

CPSI report - Appendix 3 – Housing Ombudsman Summary

Housing Ombudsman Investigations 23/24				
	Number of cases	Percentage	Complaint theme	Learning Themes
Investigations packs being compiled	0			
Awaiting investigation by the Housing Ombudsman	6	40%	<ul style="list-style-type: none"> • Handling of compensation claim • Handling of repairs, tree works and alteration request • Handling of a drainage Issue • Handling of Garden Boundary and condition. 	
Awaiting Appeal outcome with the Housing Ombudsman	1	10%	<ul style="list-style-type: none"> • Handling of Damp and mould case and associated repairs <p>Original case finding Severe Maladministration</p>	
Severe Maladministration Determinations (1 case from 22/23)	2	20%	<ul style="list-style-type: none"> • Damp and Mould and delays to repairs being resolved. • All cases had tenant vulnerabilities 	<ul style="list-style-type: none"> • Improve Repairs customer journey and communications. • Understand and consider reasonable adjustments. • Record Keeping • Update compensation policy
Maladministration Determinations (1 case from 22/23)	2	20%	<ul style="list-style-type: none"> • Outstanding works to garden, property and boundary from being let. • Boiler repair and communication 	<ul style="list-style-type: none"> • Improve Repairs customer journey and communications • Understand and consider reasonable adjustments • Record Keeping
Service Failure Determinations	1	10%	<ul style="list-style-type: none"> • Delays within the Right to acquire process 	<ul style="list-style-type: none"> • Communication and Record Keeping
No maladministration	0	0%		
Totals	10	100%		
Determinations from (22/23)	2	-		

