

OMBUDSMAN MALADMINISTRATION RATE 22-23 (5 OR MORE CASES) WITH REGULATOR OF SOCIAL HOUSING GOVERNANCE/VIABILITY RATINGS AND FINANCIAL INFO ("THE 3D TABLE")

Provider (Does Not Include Councils)	Maladmin Rate 22-23 (where 5 or more cases reported)	Governance Rating	Viability Rating	Type of Publication	Publication Date	Route	2022/23 Surplus/ (Deficit) after interest and before final comprehensive income (pension etc) (to 1 d.p)	2021/22 Surplus/ (Deficit) after interest and before final comprehensive income (pension etc) (to 1 d.p)	General Comments on any Provisions and/or Contingent Liabilities 22/23 (excludes doubtful debts) (if pensions then just mentioned)	Special Investigation by Housing Ombudsman	If Letter from Rt Hon Michael Gove/DLUHC then date of latest letter
A2Dominion Housing Group Limited	65%	G1	V2	Grading Under Review	08/09/2023	Reactive Engagement	(£12.8m)	£40.4m	Provisions itemised at £12.3m	No	04/05/2023
Abri Group Limited	43%	G1	V1	Strapline RJ	15/11/2022	Stability Check	£35.2m	£13.5m	Provisions itemised at £5.41m	No	18/11/2021
Anchor Hanover Group	38%	G1	V1	Strapline RJ	26/04/2023	In Depth Assessment	£12.2m	£24.4m	Some damp and mould of assets to be reviewed. Contingent Liability	No	30/11/2021
Aster Group Limited	37%	G1	V1	Strapline RJ	05/07/2023	In Depth Assessment	£54.5m	£171.6m	Some provisions identified. Also some grant issues and arrangement issues with one Local Authority Contingent Liabilities	No	N/a
Believe Housing Limited	64%	G1	V2	Narrative RJ	27/09/2023	In Depth Assessment	£6.58m	£5.98m	Water rates £0.83m and minor issue relating to grant. Provision and Contingent Liabilities	No	09/02/2023
Beyond Housing Limited	33%	G2	V1	Strapline RJ	14/12/2022	Stability Check	£7.69m	£2.5m	In year provisions made for rent refunds	No	N/a
Bolton at Home Limited	33%	G1	V2	Strapline RJ	30/11/2022	Stability Check	£3.95m	£6.59m	Repair and stock improvement provisions identified at £46.14m	No	N/a
bpha Limited	57%	G1	V1	Strapline RJ	30/11/2022	Stability Check	£16.5m	£40.6m	Some provisions identified. Also some grant issues referred to within contingent liabilities	No	N/a
Broadland Housing Association Limited	78%	G1	V2	Narrative RJ	14/12/2022	Stability Check	£1.5m	£3.7m	Some provisions and/or contingent liability due to pension issues	No	N/a
Bromford Housing Group Limited	50%	G1	V1	Strapline RJ	28/09/2022	In Depth Assessment	£75.3m	£79.2m	Provision at £1.26m. Minor deed issue for contingent liability	No	N/a
Cheshire Peaks & Plains Housing Trust Limited	80%	G1	V2	Narrative RJ	25/10/2023	Stability Check and Reactive Engagement	£1.2m	£2.2m	£0.7m provision identified	No	N/a
Clarion Housing Group Limited	54%	G1	V2	Narrative RJ	31/05/2023	In Depth Assessment	£96.8m	£185.8m	Pension provisions of £43.6m and tax, and other of £5m. Contingent liabilities relating to total defects of approx £17.4m	Yes	21/02/2023
Connect Housing Association Limited	55%	G1	V1	Strapline RJ	11/01/2023	Stability Check	TBC	£4.17m	TBC	No	N/a
Connexus Homes Limited	14%	G1	V2	Narrative RJ	15/11/2022	Stability Check and Reactive Engagement	£2.8m	£3.4m	Provisions of £0.31m. Contingent liability mentioned relating to pensions	No	N/a
Cross Keys Homes Limited	55%	G1	V2	Narrative RJ	15/11/2022	Stability Check and Reactive Engagement	£8.6m	£8.7m	Provisions mentioned relating to deferred tax and pensions	No	N/a
Curo Group (Albion) Limited	33%	G1	V1	Strapline RJ	15/11/2022	Stability Check	£23.9m	£25m	Provision primarily comprised of fire safety property £2.85m costs and the potential repayment of charges linked to an ongoing legal challenge	No	N/a
East End Homes Limited	60%	G3	V2	Narrative RJ	25/05/2023	In Depth Assessment and Reactive Engagement	£3.7m	(£1.1m)	Issues mentioned relating to provision for pensions	No	N/a
