

Department	Case Reference Number	Ombudsman	Date of Final Decision	Case Investigated Y/N	Was Maladministration Found Y/N	Compensation Awarded	Additional Orders/Recommendations	Complaint Summary
Economy - H & F Maintenance	202009699	HO	20.05.2021	Yes	Yes	£150		The resident is unhappy with the Council's handling of a leak from the property above.
	202013639	HO	28.05.2021	Yes	Yes	£475		The complaint is about the landlord's handling of repairs to the complainant's balcony.
	202010475	HO	14.06.2021	Yes	Yes	£500		asbestos, general maintenance of the communal areas including cleaning & delays in complaint handling
							review its staff's training needs in relation to their application of its policies and procedures with regard to the timeliness, records of and updates on the progress of repairs, and on appropriate levels of compensation, to seek to prevent a recurrence of its above failings in the resident's case. This should include the completion of this Service's free online dispute resolution training for landlords at https://www.housing-ombudsman.org.uk/landlords-info/elearning/ , if this has not been done recently, and consideration of our remedies guidance at https://www.housing-ombudsman.org.uk/aboutus/corporate-information/policies/dispute-resolution/policy-on-remedies/	The complaint is about the landlord's handling of the complainant's reports of a leak in his property.
	202100618	HO	09.08.2021	Yes	Yes	£500		
	202013981	HO	30.09.2021	Yes	Yes	£250	N/A	The complaint is about the landlord's handling of repairs to the resident's balcony.
	202102637	HO	27.01.2022	Yes	Yes	£375	The landlord is to confirm to this Service, what measures it has in place to ensure its repair records include all key information including repair reports, appointment dates and inspection reports. (Within eight weeks of the date of this order).	The landlord's handling of roof works following the resident's reports a leak; and
	202102300	HO	14.02.2022	Yes	Yes	£250	N/A	
	202101891	HO	10.02.2022	Yes	Yes	£270	N/A	
	202114536	HO	17.03.2022	Yes	Yes	£750	The landlord provides guidance for staff on how to deal with reports of recurrent leaks / with situations where the source of the leak is not straightforward to trace.	Repairs to the windows – specifically the quality of works and delays experienced.
202104254	HO	23.03.2022	Yes	Yes	£600	N/A	The complaint is about the landlord's handling of repairs to the complainant's property.	

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Economy - H & F Maintenance	202005977	HO	06.04.2021	Yes	Yes	£1,500	The landlord to respond to the resident's claim that some of his belongings were damaged by the flood from the shower including advising him as to whether and how he can make a claim to the landlord's insurers in relation to this.	The landlord's handling of the resident's reports about outstanding repairs to the property which include: the draft in the bedroom from the gaps in the windows; the mould in the shower and the shower not working properly; the marks on the ceiling below which was cracked from the earlier leak and pest problems with rats in the property;
	202009329	HO	20.05.2021	Yes	Yes	£100		The resident is unhappy with the Council's handling of a leak from the property above.
	202011017	HO	28.05.2021	Yes	Yes	£175		The complaint is about ongoing issues with a leak and the repair to fix the kitchen waste pipe.
	201907765	HO	24.08.2021	Yes	Yes	£2,816	N/A	The complaint is about the landlord's handling of repairs to the resident's balcony.
	202012991	HO	01.11.2021	Yes	Yes	£825	The landlord is ordered to confirm that it will revise any relevant complaint handling training so that resident concerns are logged as soon as the landlord becomes aware of ongoing dissatisfaction, in accordance with the Housing Ombudsman Complaint Handling Code.	The landlord's handling of a kitchen replacement, The landlord's response to your request for compensation
	202012724	HO	18.11.2021	Yes	Yes	£200	N/A	the landlord's handling of the resident's requests that it repairs her heating and hot water system; and the length of time taken to replace the boiler.
	202005513	HO	22.11.2021	Yes	Yes	£100	The landlord to take steps to ensure that its complaints handling staff are aware of the details of its complaints policy. This should also include consideration of this service's guidance on remedies at https://www.housingombudsman.org.uk/aboutus/corporateinformation/policies/dispute-resolution/guidance-on-remedies/ and the completion of our free online dispute resolution training for landlords at 10 https://www.housingombudsman.org.uk/landlords/e-learning/ if this has not been done recently	The complaint is about the landlord's handling of repairs to the resident's bathroom.
	202010889	HO	22.11.2021	Yes	Yes	£150	N/A	The complaint is about the landlord's handling of repairs to the property.
	202105218	HO	15.12.2021	Yes	Yes	£300	N/A	The landlord's handling of the resident's reports of damp. The landlord's handling of the resident's request for damp proof works and concrete flooring.
	202017220	HO	15.12.2021	Yes	Yes	£350	Recommendation 41. That the landlord reviews how it handled the repairs agreed in the final response of 24 November 2020 under its formal complaint process, taking into account any unreasonable delays and whether further compensation is owed to the resident	The complaint is about the landlord's handling of various repairs to the complainant's property

	202108074	HO	29.12.2021	Yes	Yes	N/A	N/A	The landlord not informing the resident of the presence of asbestos in the property. The landlord's response to the resident's reports that they were exposed to asbestos from damaged flooring in the property which affected their health.
	202010278	HO	04.01.2022	Yes	Yes	N/A	In future cases, where works are agreed as part of the landlord's resolution, it should ensure that this is given priority so that any outstanding matters can be resolved and within a reasonable timeframe. The landlord should review its position and the resident's experience upon completion of works to be sure that its customers have been treated fairly and that it has acted appropriately.	The complaint is about the landlord's response to various repair reports.
Economy - Tenancy Management North	202004145	HO	06.04.2021	Yes	Yes	£100	The landlord is recommended to follow up with the offer of providing a professional witness officer to further investigate the noise, if this has been agreed with the resident	The complaint is about the landlord's response to and handling of noise nuisance and anti-social behavior.
Finance - Rent Income	202004933	HO	20.04.2021	Yes	Yes	£200	In light of the system failure which impacted the resident's account, it is recommended that the landlord assure itself that this failure did not similarly impact the accounts of any of its other tenants	The complaint is about the way the Council responded to Mr X's request for a review of his rent accounts including those on previous tenancies.