

APPENDIX

The table below sets out details of decisions issued within Q3 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	Ombudsmen Decision	Issue	Determination/Outcome	Order/Action	Ombudsmen
13	2 Oct 2025	1. Repairs 2. Complaint Handling	1. Local Redress 2. Maladministration	- Written apology - Compensation £100	Housing Ombudsman
14	15 Oct 2025	1. Damp & Mould	1. Resolved with no intervention	- Written apology - Compensation £500	Housing Ombudsman
15	15 Dec 2025	1. Damp & Mould 2. Complaint Handling	1. Maladministration 2. Maladministration	- Written apology - Compensation £750	Housing Ombudsman
16	10 Nov 2025	1. Repairs 2. Complaint Handling	1. No Maladministration 2. No Maladministration	None	Housing Ombudsman
17	26 Nov 2025	1. Decant 2. Repairs 3. Asbestos 4. Complaint Handling	1. Maladministration 2. Maladministration 3. Maladministration 4. Local redress	- Written apology - Compensation £1,000 - Undertake repairs - Undertake asbestos related works - Damp and Mould Inspection Order	Housing Ombudsman
18	18 Nov 2025	1. Mutual Exchange 2. Damp & Mould 3. Complaint Handling	1. No maladministration 2. Maladministration 3. Complaint Handling	Compensation £200	Housing Ombudsman