14.5%	G1	V2	TBC
Home Group	72%	2	72	190	10000 to 49999	66.9%	44.5%	64.1%	60.7%	28.3%	11.0%	G1	V2	TBC
Hyde Housing Association Limited	83%	3	106	274	10000 to 49999	60.7%	38.8%	59.7%	58.3%	29.9%	14.1%	G1	V2	TBC
Incommunities Limited	57%	4	24	52	10000 to 49999	66.9%	n/a	72.8%	69.4%	34.3%	n/a	G1	V1	TBC
Irwell Valley Housing Association Limited	53%	1	11	31	1000 to 9999	64.0%	n/a	68.0%	62.0%	30.0%	n/a	G1	V2	TBC
'Johnnie' Johnson Housing Trust Limited	80%	0	6	10	1000 to 9999	66.5%	50.1%	68.8%	61.5%	31.5%	20.2%	G1	V2	TBC
Karibu Community Homes Limited	88%	0	5	16	1000 to 9999	46.0%	n/a	51.0%	48.0%	19.0%	n/a	TBC	TBC	TBC
LiveWest Homes Limited	71%	1	30	58	10000 to 49999	84.9%	n/a	81.4%	74.6%	48.1%	n/a	G1	V1	TBC
London & Quadrant Housing Trust (L&Q)	77%	14	289	731	50000 Plus	53.0%	31.0%	61.0%	56.0%	27.0%	10.0%	G1	V2	TBC
Longhurst Group Limited	71%	1	29	71	10000 to 49999	57.6%	44.2%	60.8%	55.9%	34.2%	29.9%	G1	V2	TBC
Magenta Living	91%	0	6	11	10000 to 49999	76.7%	n/a	80.9%	76.8%	38.3%	n/a	G1	V1	TBC
Magna Housing Limited	100%	0	6	13	1000 to 9999	60.9%	n/a	59.6%	42.4%	17.6%	n/a	G1	V1	TBC
Metropolitan Thames Valley Housing (MTV)	77%	3	139	330	50000 Plus	68.3%	36.7%	71.0%	66.2%	39.8%	18.9%	G1	V2	TBC
Moat Homes	71%	2	22	52	10000 to 49999	61.4%	37.8%	61.4%	54.7%	31.1%	12.8%	G1	V1	TBC
Newlon Housing Trust	74%	1	18	28	1000 to 9999	60.2%	30.4%	63.0%	60.3%	34.0%	15.0%	G1	V2	TBC
Notting Hill Genesis	62%	2	165	446	50000 Plus	55.6%	27.5%	61.7%	59.5%	29.5%	15.5%	G1	V2	TBC
NSAH (Alliance Homes) Limited	80%	0	4	5	1000 to 9999	67.8%	56.3%	72.9%	62.1%	33.0%	28.6%	G1	V1	TBC
One Manchester Limited	74%	5	16	41	10000 to 49999	69.6%	n/a	72.2%	66.0%	49.5%	n/a	G1	V2	TBC
Ongo Homes Limited	82%	1	8	17	10000 to 49999	68.8%	n/a	67.7%	58.6%	32.3%	n/a	G1	V1	TBC
Onward Group Limited	70%	11	42	83	10000 to 49999	66.4%	50.9%	65.2%	59.6%	29.9%	50.9%	G1	V2	TBC
Orbit Group Limited	76%	11	57	141	10000 to 49999	65.4%	49.3%	66.8%	62.2%	33.8%	19.1%	G1	V2	TBC
Origin Housing	57%	3	18	49	1000 to 9999	61.6%	41.3%	67.7%	68.1%	29.2%	18.4%	G3	V3	TBC
Paragon Asra Housing Limited	80%	2	46	124	10000 to 49999	62.0%	38.0%	56.0%	51.0%	26.0%	17.0%	G1	V2	TBC
Peabody Housing Trust	73%	6	213	525	50000 Plus	57.7%	26.6%	62.6%	60.5%	27.7%	10.4%	G1	V2	TBC
Places for People Homes Limited	84%	4	47	114	50000 Plus	58.2%	34.4%	64.1%	52.7%	22.8%	9.3%	G1	V2	TBC
Poplar Housing And Regeneration Community Association Limited	78%	0	4	9	10000 to 49999	83.0%	n/a	69.0%	64.0%	62.0%	n/a	G1	V2	TBC
