

Report of the Monitoring Officer

REPORT OF THE MONITORING OFFICER

1. Purpose of report

The Housing Ombudsman (HO) has made a finding of injustice in respect of a lack of repairs undertaken to a complainant's property.

2. Detail

In summary, the complainant contacted the Council to raise issues with a roof leak, a cold working shower, a faulty immersion heater and mould and condensation.

During the stage 2 complaint process it was identified that there were significant failings in the Housing Repairs department to book and undertake the repair issues identified by the complainant. It was found that works were not being logged correctly, records of completion were not logged correctly and significant delays occurred in the repairing of all the identified issues.

The Council offered the complainant an apology and £350 compensation. The Housing Repairs Team were tasked with contacting the complainant to book works to repair their issues.

However, the complainant rejected the offer of compensation and contacted the HO.

The HO identified fault with the issues raised in line with the Council's previous findings. The HO recommended that the Council pay £850 compensation. This was broken down into, £375 for the delays in the repairs, £125 for the frustration caused and the £350 originally offered by the Council. Additionally, the HO requested that a review be undertaken into the complainant's issues and an action plan be created to identify any learnings or actions that could be undertaken by the Council.

The full HO report is attached as appendix 2.

3. Outcome

In line with the HO's recommendation, the Council has issued an apology to the complainant and issued £850 of compensation. The Council reviewed its internal functions and identified areas of improvement. The improvements are listed in appendix 1.

Recommendation

The Committee is asked to NOTE the report.

Background papers

Nil

APPENDIX 1

Issue	Action	Officer	Timescale	Status
Failure of repairs service	Review of the failings associated with the complaint	Interim Head of Asset Management, Housing Repairs and Compliance Manager	Implement immediately	Closed
	Improvement to recording of the results of inspection undertaken by SMO and any follow on works	Assistant Housing Repairs manager	Implement immediately	Closed
	Improve the level of information and record keeping of works completed by operative's	Assistant Housing Repairs manager	Implement immediately	Closed
	Review approach undertaken to reports of damp and mould	Housing Repairs and Compliance Manager	Implement immediately This will be reviewed in 3 months once new survey techniques have been in place and can be evaluated.	Closed