



## Housing Ombudsman/ Local Governments Office (HOS/LGO) 2023/24 Case outcomes

Date received & reference	Detail of complaint	Determination (decision)	Orders & Recommendations (HOS/LGO outcome)	Our Response	Actions from case
<p>April 2023 202104450 / 12877</p>	<p>The complaint is about the landlord's handling of:</p> <ol style="list-style-type: none"> <li>The resident's request for a disabled parking bay for sole use.</li> <li>The resident's request for a reduction in service charge.</li> <li>A subject access request.</li> <li>Reports of noise nuisance and antisocial behaviour (ASB).</li> <li>Request for disabled adaptations.</li> </ol> <p>2. The Ombudsman has also considered the landlord's complaint handling.</p>	<p><b>25 September 2023</b></p> <p>109. In accordance with paragraph 52 of the Housing Ombudsman Scheme, there was no maladministration by the landlord in its handling of:</p> <ol style="list-style-type: none"> <li>The resident's reports of noise nuisance and ASB.</li> <li>The resident's request for a disabled parking bay for her sole use</li> </ol> <p>110. In accordance</p>	<p><b>Orders</b></p> <p>115. The landlord should, within four weeks of the date of this report: <b>(30/10/2023)</b></p> <ol style="list-style-type: none"> <li>Apologise to the resident for the failings identified in this report.</li> <li>Pay the resident a total of £500 compensation, made up as follows:               <ol style="list-style-type: none"> <li>£250 for its failures to provide adequate response to the</li> </ol> </li> </ol>	<p><b>7 November 2023</b></p> <p>Pay £500 Compensation Inspection to look at:</p> <ul style="list-style-type: none"> <li>A ramp to the property</li> <li>A level access shower</li> <li>A raised toilet</li> </ul> <p>Training on the adaptations policy and we should still exercise discretion on deciding adaptations for the residents</p>	<ul style="list-style-type: none"> <li>Training on adaptations policy</li> <li>Complaints training</li> </ul>

		<p>with paragraph 52 of the Housing Ombudsman Scheme, there was maladministration by the landlord in its handling of:</p> <ul style="list-style-type: none"><li>a. The resident's requests for adaptations.</li><li>b. The complaint.</li></ul>	<p>resident's request for adaptations.</p> <ul style="list-style-type: none"><li>ii. £250 for its complaint handling failures.</li><li>c. Exercise its discretion and reconsider its decision regarding adaptations to the property. The landlord should work with the resident and a further OT assessment should be arranged if deemed necessary.</li><li>d. The landlord should remind staff about the provisions in the adaptations policy and that it should still exercise its discretion when deciding to agree to adaptation if a resident is to move.</li></ul> <p><b>Recommendation</b> 116. Review the Ombudsman's spotlight report on <a href="#">noise – Time to be heard</a></p>		
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			which is available on the website and consider whether it needs to develop a strategy for handling non-statutory noise nuisance.		
April 2023 202219185/ 12927	The complaint is about the landlord's response to customers concerns regarding a carpet it installed in the home.	<p>Determination</p> <p>In accordance with paragraph 52 of the Housing Ombudsman Scheme, there was no maladministration by the landlord in respect of its response to complainants' concerns regarding a carpet it installed in the home.</p> <p>Next steps</p> <p>This case is now closed.</p>			
April 2023 202302253/ 12954	<p>The complaints are about:</p> <ul style="list-style-type: none"> <li>• Their concerns about the efficiency of their heating system</li> <li>• Their request for compensation due to expenses incurred as a result of issues with the heating system</li> <li>• The landlord's communication about appointments</li> <li>• The landlord's handling of the</li> </ul>	If you have not already responded to the resident, you must do so within 10 working days of this letter, by 4 May 2023.		<b>4 May 2023</b> full response sent to the complainants	

