

APPENDIX B

The table below sets out details of decisions issued within Q1 2026-27 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.

Ref	Stage 2 Decision Date	Ombudsman Decision Date	Issue	Determination/Outcome	Order/Action	Ombudsman
1	No complaint – Insurance claim	13 April 2026	Suitability of accommodation (Homelessness Relief Duty)	1. No fault found	None	Local Government & Social Care Ombudsman
2	23/10/25	19 May 2026	1. Repairs 2. Damp and Mould 3. Complaint Handling	1. Maladministration x 2 2. Maladministration 3. No maladministration	• Apologise • Pay compensation of £1175 • Carry out works	Housing Ombudsman Service