

APPENDIX E

The table below sets out details of decisions issued within Q4 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.

Council Process Ended	Ombudsmen Decision Date	Issue	Determination/Outcome	Order/Action	Ombudsmen
27 June 2024	13 January 2026	Unsuitable accommodation	Service Failure	- Written apology - Compensation £5,500 - Specific resolution actions to be completed - Review process for procurement of larger properties	Local Government and Social Care Ombudsman
14 Aug 2025	20 Jan 2026	Housing Register Application	LGSCO not progressing	None	Local Government and Social Care Ombudsman
17 Oct 2025 (Allocations review outcome)	11 February 2026	Housing Register Application	LGSCO not progressing	None	Local Government and Social Care Ombudsman
8 October 2025	20 February 2026	Boundary Dispute	LGSCO not progressing	None	Local Government and Social Care Ombudsman
14 August 2025	23 February 2026	Housing Register Application	LGSCO not progressing	None	Local Government and Social Care Ombudsman
27 Aug 2025	27 Feb 2026	- Repairs - Complaint Handling	- Service Failure - No Maladministration	Compensation £175	Housing Ombudsman
4 Mar 2024	18 Mar 2026	- Damp and Mould - Complaint Handling	- Maladministration - Maladministration	- Compensation £600 - Apologise	Housing Ombudsman