

APPENDIX B

The table below sets out details of decisions issued with Q3 by both the Housing Ombudsman and the Local Government and Social Care Ombudsman which relate to the Councils Housing Services.

In all cases Orders or actions have been completed. No further action is required in respect of any of these cases and this item is for information only.

Complaint No	Council Process Ended	Council Submission to Ombudsman	Ombudsman Decision	Issue	Determination/Outcome	Order/Action	Ombudsman
7	20/07/23	08/05/24	15/11/24	Repairs and Asset Management	Maladministration	<ul style="list-style-type: none"> • Compensation £500 	Housing Ombudsman
				Complaint Handling	Service Failure	<ul style="list-style-type: none"> • Written apology 	Housing Ombudsman
8	23/02/23	08/05/24	21/08/24	Asset Management	Not investigated (no evidence the resident has exhausted the landlords' complaints procedure)	<ul style="list-style-type: none"> • None 	Housing Ombudsman
				Asset Management	Out of time	<ul style="list-style-type: none"> • None 	Housing Ombudsman
				Health and Safety (building safety)	No maladministration	<ul style="list-style-type: none"> • None 	Housing Ombudsman
				Complaint Handling	No maladministration	<ul style="list-style-type: none"> • None 	Housing Ombudsman
9	23/07/23	17/05/24	28/11/24	Asset Management	Outside of Ombudsman's jurisdiction	<ul style="list-style-type: none"> • None 	Housing Ombudsman
				Asset Management	Service Failure	<ul style="list-style-type: none"> • Apology, £50 compensation 	Housing Ombudsman

10		17/05/24	15/11/24	Right to Buy Application	Fault Found	<ul style="list-style-type: none"> Apology, compensation, revised 	£900 process	Local Government and Social Care Ombudsman
11	15/09/23	17/07/24	23/10/24	Repairs (Level of compensation)	Redress agreed following intervention	<ul style="list-style-type: none"> Compensation £700 		Housing Ombudsman
12	Panel decision	21/08/24	05/11/24	Allocations	Fault Found	<ul style="list-style-type: none"> Apologise, review homelessness status 		Local Government and Social Care Ombudsman
13		29/10/24	13/11/24	Allocations	Insufficient evidence of fault to justify decision	<ul style="list-style-type: none"> Not investigated 		Local Government and Social Care Ombudsman