	<p>resident's request for aids and adaptations in the property</p> <ul style="list-style-type: none"> <li>The conduct of the Occupational Therapist dealing with their case</li> </ul>				
<p>September 2023 202215769/ 13489</p>	<p>The complaint is about:</p> <ul style="list-style-type: none"> <li>The landlord's handling of the resident's reports of asbestos in the property and the landlord's handling of the subsequent repairs.</li> <li>The resident's reports of damage to her possessions caused by contractors.</li> <li>The resident's reports of no heating and no hot water.</li> <li>The resident's reports of mouldy furniture, following completion of repairs.</li> </ul>	<p><b>12 July 2024</b></p> <p>In accordance with paragraph 52 of the Scheme, there was maladministration in the landlord's:</p> <p>a) Response to the resident's concerns about the management of asbestos during the void period.</p> <p>b) Handling of the resident's reports of damaged asbestos floor tiles (main bedroom and living room).</p> <p>c) Handling of the formal complaint.</p> <p>In accordance with paragraph 52 of the Scheme, there was service failure in the landlord's handling of ceiling repairs</p>	<p>Orders</p> <p>Within 4 weeks, the landlord is ordered to: <b>(08/08/2024)</b></p> <p>a). Pay the resident £1,572.76 compensation, made up of:</p> <p>i. £200 for its response to her concerns about the management of asbestos during the void period.</p> <p>ii. £500 as reimbursement for damaged items.</p> <p>iii. £365 already offered for the distress and inconvenience caused by its handling of her reports of damaged asbestos floor tiles (main bedroom and living room), if not</p>	<p><b>August 24</b></p> <p>Apology issued and compensation payment arranged</p> <p><b>October 24</b> evidence of completed order sent to HOS</p>	<ul style="list-style-type: none"> <li>Review its minimum void standards and tenant handbook to ensure there is consistency in its approach regarding gripper – Complete</li> <li>Review the compensation policy to review its approach to compensation payments for damaged items, to ensure it has alternative options for residents where they cannot afford to replace items themselves.</li> <li>Voids process - contractor to establish if there is asbestos in a void property - liaising with WCC outlined</li> <li>Ensure that WCC asbestos action plan is up to date &amp; relevant and have commissioned an asbestos audit on an annual basis</li> <li>How is asbestos register maintained, updated &amp; communicated</li> <li>Check if there is a UDC alert on the housing management system</li> <li>Look at tone of voice in</li> </ul>

			<p>done so already.</p> <p>iv. £157.76 for loss of the use of the living room for the 8-week period the works to the floor were delayed.</p> <p>v. £100 for its handling of ceiling repairs.</p> <p>vi. £250 for its complaint handling.</p> <p>b). Apologise to the resident for its complaint handling. The landlord to provide evidence of compliance with the above orders, to this Service, within 4 weeks.</p> <p>Within 12 weeks, the landlord is ordered to: (3/10/2024)</p> <p>a. Review its minimum void standards and tenant handbook to ensure there is consistency in its approach</p>		<p>complaint responses</p> <ul style="list-style-type: none"> <li>• system access for new starters - roles &amp; responsibilities</li> <li>• Ensuring information shared about asbestos with contractor is effective and in line with asbestos management process</li> <li>• Looking at what information is being shared &amp; communicated during sign up with new residents</li> <li>• Complaints training for all customer facing staff</li> <li>• Review letter templates and approach to ensuring customer centric approach is delivered consistently</li> <li>• Understanding approach to complaints handling - onboarding process</li> <li>• -complaints awareness training</li> </ul>
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			<p>regarding gripper rods. The landlord to consider the circumstances of this case and the learning highlighted as part of this review</p> <p>b. Review its approach to compensation payments for damaged items, to ensure it has alternative options for residents where they cannot afford to replace items themselves. If applicable, the landlord should liaise with its contractors to ensure a consistent approach.</p> <p>The landlord to provide evidence of compliance with the above orders, to this Service, within 12 weeks. (3/10/2024)</p>		
<p>November 23 202322119/ 13739</p>	<p>The complaint is about:</p> <ul style="list-style-type: none"> <li>• Reports of a hole in the wall the electric meter.</li> </ul>	<p>To respond direct to the customer and Cc in the Housing</p>		<p><b>December 23</b> Response to the customer as stage 2</p>	

