

APPENDIX E

The table below sets out details of decisions issued with Q4 by both the Housing Ombudsman and the Local Government and Social Care Ombudsmen 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	Ombudsmen Decision	Issue	Determination/Outcome	Order/Action	Ombudsmen
14	14/10/22	15/01/25	Boundary Fence	Maladministration	<ul style="list-style-type: none"> • Written apology • Compensation £500 	Housing Ombudsmen
			Complaint Handling	Maladministration	<ul style="list-style-type: none"> • Written apology • Compensation £100 	Housing Ombudsmen
15	14/06/23	18/03/25	Repairs and Asset Management	Maladministration	<ul style="list-style-type: none"> • Written apology • Compensation £500 	Housing Ombudsmen
			Complaint	Maladministration	<ul style="list-style-type: none"> • Written Apology • Compensation £200 • Review Complaint handling process 	Housing Ombudsmen
16	22/01/24	27/01/25	Repairs and Asset Management	Maladministration	<ul style="list-style-type: none"> • Written apology • Compensation £600 • Check issues resolved 	Housing Ombudsmen
			Complaint Handling	Maladministration	<ul style="list-style-type: none"> • Written apology • Compensation £150 • Revise complaint handling process 	Housing Ombudsmen
			Record Keeping	Maladministration	<ul style="list-style-type: none"> • Written apology • Update record management 	Housing Ombudsmen