

Housing Ombudsman Determination Summary 2025/26

Case Determinations 25/26	Volume
Severe Maladministration	0
Maladministration	5
Service Failure	1
No maladministration	3
Early Intervention	1

HO Case Date/Decision	Case ID	Complaint theme	Original complaint decision	Ombudsman decision/Findings/Orders	Learning
Requested 3.07.24 Determination 10.06.25 Maladministration	AC 202327435	Standard of the property at letting and associated repairs and complaint	Not Upheld	Maladministration There was no maladministration for the handling of the letting process and post let repairs. Post let repairs were not handled within repair timescales priorities and poor record keeping. There was service failure on the complaint handling due to typing errors on the date in the response letter reducing clarity for the customer Orders • Apologise to the resident in writing for the failings identified in this report. • Pay the resident £350. This should be paid into his bank account and not offset against any arrears (if applicable). This is made up as follows: £300 for the time and trouble and distress and inconvenience caused by the repair issues. £50 for the complaint handling failures identified.	Complaint Minimum data standard updated to include details on outcome letter – team briefed following update.

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				Order Compliance Completed	
Requested 15.7.24 Determination 30.06.25 Maladministration	CA 202325287	Handling of the repair to the toilet and associated damage to flooring from toilet overflow	Not upheld	Maladministration Delays outside of repairs timescales, failure to acknowledge failings and damage caused and could not provide evidence of inspection records. No maladministration for the complaint handling Orders • Apologise for the failures set out in this report. • Explain the lessons it learnt from these, and how it will prevent them happening again in the future. • Address the resident's concerns about the delay to inspect the toilet blockage and the subsequent damage to the property after the toilet overflowed. The response should set out: 1. Whether it will compensate for damage that may have been caused to the resident's flooring due to the delay responding to the toilet blockage. This should include the landlord's considerations of its compensation policy. 2. If it does not compensate for this, it should explain why in the response and provide details of its insurance and how the resident could make a claim. • Pay the resident £350 to recognise the distress and inconvenience caused by its handling of the resident's report of a toilet blockage.	

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				Order Compliance Completed	
Request 18.06.24 Determination 9.07.25 Maladministration	PR 202314370	Handling of the Leaks and damp and mould repairs, boiler and associated complaint.	Upheld £225 compensation	Maladministration For unreasonable delays to the fixing of the leak, unresolved boiler issues and having to contact multiple times and not considering vulnerabilities. Orders • Pay the resident £450 compensation within 4 weeks, if the landlord has already made some compensation payments to the resident it may deduct these from the further amount paid. • Written apology within 4 weeks. Order Compliance Completed	Due to length of time this case was with the Ombudsman new processes have been implemented with the reasonable adjustments policy and regional working in repairs have mitigated the risks identified in this report.
Requested 23.10.24 Determination 26.03.26 Maladministration	GA 202329815	Complaint rejection about parking on grass	Complaint was rejected on the grounds that it had already been investigated.	Maladministration For refusing to accept the complaint about parking and for the stage 2 lacking detail. Orders • Apology • Pay £200 Compensation Order Compliance Completed	Lessons Learnt session completed —rejections are passed through manager for double checking and evidencing.
Requested 14.8.24 Determination 18.02.26	TL 202310015	Landlords handling of repairs to cracks in floors and walls in the property and associated complaint	Upheld £800 Compensation	Maladministration For considerable delays and lack of progression of the handling of the reports of cracks in the walls	Actions from lesson learned • Post let repair tracking

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Maladministration				missed opportunities to communicate and consider decant for the works to be completed. There were also delays in handling the complaint and progressing to stage 2 of the complaint process and part of the complaint not answered. Orders Pay £1200 compensation inclusive of the £800 offered at stage 2 Apology letter Review energy usage Order Compliance Completed	• Complex repair case management • Survey recommendation s documentation • Internal communication for decants • Decant process decision point • Vulnerability data integration
12.3.25 Service Failure	GA 202424044	Handling of the residents: • Access restrictions to its office building. • Request for a reasonable adjustment. • Reports of staff conduct • Concerns about communication linked to allegations of cannabis cultivation at his property.	Upheld £300 Compensation	Service Failure For the handling of the contact restriction and the staff conduct. The HO believed we needed to take greater care with our professional standards within our conduct. Also, a recorded risk assessment should have been carried out before restrictions took place. Orders To reoffer the £300 compensation To ensure all customer facing staff are aware of the professional standards and code of Conduct Order Compliance Completed	Lesson learned –To complete a risk assessment when evoking the unacceptable behaviour policy.
Requested 18.06.24 Determination 9.06.25	PW 202327433	Ongo caused Damage to belongings.	Not Upheld	No Maladministration No findings or evidence that the damage occurred and appropriate explanation given to the complainant	None

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No Maladministration				Orders No orders Recommendation to give the details of Ongo Insurers. Recommendation complied with	
Request 10.01.25 Determination No Maladministration	QW 202308120	Handling of garden works and fence installation	Upheld	No orders reasonable redress Recommendation to pay compensation if not already paid.	Resident declined compensation at the time and when this determination was received, she was appealing the HO decision. Neighbourhoods are working to engage and support her.
Requested 6.11.2025 Determination 23.02.26 No Maladministration	CC 202514838	Landlords handling of repairs and associated complaint	Upheld	No Maladministration No orders and reasonable redress	Complaint Learning Identified of improved communication through a Repair journey.
Request 12.8.24 Resolved in the Early Intervention process	DG 202339800	Handling of the recharges Recharge for cat flap	Not upheld	Recommendation from early intervention with HO - Remove cat flap recharge - Pay £200 Compensation Recommendation completed	Learning on this case is that recorded discussion should be had with tenants when identifying recharges at a pre leaving inspection. An invoice should not be sent without the opportunity or choice for the tenant to put right the damage .