

Housing
Ombudsman Service

LANDLORD PERFORMANCE REPORT

2024/2025

Bernicia Group

Bernicia Group

Landlord: Bernicia Group

Landlord Homes: 14,476

Landlord Type:

Housing Association

PERFORMANCE AT A GLANCE



Determinations

2



Findings

11



Maladministration Findings

5



Orders Made

4



Recommendations

1



CHFOs

0



Compensation

£100



Maladministration
Rate

56%

PERFORMANCE 2022-2023



Determinations

Not Applicable



Maladministration
Rate

PERFORMANCE 2023-2024



Determinations

2



Maladministration
Rate

57%

Maladministration Rate *Comparison* | Cases determined between April 2024 - March 2025

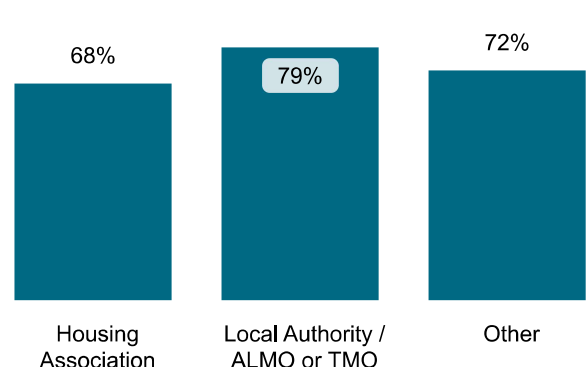
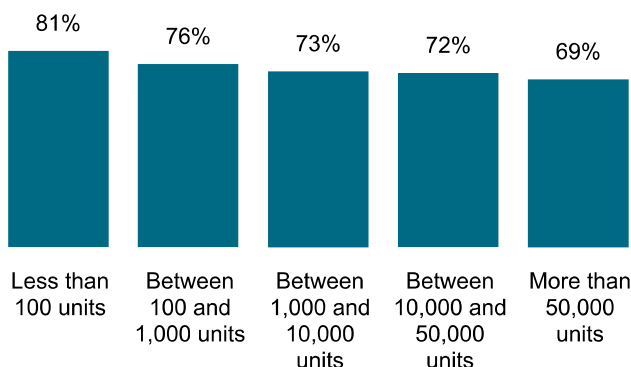
NATIONAL MALADMINISTRATION RATE: 71%

National Maladministration rate for
Landlords of a similar size *and* type:

64%

National Mal Rate by Landlord Size: Table 1.1

by Landlord Type: Table 1.2



Findings Outcome Comparison | *Cases determined between April 2024 - March 2025*

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	National	Landlord Findings
Severe Maladministration	5%	10%	5%	5%	5%	5%	0%
Maladministration	38%	36%	41%	41%	41%	41%	9%
Service failure	32%	24%	22%	22%	20%	21%	36%
Mediation	0%	0%	1%	2%	2%	1%	0%
Redress	3%	6%	10%	12%	17%	13%	0%
No maladministration	14%	17%	15%	13%	10%	13%	36%
Outside Jurisdiction	8%	7%	6%	6%	5%	6%	18%
Withdrawn	0%	0%	0%	0%	0%	0%	0%

National Performance by Landlord Type: Table 2.2

Outcome	Housing Association	Local Authority / ALMO or TMO	Other	National	Landlord Findings
Severe Maladministration	4%	6%	3%	5%	0%
Maladministration	39%	45%	35%	41%	9%
Service failure	21%	22%	27%	21%	36%
Mediation	1%	1%	1%	1%	0%
Redress	16%	7%	10%	13%	0%
No maladministration	13%	11%	15%	13%	36%
Outside Jurisdiction	5%	7%	8%	6%	18%
Withdrawn	0%	0%	0%	0%	0%

Landlord Findings by Category | *Cases determined between April 2024 - March 2025*

