

Ombudsman	Determination Received	Outcome and orders	Compensation
<p>Housing Ombudsman</p> <p>The case was about:</p> <ul style="list-style-type: none"> The resident's reports about a neighbour's cat entering her home and garden. The resident's reports about a neighbour's garden overgrowing onto her walkway. 	<p>02/05/2023</p>	<ul style="list-style-type: none"> There was no maladministration about a neighbour's cat entering her home or garden. There was no maladministration about a neighbour's garden overgrowing onto her walkway. <p>Recommendation to:</p> <ul style="list-style-type: none"> Liaise with the resident and the owner, to re-offer the water-sprayer, if the owner is agreeable. Ensure it provides residents with sufficient information regarding the action it is taking when an issue concerns a neighbouring property. This should be in line with General Data Protection Regulations. 	<p>£0</p>
<p>Housing Ombudsman</p> <p>The case was about:</p> <ul style="list-style-type: none"> The landlord's response to the resident's reports of damage to their garage including exposed asbestos. 	<p>21/06/2023</p>	<ul style="list-style-type: none"> There was no maladministration by the landlord in respect of the handling of the damage to the resident's garage. <p>No recommendations or orders.</p>	<p>£0</p>
<p>Housing Ombudsman</p> <p>The case was about:</p> <ul style="list-style-type: none"> The landlord's handling of the resident's concerns about the condition of her new home. The landlord's handling of the resident's concerns about pests in the property. 	<p>28/07/2023</p>	<ul style="list-style-type: none"> Maladministration in relation to the landlord's handling of the resident's concerns about the condition of her new home. Service failure in relation to the landlords handling of the resident's concerns about pests in the property. <p>Orders to:</p> <ul style="list-style-type: none"> Write to the resident to apologise for service failures. Provide the resident with written confirmation of any outstanding work, and action plan including timescales for completion. Pay the resident £250 compensation for inconvenience and distress caused to her. Review the case in relation to its void standard. 	<p>£290</p>

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<p>Housing Ombudsman</p> <p>The case was about:</p> <ul style="list-style-type: none"> The landlord's response to the resident's reports of antisocial behaviour. The Ombudsman also considered the landlord's complaint handling. 	<p>30/08/2023</p>	<ul style="list-style-type: none"> Severe maladministration by the landlord in its response to reports of ASB. Maladministration by the landlord in its complaint handling. <p>Orders to:</p> <ul style="list-style-type: none"> Apologise for failing to manage the ASB case effectively. Review failings of the case and provide refresher training to relevant people. Review ASB policy and procedure to ensure a risk centred approach, including the use of risk assessments and action plans. Review Remedies Policy. Develop a management move policy and/or procedure. 	<p>£1250</p>
<p>Housing Ombudsman</p> <p>The case was about:</p> <ul style="list-style-type: none"> The complaint is about the landlord's response to the resident's: <ul style="list-style-type: none"> a. Reports about damp and mould. b. Reports about a pest infestation. c. Concerns about the conduct of the landlord's staff. The Ombudsman has also considered the landlord's complaint handling and record keeping. 	<p>13/12/2023</p>	<ul style="list-style-type: none"> There was no maladministration in the landlord's response to the resident's reports about damp and mould. The landlord's response to the resident's reports about a pest infestation, was not within the Ombudsman's jurisdiction. The landlord's response to the resident's concerns about the conduct of the landlord's staff, was not within the Ombudsman's jurisdiction. There was service failure in the landlord's complaint handling and record keeping. <p>Orders to:</p> <ul style="list-style-type: none"> pay compensation of £100 directly to the resident in recognition of the resident's inconvenience, time and trouble, caused by failures in complaint handling and record keeping. (recording of property inspections). 	<p>£100</p>