East Midlands Housing Group Limited	44%	G1	V2	Narrative RJ	30/11/2022	Stability Check and Reactive Engagement	£6.5m	£11.1m	Some provisions relating to leave pay and pensions	No	N/a
Estuary Housing Association Limited	67%	G2	V2	Strapline RJ	25/01/2023	Stability Check	£1.6m	£10.1m	Some provisions relating to leave pay and pensions. Also remedial works where there is provision of £3.09m	No	N/a
Flagship Housing Group Limited	23%	G2	V2	Narrative RJ	05/07/2023	In Depth Assessment	£49.2m	£42.1m	Dilapidations, remedial works and deferred tax provisions of £3.56m	No	N/a
ForHousing Limited	80%	G3	V1	Narrative RJ	18/01/2023	In Depth Assessment and Reactive Engagement	£28.9m	£17.7m	Issues mentioned relating to provision for pensions	No	N/a
Gateway Housing Association Limited	71%	G1	V2	Narrative RJ	26/04/2023	In Depth Assessment	£2.2m	£5.4m	Issues mentioned relating to provision for pensions. Also some grant matters mentioned as a contingent liability	No	N/a
Gentoo Group Limited	69%	G1	V2	Strapline RJ	14/12/2022	Stability Check	£7.7m	£4.3m	No specific provisions but some comments made about accounting judgment estimates and measurements. Contingent liability outlined relating to grants	No	N/a
Great Places Housing Group Limited	68%	G1	V2	Narrative RJ	14/12/2022	Stability Check and Reactive Engagement	£21.4m	£21.2m	Some grant matters mentioned as a contingent liability as well as loans relating to cross guarantees	No	N/a
GreenSquareAccord Limited	76%	G2	V2	Strapline RJ	30/11/2022	Stability Check	(£28.6m)	£198.7m	Provisions itemised as £2.18m, of this rent refunds from historic overcharging amount to £0.39m	Yes	N/a
Guinness Partnership Limited (The)	52%	G1	V2	Narrative RJ	26/04/2023	In Depth Assessment	£46.4m	£41.4m	Provision for £2.3m. Contingent liabilities also identified for grants and pensions	No	N/a
Habinteg Housing Association Limited	33%	G2	V2	Narrative RJ	30/11/2022	Stability Check and Reactive Engagement	£2.4m	£5.4m	Some grant matters mentioned as a contingent liability	No	21/06/2022
Havebury Housing Partnership (The)	17%	G1	V2	Narrative RJ	14/12/2022	Stability Check and Reactive Engagement	£2.2m	£2.8m	Some grant matters mentioned as potentially deferred	No	N/a

Hightown Housing Association Limited	80%	G1	V2	Narrative RJ	14/12/2022	Stability Check and Reactive Engagement	£18.5m	£21.0m	Issues mentioned relating to provision for pensions and highlighted also a contingent liability	No	N/a
Home Group Limited	49%	G1	V2	Narrative RJ	15/11/2022	Stability Check and Reactive Engagement	£24.6m	£28.4m	Issues mentioned relating to provision for pensions	No	N/a
Honeycomb Group Limited	20%	G2	V2	Narrative RJ	11/01/2023	Stability Check and Reactive Engagement	£0.09m	(£0.27m)	None specifically identified	No	N/a
Housing 21	0%	G1	V1	Strapline RJ	30/11/2022	Stability Check	£9.7m	(£8.9m)	Issues mentioned relating to provision for pensions and highlighted grants	No	N/a
Hyde Housing Association Limited	66%	G1	V2	Narrative RJ	29/03/2023	In Depth Assessment	£117.5m	£94.2m	Provisions identified at £13.04m. Contingent liabilities outlined in relation to grants	No	N/a
Incommunities Limited	61%	G2	V1	Strapline RJ	30/11/2022	Stability Check	£0.94m	£3.6m	Issues mentioned relating to provision for pensions highlighted. Provisions for rents and intensive housing management at £1.82m	No	N/a
Inqulab Housing Association Limited	83%	G1	V2	Narrative RJ	30/11/2022	Stability Check and Reactive Engagement	£0.146m	£1.5m	Issues mentioned relating to provision for pensions and sinking funds	No	13/04/2023
Islington and Shoreditch Housing Association Limited	67%	G1	V2	Strapline RJ	11/01/2023	Stability Check	TBC	TBC	TBC	No	N/a
Jigsaw Homes Group Limited	23%	G1	V1	Strapline RJ	26/07/2023	In Depth Assessment	£13.4m	£30.2m	Some provisions relating to pensions	No	N/a
