

## Appendix D: Housing Ombudsman Findings 2023/24

Case ID	Date referred	Date findings received	Findings	Order	Date order completed	Comments
202121611	November 2022	March 2024	Maladministration by the landlord in its handling of the resident's reports of ASB.	Pay £150 compensation for the distress and inconvenience.	On hold	Customer provided with cheque on 13 May 2024 but refused to accept.
				Provide a written apology.	29 April 2024	Apology letter emailed.
			Maladministration by the landlord in its handling of the resident's complaint.	Pay £200 compensation for the distress and inconvenience.	On hold	Appeal submitted to HO
				Conduct training with its complaint handling staff.	12 June 2024	HQN delivered bespoke training with complaint investigators.
			Service failure by the landlord in its handling of the resident's reports of water flooding the wet room.	Pay £50 compensation for the distress and inconvenience.	On hold	Customer provided with cheque on 13 May 2024 but refused to accept.
Service failure by the landlord in its handling of the resident's reports of damage to the kitchen floor.	Pay £50 compensation for the distress and inconvenience and pay £50 previously offered to the resident.	On hold	Customer provided with cheque on 13 May 2024 but refused to accept.			
202225907	May 2023	October 2023	Maladministration in the landlord's handling of the associated complaint.	Pay £200 compensation for the distress and inconvenience.	31 October 2023	

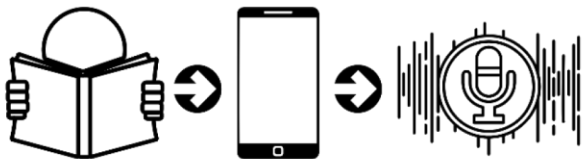
			Service failure in the landlord's decision to issue a warning letter and handling of antisocial behaviour.	Provide a written apology, including final response to the antisocial behaviour complaint.	31 October 2023	
202226600	October 2024	Determination was not received during 2023/24				

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