Table 2.3

Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Property Condition	0	0	1	0	0	1	2	0	4
Complaints Handling	0	0	2	0	0	0	0	0	2
Staff	0	0	0	0	0	2	0	0	2
Estate Management	0	0	1	0	0	0	0	0	1
Health and Safety (inc. building safety)	0	1	0	0	0	0	0	0	1
Moving to a Property	0	0	0	0	0	1	0	0	1
Total	0	1	4	0	0	4	2	0	11

Findings by Category Comparison | Cases determined between April 2024 - March 2025

Top Categories for Bernicia Group

Table 3.1

Category	# Landlord Findings	% Landlord Maladministration	% National Maladministration
Complaints Handling	2	100%	77%
Property Condition	2	50%	73%
Staff	2	0%	45%

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
Complaints Handling	100%	86%	84%	81%	70%	100%
Property Condition	65%	79%	73%	74%	73%	50%
Staff	100%	58%	44%	42%	48%	0%

National Maladministration Rate by Landlord Type: Table 3.3

Category	Housing Association	Local Authority / ALMO or TMO	Other	% Landlord Maladministration
Complaints Handling	73%	87%	86%	100%
Property Condition	71%	79%	68%	50%
Staff	42%	49%	100%	0%

Findings by Sub-Category | Cases Determined between April 2024 - March 2025

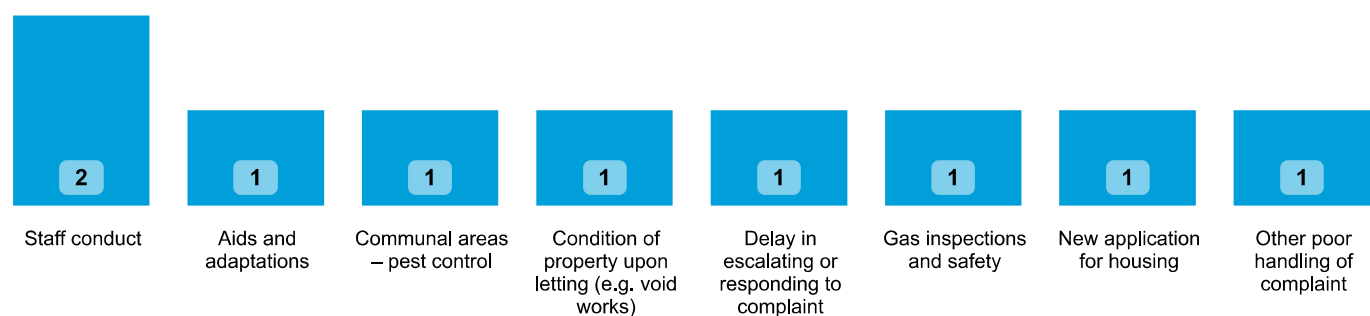
Table 3.4

Highlighted Service Delivery Sub-Categories only:

Sub-Category	Severe Maladministration	Maladministration	Service failure	Mediation	Redress	No maladministration	Outside Jurisdiction	Withdrawn	Total
Staff conduct	0	0	0	0	0	2	0	0	2
Communal areas – pest control		0	1	0	0	0	0	0	1
Gas inspections and safety	0	1	0	0	0	0	0	0	1
Responsive repairs - general	0	0	0	0	0	0	1	0	1
Responsive repairs – leaks / damp / mould	0	0	0	0	0	0	1	0	1
Total	0	1	1	0	0	2	2	0	6

Top Sub-Categories | Cases determined between April 2024 - March 2025

Table 3.5



Orders Made by Type | Orders on cases determined between April 2024 - March 2025

Table 4.1



Order Compliance | Order target dates between April 2024 - March 2025

Table 4.2

Order Complete?	Within 3 Months	
	Count	%
Complied	4	100%
Total	4	100%

Compensation Ordered | Cases Determined between April 2024 - March 2025

Table 5.1

Ordered Recommended

