



Housing Ombudsman maladministration finding

In 2023 the Housing Ombudsman investigated a complaint from one of our customers and found maladministration in regard to three areas of the complaint.

These were the handling of the customer's repairs reports, record keeping and our handling of the customer's complaint.

We take our repairs service and complaints handling extremely seriously. In the vast majority of cases, we get it right, however in this case we fell short of our high standards.

This is clearly disappointing, however we made sure lessons were learnt to prevent this happening again.



All recommendations from the Housing Ombudsman were reviewed in detail and we identified a number of improvements which were implemented as part of an action plan to ensure that learnings were taken on board.

A large number of colleagues worked hard to support this, which will help to continue delivering great services for our customers.



Some key changes

- ✓ Improvements to record keeping for repairs
- ✓ Training in identifying and delivering services to customers with vulnerabilities
- ✓ Training on note taking
- ✓ A process for flagging ongoing repairs issues

We remain committed to the Housing Ombudsman's Complaint Handling Code.