Johnnie Johnson Housing Trust Limited	57%	G1	V2	Narrative RJ	14/12/2022	Stability Check and Reactive Engagement	TBC	TBC	TBC	No	10/11/2022
Karbon Homes Limited	45%	G1	V1	Strapline RJ	11/01/2023	Stability Check	£83.5m	£35.7m	Provisions outlined for £1.98m	No	N/a
Livv Housing Group	65%	G1	V1	Strapline RJ	14/12/2022	Stability Check	£27.6m	£23.7m	Some provisions for pensions, mentions specifically there being no contingent liabilities	No	N/a
London & Quadrant Housing Trust	62%	G1	V2	Narrative RJ	15/11/2022	In Depth Assessment	£40m	£154m	Provision of £98m. This covers major works inclusive of cladding, self-insurance reserve, construction defects, customer refunds, warranties and deferred tax. Contingent liabilities relates to grants	No	15/03/2022
Longhurst Group Limited	64%	G1	V2	Narrative RJ	15/11/2022	In Depth Assessment	£7.4m	£8.7m	None mentioned	No	28/02/2023
Magenta Living	45%	G1	V1	Narrative RJ	31/08/2022	In Depth Assessment and Reactive Engagement	(£1.1m)	(£8.5m)	Provisions for pensions	No	N/a
Midland Heart Limited	11%	G1	V1	Strapline RJ	30/11/2022	Stability Check	£40.7m	£55.5m	Provisions for pensions	No	N/a
Moat Homes Limited	21%	G1	V1	Strapline RJ	14/12/2022	Stability Check	£45.9m	£47.9m	None identified	No	N/a
Muir Group Housing Association Limited	20%	G1	V1	Strapline RJ	14/12/2022	Stability Check	£3.5m	£2.6m	£0.947m for dilapidations provision. Other provision for pension	No	N/a
Network Homes Limited	53%	G1	V2	Strapline RJ	30/11/2022	Stability Check	£5.2m	£9.3m	Provisions for £3.3m for lease termination repairs and £19.65m for building safety. Also pensions	No	N/a
Newlon Housing Trust	47%	G1	V2	Strapline RJ	14/12/2022	Stability Check	£8.9m	£13.2m	Minor provisions	No	N/a
Notting Hill Genesis	36%	G1	V2	Strapline RJ	14/12/2022	Stability Check	£94.4m	£102.3m	Provisions for short-term leases of £1.2m, tenants provisions of £6.9m and Living Wage provision of £1m	No	18/04/2023
Nottingham Community Housing Association Limited	33%	G1	V1	Strapline RJ	14/12/2022	Stability Check	£7.4m	£11.9m	Provision of £1.667m for major works and £0.121m for development obligation	No	N/a
NSAH (Alliance Homes) Limited	17%	G1	V1	Strapline RJ	27/07/2022	In Depth Assessment	TBC	TBC	TBC	No	N/a
Onward Group Limited	61%	G1	V2	Narrative RJ	25/10/2023	In Depth Assessment	£10.7m	(£22.5m)	In and out of total public liability provision of £1.11m	No	13/10/2022
Orbit Group Limited	56%	G1	V2	Strapline RJ	30/11/2022	Stability Check	£89.6m	£81.4m	None identified	No	06/12/2022
Origin Housing Limited	45%	G1	V2	Grading Under Review	13/10/2023	Reactive Engagement	(£1.6m)	(£21.6m)	None identified	No	N/a
Paradigm Housing Group Limited	18%	G1	V1	Strapline RJ	14/12/2022	Stability Check	£17.8m	(£11.2m)	£4.027m provisions (not including pensions)	No	N/a
Paragon Asra Housing Limited	68%	G1	V2	Strapline RJ	30/11/2022	Stability Check	£8.5m	£20.2m	Provisions for fire safety works £2.213m and Restructuring £0.953m	No	23/03/2023
Peabody Trust	58%	G1	V2	Narrative RJ	27/09/2023	In Depth Assessment	£1922m	£60m	Provisions for deferred tax £12m and other at £16m (latter being future maintenance obligations in respect of property and landfill sites owned by Tilfen)	Yes	27/06/2023
Places for People Group Limited	45%	G1	V2	Narrative RJ	15/11/2022	Stability Check and Reactive Engagement	£90m	£70.9m	Pensions provision	No	N/a
Platform Housing Group Limited	48%	G1	V1	Strapline RJ	30/11/2022	Stability Check	£48.6m	£42.9m	Pensions provision	No	N/a
Poplar Housing and Regeneration Community Association Limited	83%	G1	V2	Strapline RJ	14/12/2022	Stability Check	£7.2m	£6.4m	Pensions provision	No	N/a
Richmond Housing Partnership Limited	83%	G1	V1	Strapline RJ	29/03/2023	In Depth Assessment	£11.6m	£8.9m	Provision of £0.94m for costs associated with upkeep of properties under repair covenants entered by Co-op Homes	No	N/a