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<p>Housing Ombudsman</p> <p>The case was about:</p> <ul style="list-style-type: none"> The landlord's handling of an allegation of Anti -Social Behaviour ("ASB") against the complainant. 	<p>18/12/2023</p>	<ul style="list-style-type: none"> Maladministration landlord's handling of an allegation of Anti-Social Behaviour against the resident. The landlord was reasonable to undertake an investigation into the allegation. Having undertaken an investigation, the landlord was reasonable to conclude that it was outside its jurisdiction as it was a land dispute that did not impact properties managed or controlled by the landlord. There were, however, some failings by the landlord in its handling of the matter. The landlord should have given the resident notice that it was visiting her in person to discuss the matter, particularly given her known health conditions. It should have provided written confirmation to the resident that it was not acting against her regarding the ASB allegation. The landlord also should not have provided information or advice regarding the third-party property dispute. <p>Orders to:</p> <ul style="list-style-type: none"> pay the resident £500 compensation for distress and inconvenience within four weeks of the date of this Determination. 	<p>£500</p>
<p>Housing Ombudsman</p> <p>The case was about:</p> <ul style="list-style-type: none"> The landlord's handling of the resident's reports of a leak affecting his property. The Ombudsman has also considered the landlord's complaints handling. 	<p>26/03/2024</p>	<ul style="list-style-type: none"> There was severe maladministration in the landlord's handling of the resident's reports of a leak. There was service failure in the landlord's handling of the resident's complaint. <p>Orders to:</p> <ul style="list-style-type: none"> Pay the resident the sum of £1104.90 compensation. An executive officer should offer to meet the resident in person to apologise for the failings identified in this report. 	<p>£1104.90 calculated as:</p> <ul style="list-style-type: none"> £254.90 amenity loss calculation (10% of weekly rent of £74.97 over 34 weeks) £800 for distress and inconvenience

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		<ul style="list-style-type: none"> Carry out refresher training with its Complaint Handlers involved in this case with a particular focus on carrying out investigations, compliance with The Code and identifying lessons learned. Review the failings identified in this report against the Ombudsman's spotlight reports on knowledge and information management, and on attitude, respect and rights. 	<p>caused by the landlord's handling of the report of a leak.</p> <ul style="list-style-type: none"> £50 for inconvenience caused in the handling of the complaint.
<p>Local Government and Social Care Ombudsman</p> <p>The case was about:</p> <ul style="list-style-type: none"> The Council's failure to act on reports of damp, mould, and lack of means of escape in the event of a fire in the privately rented property she was placed in after she was forced to leave a previous dangerous property. 	<p>18/07/2023</p>	<ul style="list-style-type: none"> No evidence of complainant reporting issues when she first moved in. No fault found due to lack of evidence. The property inspection does not show evidence that it considered a means of escape from the ground floor accommodation. Fault found. This caused some injustice. <p>Orders to:</p> <ul style="list-style-type: none"> Provide a written apology for failing to: show it considered the means of escape from the accommodation when it carried out its inspection. Remind officers of the need to make and retain evidence of consideration given to the means of escape during inspections. Review whether the inspection form needs amending to show consideration. 	<p>£0</p>
<p>Local Government and Social Care Ombudsman</p> <p>The case was about:</p> <ul style="list-style-type: none"> The Council and Housing Associations have failed to deal with his reports of antisocial behaviour going back to 1995. 	<p>06/09/2023</p>	<ul style="list-style-type: none"> No investigation by LGSCO as the Council had already dealt with matters in 2015 and 2021. 	<p>£0</p>

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<p>Local Government and Social Care Ombudsman</p> <p>The case was about:</p> <ul style="list-style-type: none"> The Council when he was homeless ended his accommodation at a hotel without good reason and with insufficient notice. 	<p>14/09/2023</p>	<ul style="list-style-type: none"> Council failed to provide sufficient notice that it was ending his temporary accommodation in February 2022. Delay in carrying out a medical assessment. <p>Orders to:</p> <ul style="list-style-type: none"> Apologise to the complainant. Pay a total of £500 compensation: £250 for the insufficient notice that the interim accommodation was ending and £250 for the delay in carrying out a medical assessment. Reviews its procedures to ensure where a homeless applicant raises medical issues that the Council completes a medical assessment in a timely manner and reaches a decision on priority need. 	<p>£500</p>
<p>Local Government and Social Care Ombudsman</p> <p>The case was about:</p> <ul style="list-style-type: none"> The Council failed to properly consider the suitability of her temporary accommodation. 	<p>10/11/2023</p>	<ul style="list-style-type: none"> Investigation discontinued. The Council re-house the applicant to a home that met her needs. 	<p>£0</p>
<p>Local Government and Social Care Ombudsman</p> <ul style="list-style-type: none"> Banding award 	<p>27/02/2024</p>	<ul style="list-style-type: none"> No investigation as unlikely to find any fault with Council's actions. 	<p>£0</p>