

Report of the Monitoring Officer

REPORT OF THE MONITORING OFFICER

1. Purpose of Report

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

2. Recommendation

The Committee is asked to NOTE the report.

3. Detail

In summary, the complainant contacted the Council to raise concern regarding damp within their property.

The Council attended the property and undertook the necessary damp inspections. It was noted that the initial damp issues were caused by life style and the complainant was offered advice on how to mitigate this issue.

While the Council attended the property for unrelated repair issues, a damp patch was identified by the Housing Repairs Operative and follow up works were book in to remedy this. These works occurred several months after the initial booking. During the works a small leak was identified as causing the damp patch. The leak was repaired immediately.

However, the HO found that while there had been action to remedy the damp, there had been delays in the Council identifying and repairing the leak. Furthermore, the HO found that there had been poor record keeping from the Housing Repairs Team which further exacerbated the damp/leak issue at the property.

The HO have ordered the Council to pay the complainant £300 compensation in recognition of the issues caused.

The Council is currently undertaking the actions and recommendations as set out by the HO.

The full report is attached as an appendix.

4. Financial Implications

The comments of the Head of Finance Services were as follows:

The cost of compensation is charged to a central corporate budget. There are no additional financial implications at this stage with the costs associated with the actions and recommendations set out by the Housing Ombudsmen expected to be contained within existing budget resources. Any significant additional budgets required, above virement limits, would require approval by Cabinet.

5. Legal Implications

These are contained within the report.

6. Background Papers

Nil