Riverside Group Limited (The)	46%	G2	V2	Strapline RJ	11/01/2023	Stability Check	£0.869m	£700,923m	£4.235m for investment programs. Pension provisions separate	No	N/a
Rochdale Boroughwide Housing Limited	53%	G3	V2	Regulatory Notice	15/12/2022	Reactive Engagement	TBC	TBC	TBC	Yes	N/a
Saffron Housing Trust Limited	0%	G1	V2	Narrative RJ	15/11/2022	Stability Check and Reactive Engagement	(£7.5m)	£2.96m	Provisions of £0.131m for holiday pay and £0.46m for deferred tax	No	N/a

Salix Homes Limited	60%	G1	V2	Strapline RJ	30/11/2022	Stability Check	£4.6m	£3.4m	Provision of £47.175m for improving properties within Salford stock transfer	No	N/a
Sanctuary Housing Association	37%	G1	V2	Strapline RJ	26/10/2022	Stability Check	£102m	£58.3m	Provisions for onerous contracts £3.9m, property related £87.5m and other at £46.8m	No	N/a
Settle Group	33%	G1	V2	Narrative RJ	15/11/2022	Stability Check and Reactive Engagement	£10.9m	£13.500	None identified	No	N/a
Shepherds Bush Housing Association Limited	53%	G3	V2	Narrative RJ	22/06/2022	In Depth Assessment and Reactive Engagement	£5.7m	£10.7m	Provision for dilapidated to leased properties £0.174m	No	06/07/2022
Southern Housing	63%	G2	V2	Interim RJ	25/01/2023	Merger Activity	£79.7m	£139.3m	Provisions of £1.6m	Yes	20/09/2022
Southway Housing Trust (Manchester) Limited	60%	G1	V1	Strapline RJ	14/12/2022	Stability Check	£13.1m	(£0.613m)	Pension Provision	No	N/a
Sovereign Housing Association Limited	69%	G1	V2	Narrative RJ	28/06/2023	Reactive Engagement	£66.1m	£86.6m	Provisions of Property for £5.475m and other at £1.651m	No	05/04/2023
Thames Valley Housing Association (Metropolitan)	55%	G1	V2	Strapline RJ	26/10/2022	Stability Check	£33.5m	£40.3m	Provisions for £0.262m for restructure, £2.228m for onerous lease and £0.259 for Vehicle Maintenance	No	20/04/2023
Thirteen Housing Group Limited	0%	G1	V1	Strapline RJ	14/12/2022	Stability Check	£24.4m	£26.9m	Pension provision	No	N/a
Thrive Homes Limited	86%	G1	V2	Narrative RJ	26/04/2023	In Depth Assessment	£8.4m	£7.9m	Provisions of £0.410m for remedial works and other comprising of disputes and L&Q stock acquisition of £0.357m	No	N/a
Torus62 Limited	59%	G1	V1	Strapline RJ	14/12/2022	Stability Check	£39.40	£42.60	Provisions for dilapidations of £0.124m and insurance of £0.677m	No	N/a
Trent & Dove Housing Limited	29%	G1	V1	Strapline RJ	28/09/2022	In Depth Assessment	£3.0m	£4.3m	Provisions for pension and deferred tax	No	N/a
Unity Housing Association Limited	0%	G1	V1	Strapline RJ	30/11/2022	Stability Check	TBC	TBC	TBC	No	N/a
Vivid Housing Limited	14%	G1	V1	Strapline RJ	30/11/2022	Stability Check	£71.8m	£72.1m	Provisions for pension and deferred tax	No	N/a
Walsall Housing Group Limited	64%	G1	V1	Strapline RJ	15/11/2022	Stability Check	£22.0m	£20.8m	Provisions for £0.563 insurance claims, £0.389 restructuring costs and £0.283m leave pay	No	N/a
Wandle Housing Association Limited	67%	G2	V2	Narrative RJ	15/11/2022	In Depth Assessment	£24.1m	£11.8m	Provision for fire safety remediation of £2.029m	No	10/01/2023
Weaver Vale Housing Trust Limited	80%	G1	V1	Strapline RJ	14/12/2022	Stability Check	£3.8m	£5.1m	Provision for pensions	No	N/a
West Kent Housing Association	55%	G1	V2	Narrative RJ	14/12/2022	Stability Check and Reactive Engagement	TBC	£9.2m	TBC	No	N/a
Westward Housing Group Limited	33%	G1	V1	Strapline RJ	14/12/2022	Stability Check	£6.4m	£7.9m	None identified	No	N/a
Yorkshire Housing Limited	42%	G1	V2	Narrative RJ	05/07/2023	In Depth Assessment	£10.5m	(£30.2m)	Provisions for pensions and deferred tax	No	N/a
Your Housing Group Limited	33%	G2	V2	Strapline RJ	14/12/2022	Stability Check	(£18.1m)	(£5.2m)	Provision for deferred tax of £1.776m, £3.176m for fire safety and £43.342m for asset reinstatement	No	N/a