

APPENDIX B

The outcome of three cases was presented as part of the Q1 report, the Housing Ombudsman Service has advised the Council of the outcome of three further cases during Q2 which are set out below. No formal determinations have been by the Housing Ombudsman Service but all three have been closed by the Ombudsman after their consideration as either being resolved following their intervention or where the complaint was withdrawn. No further action is required in respect of any of these cases and this item is for information only.

Complaint No	Council Process Ended	To Ombudsman	Ombudsmen Decision	Issue	Determination/Outcome	Order
4	10/3/23	15/01/24	08/07/24	Repairs	Resolved	<ul style="list-style-type: none"> None Complaint Resolved following Ombudsmen's Intervention
				Complaint Handling	Resolved	<ul style="list-style-type: none"> None Complaint Resolved following Ombudsmen's Intervention
5	05/06/23	18/03/24	21/08/24	Property Alterations	Resolved	<ul style="list-style-type: none"> None Complaint Resolved following Ombudsmen's Intervention, local redress.
6	N/A	Not known	11/07/24	ASB	Council asked to deal with at Stage 1	<ul style="list-style-type: none"> The Housing Ombudsman Service is not progressing this case as needs to exhaust the Councils process before they would consider