

APPENDIX B

There were three determinations received during Q1 as summarised below and all judgements have been complied with and cases have been reviewed and now closed.

Complaint No	Council Process Ended	To Ombudsmen	Ombudsmen Decision	Issue	Determination	Order
1	29/09/22	15/02/23	13/06/24	Responsibility for a Communal Garden	Maladministration	<ul style="list-style-type: none"> £200 compensation
				Nuisance	Maladministration	<ul style="list-style-type: none"> £400 compensation
				Key leaseholder status	Service Failure	<ul style="list-style-type: none"> £50 compensation
				Complaint Handling	Service Failure	<ul style="list-style-type: none"> £75 compensation Apology Case Review
2	19/05/23	01/02/24	10/06/24	Repair & Maintenance	Resolved	<ul style="list-style-type: none"> None Complaint Resolved following Ombudsmen's Intervention
3	07/05/21	19/07/22	24/04/24	Seeking a transfer	Outside of Ombudsmen's jurisdiction	<ul style="list-style-type: none"> None
				Property alterations	Outside of Ombudsmen's jurisdiction	<ul style="list-style-type: none"> None
				Under Occupation Charge	No maladministration	<ul style="list-style-type: none"> None
				Repair	Service Failure	<ul style="list-style-type: none"> £50 compensation Offer suitable appointment
				Complaint Handling	Maladministration	<ul style="list-style-type: none"> £100 compensation Review Complaint Handling process