

Report of the Monitoring Officer

REPORT OF THE MONITORING OFFICER1. Purpose of report

The Housing Ombudsman (HO) has made a finding of a service failure in respect of significant delays in damp repairs being undertaken.

2. Detail

In summary, the complainant notified the Council of damp issues in their property from 2018. While inspections were undertaken at the property when reported, works were not scheduled in accordance with the inspections. The complainant chased the Housing Department for these repairs on multiple occasions.

The Council acknowledged that the repairs, while reported, had not been actioned correctly. These repairs have now been undertaken and completed. The complainant requested a compensation payment for items damaged by the damp. However, an incomplete itemised list as provided. This incomplete list totalled £410. The Council determined that a payment of £600 was appropriate on this occasion.

The HO found fault with the above issues and as such recorded its decision as '*service failure.*' However, the HO recommended a payment of £700.

A full copy of this report is attached as the appendix.

3. Outcome

In line with the HO's recommendation, the Council has issued an apology to the complainant. However, the complainant has rejected the £700 payment. For the Council to be able to consider paying an additional amount in regards to reimbursing the cost of items damaged we required further information from the complainant. However, the complainant has not engaged with us in regards to this matter. The Council has contacted the HO regarding this, and they confirmed that our efforts to work with the complainant to accept the payment have been sufficient.

The HO recommended that the Council produce an action plan to address the issues raised in this complain. An action plan was written, this included actions to address the issues with the delay in scheduling works, the lack of communication and the lack of detail held on the housing management system. Procedures have been updated and training has been undertaken.

Recommendation

The Committee is asked to NOTE the report.

Background papers

Nil