

Appendix 2

Housing Ombudsman complaints

The Housing Ombudsman does not provide Local Authorities with an annual letter with statistics and information on complaints made and the outcomes.

Below is a table for the one upheld cases for 2020/21, which has gone through the Council's complaints process.

CST (Responsive Repairs) – Homes and Neighbourhoods

| Summary of complaint | Compensation amount | Compensation reason |
|---|------------------------------|---|
| Service Failure 201912484 Regarding provision of asbestos info prior to taking tenancy and condition of property when they moved in | Pay £250 for bathroom repair | The service did not offer sufficient redress for inconvenience experienced due to delay in completing repairs |

Partners for Islington (PFI)

| Summary of complaint | Compensation amount | Compensation reason |
|---|---|--|
| Maladministration 201916077 The landlord handling of ASB reports, including a delay in progressing legal action | In addition to £850 offered at CE stage, pay additional £350 for distress and inconvenience and £150 for handling of the formal complaint | The landlord took too long to consider/pursue legal action to check flooring in neighbours property regarding ASB noise issues |
| Maladministration 201909292 Length of time to complete Major Works, complaints handling and standard of temporary accommodation | Pay £100 for distress and delay and pay for Major works delay in accordance with section 2.6 of Landlords Compensation & refund policy | Length of time to complete Major Works |

| | | |
|--|---|---|
| <p>Maladministration</p> <p>202002802</p> <p>Landlord's response/delay for repairs</p> | <p>£50 for late response to reports</p> <p>£50 for service failure in complaints handling</p> | <p>The landlord failed to respond to reports of issues with living room temperature, specifically living room radiators</p> |
|--|---|---|

Total upheld cases for 2020/21 for the HO, 3.

The Corporate Complaints team works closely with CST and PFI clienting team to monitor upheld findings and provide guidance to improve working practices and reduce the likelihood of faults recurring.