	<ul style="list-style-type: none"> <li>• Reports of poorly fitted French doors with gaps around the frame.</li> <li>• Reports of responsive repairs of damp and mould in the resident's son's bedroom.</li> <li>• Reports of missing loft insulation.</li> <li>• The installation of an infrared mesh heating system.</li> <li>• Reports of heat loss from the floor in an outbuilding.</li> <li>• Reports that the front door seal has deteriorated.</li> <li>• Communication received about wall insulation.</li> </ul>	Ombudsman			
November 23 202101441/ 13674	<p>The complaint is about the landlord's handling of:</p> <p>a. The resident's reports of antisocial behaviour (ASB).</p> <p>b. Reports of ASB made against the resident.</p> <p>c. The resident's requests for window repairs.</p> <p>d. The resident's concern that the condition of the windows was affecting his health.</p> <p>e. Medical evidence provided by the resident, and the associated housing application.</p> <p>2. The Ombudsman has also considered the landlord's complaint handling</p>	<p>3. In accordance with paragraph 42(f) the Scheme, the resident's concern that repairs to the windows and doors was affecting his health is outside of the Ombudsman's jurisdiction to investigate.</p> <p><b>Determination</b></p> <p>4. In accordance with paragraph 52 of the Housing Ombudsman Scheme there was maladministration in the landlord's handling</p>	<p><b>Orders</b></p> <p><b>8. Within 4 weeks the landlord is ordered to: (28 June 2024)</b></p> <p>a. Apologise for the failings identified in this report.</p> <p>b. Pay the resident £350 in compensation, made up of:</p> <p>i. £200 in recognition of the inconvenience caused by its handling his reports of ASB.</p> <p>ii. £150 in recognition</p>	<p><b>June 2024</b></p> <ul style="list-style-type: none"> <li>• Apology sent by letter following determination</li> <li>• £350 - payment made via BACS (Income Team)</li> </ul> <p><b>Orders 8 weeks:</b></p> <ul style="list-style-type: none"> <li>• ASB training - Tenancy Officer to deliver some training to the team on action plans, timeframes to interview, shares templates</li> </ul>	<p><b>Action required:</b></p> <ul style="list-style-type: none"> <li>• Updating our Neighbour nuisance policy &amp; procedure (out of date)</li> <li>• Review acknowledgement complaints template letter</li> <li>• Review &amp; update ASB policy to include triaging of cases and review neighbour dispute</li> <li>• To agree that stage 2 complaints can be responded to in 20 working days</li> <li>• Resolve to undertake service review</li> <li>• Update case management system to include an ASB risk assessment, Action plan &amp;</li> </ul>

		<p>of the resident's reports of ASB.</p> <p>5. In accordance with paragraph 52 of the Housing Ombudsman Scheme there was no maladministration in the landlord's handling of reports of ASB made against the resident.</p> <p>6. In accordance with paragraph 52 of the Housing Ombudsman Scheme there was no maladministration in the landlord's handling of the resident's requests for window repairs.</p> <p>7. In accordance with paragraph 52 of the Housing Ombudsman Scheme there was maladministration in the landlord's complaint handling.</p>	<p>of the inconvenience caused by its complaint handling.</p> <p>9. Within 8 weeks the landlord is ordered to: <b>(26 July 2024)</b></p> <p>a. Conduct training with its staff responsible for overseeing ASB cases, with a particular focus on:</p> <p>i. Appropriate timeframes in which to interview residents who report ASB.</p> <p>ii. The importance of formally communicating actions it will take, and actions the resident needs to take (action plans).</p> <p>iii. Accepted best practice set out in the Government's ASB statutory guidance for frontline professionals (revised March 2023).</p>	<p>with the team to use for action plans</p> <ul style="list-style-type: none"> <li>• Agree triage process</li> <li>• Nuisance &amp; neighbour procedure - Resolve will be doing this as part of the review &amp; Service Improvement Plan</li> <li>• Tenancy Officer demonstrating value in focused ASB high level cases</li> </ul>	<p>case review</p>
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			<p><b>Recommendations</b></p> <p>10. It is recommended that the landlord reviews its 'nuisance and neighbour disputes' procedure to incorporate accepted best practice in relation to handling ASB cases. This should include the need to risk assess and formulate action plans.</p>		
December 23 202327812/ 13786	<p>The complaint is about:</p> <ul style="list-style-type: none"> <li>• The landlord's handling of adaptations to the home including an adapted kitchen, lowering of doorway, and an access ramp.</li> <li>• The landlord's handling of appointments.</li> <li>• The landlord's handling of communication with the resident.</li> <li>• The landlord's handling of the residents' report of damage to a blind.</li> </ul>	<p>HOS are requesting that the landlord provides the resident with a complaint response by Friday 5 January 2023 (within 15 working days) and provide a copy to the Ombudsman by the same date</p>		January 24 Response to the customer and HOS	

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|  | <ul style="list-style-type: none"><li>• The landlord's handling of the residents' report of inappropriate behaviour by a contractor</li></ul> |  |  |  |  |
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