

APPENDIX B

The table below sets out details of decisions issued within Q2 by both the Housing Ombudsman and the Local Government and Social Care Ombudsman, which relate to the Council's 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
5	Mar 2025	18 July 2025	Homelessness Application	Service Failure	- Written apology - Compensation £150 - Specific resolution actions to be completed	Local Government and Social Care Ombudsman
6	July 2025	18 July 2025	Allocations	LGSCO not progressing	None	Local Government and Social Care Ombudsman
7	July 2025	22 July 2025	Right to Buy	LGSCO not progressing	None	Local Government and Social Care Ombudsman
8	June 2024	25 July 2025	Aids & Adaptations	Maladministration	Compensation £200Q2	Housing Ombudsman
9	Dec 2023	31 July 2025	Asset Management	No maladministration	None	Housing Ombudsman
10	July 2025	01 August 2025	Anti-social Behaviour	LGSCO not progressing	None	Local Government and Social Care Ombudsman
11	July 24	26 August 2025	Income	Ombudsman found reasonable redress in how Council responded.	Compensation £150 (as already offered at Stage 2)	Housing Ombudsman
12	Oct 2024	4 Sept 2025	Repairs	No maladministration	None	Housing Ombudsman