Richmond Housing Partnership Limited	88%	2	16	43	1000 to 9999	59.0%	n/a	53.5%	51.4%	25.2%	n/a	G1	V1	TBC
Riverside Housing Group	71%	3	92	189	50000 Plus	68.0%	33.3%	70.9%	67.2%	35.2%	16.0%	G1	V2	TBC

Rochdale Boroughwide Housing Limited	75%	0	7	12	10000 to 49999	72.3%	n/a	76.9%	72.2%	36.2%	n/a	G3	V2	TBC
Rooftop Housing Association Limited	83%	0	4	12	1000 to 9999	76.2%	n/a	71.3%	68.3%	42.3%	n/a	G1	V2	C2
Saffron Housing Trust Limited	80%	1	5	10	1000 to 9999	72.2%	n/a	73.3%	65.1%	31.1%	n/a	G1	V2	C1
Sage Housing Limited (SHL)	95%	0	8	19	10000 to 49999	77.0%	n/a	71.0%	61.0%	34.0%	n/a	G1	V2	TBC
Salix Homes Limited	83%	0	3	6	1000 to 9999	75.2%	n/a	72.7%	64.8%	46.7%	n/a	G1	V2	C1
Sanctuary Housing Group	66%	3	90	218	50000 Plus	66.5%	50.1%	68.8%	61.5%	31.5%	20.2%	G1	V2	TBC
Shepherds Bush Housing Association Limited	79%	0	20	58	1000 to 9999	59.4%	n/a	62.3%	59.2%	17.7%	n/a	G3	V2	N/A
Silva Homes Limited	90%	0	6	10	1000 to 9999	67.6%	n/a	70.7%	60.3%	31.2%	n/a	G1	V1	TBC
Southern Housing Group Limited	79%	7	165	395	50000 Plus	67.0%	37.0%	68.0%	63.0%	34.0%	16.0%	G1	V2	C2
Southway Housing Trust (Manchester) Limited	83%	0	5	18	1000 to 9999	69.0%	n/a	68.0%	65.0%	26.0%	n/a	G1	V1	TBC
Sovereign Network Homes	78%	4	91	204	50000 Plus	66.6%	36.9%	65.0%	59.1%	30.6%	12.3%	G1	V2	TBC
St Mungo Community Housing Association	88%	0	3	8	1000 to 9999	83.8%	n/a	75.3%	73.3%	46.0%	n/a	G2	V2	TBC
Stonewater Limited	66%	3	49	122	10000 to 49999	60.6%	n/a	62.6%	62.6%	27.7%	n/a	G1	V1	TBC
The Community Housing Group Limited	90%	0	5	10	1000 to 9999	26.0%	n/a	35.0%	34.0%	13.0%	n/a	G1	V2	TBC
The Industrial Dwellings Society (1885) Limited	86%	0	4	7	1000 to 9999	56.0%	n/a	56.0%	56.0%	25.0%	n/a	G2	V2	TBC
Torus 62 Limited	54%	2	28	55	10000 to 49999	74.2%	57.3%	76.8%	73.2%	35.0%	22.9%	G1	V1	TBC
Tower Hamlets Community Housing	79%	0	6	14	1000 to 9999	26.0%	n/a	35.0%	34.0%	13.0%	n/a	G3	V3	TBC
Trident Housing Association Limited	80%	0	2	5	1000 to 9999	59.4%	n/a	65.3%	62.4%	25.7%	n/a	G2	V2	TBC
Wandle Housing Association Limited	82%	0	40	89	1000 to 9999	59.5%	n/a	44.8%	44.5%	12.6%	n/a	G1	V2	TBC
Warrington Housing Association Limited	100%	2	2	7	1000 to 9999	85.1%	n/a	90.5%	86.6%	44.4%	n/a	G1	V1	TBC
Watford Community Housing Trust	91%	2	8	23	1000 to 9999	71.2%	n/a	71.6%	65.0%	35.7%	n/a	G1	V1	C1
Westward Housing Group Limited	90%	0	4	10	1000 to 9999	78.1%	n/a	76.0%	76.0%	39.6%	n/a	G1	V1	TBC