

LBC Annual Complaints Report 2022/2023 – APPENDIX 8

Section 8 of the Annual Complaints Report 2022/2023 Housing Ombudsman

1. Maladministration Findings

There were 6 findings of Maladministration across 4 cases:

	Service area	Nature of complaint	Remedies & outcomes
1	Property Management (Repairs) - 202105321	<ul style="list-style-type: none"> Quality of the repair work carried out in the bathroom of the property. How the complaint was handled. 	<p>Outcome: Maladministration:</p> <p>Failure:</p> <ul style="list-style-type: none"> Maladministration in the quality of the repair work carried out in the bathroom. Service failure in the handling of the complaint. <p>Orders</p> <ul style="list-style-type: none"> £500 for inconvenience and distress Complete the repairs. Review timescales for complaint handling.
2	Property Management (Repairs) - 202210749	<ul style="list-style-type: none"> Failure to repair water leak correctly. Poor handling of the resident's reports of loss of heating in the property. 	<p>Outcome: Maladministration</p> <p>Failure:</p> <ul style="list-style-type: none"> Maladministration in the handling of the water leak repairs. Maladministration in the handling of the loss of heating in the property. <p>Orders (and recommendations)</p> <ul style="list-style-type: none"> £550 for distress & inconvenience. Create a contingency plan for any future leaks to the district heating system. Raise a separate complaint to respond to further issues raised by the resident and offer compensation if appropriate. Consider an appropriate level of compensation to be paid if future leaks cause distress or inconvenience. Communicate and agree with the resident on the additional repairs needed. Review staff training in relation to complaint handling. Review record keeping process to ensure that in future the Council is able to provide clear records on repairs, actions taken or communication with the resident.
3	Property Management (Repairs) - 202114403	<ul style="list-style-type: none"> Handling of the resident's report that their neighbour's recently replaced boiler was unreasonably noisy. The handling of the complaint. 	<p>Outcome: Maladministration</p> <p>Failure:</p> <ul style="list-style-type: none"> Maladministration in how the noise levels of the boiler was investigated. Maladministration in the handling of the complaint.

			<p>Orders & Recommendations</p> <ul style="list-style-type: none"> • £450 compensation for distress and inconvenience. • Apologise to the resident for failings. • Conduct a noise level check of the boiler. • Review complaints procedure to ensure residents are appropriately signposted when needed.
4	Housing Management	<ul style="list-style-type: none"> • Handling of the resident's reports of antisocial behaviour in a multi-use games area. • The handling of the complaint. 	<p>Outcome: Maladministration</p> <p>Failure:</p> <ul style="list-style-type: none"> • Maladministration in the handling of the complaint. <p>Orders & Recommendations</p> <ul style="list-style-type: none"> • £100 compensation for time and trouble. • Consider using diaries or noise apps to help residents report antisocial behaviour. • Consider instructing out of hours patrol to inspect the multi-use games area during the night. • Consider investigating the antisocial behaviour using monitoring equipment or professional witnesses and provide the resident with the outcome. • Consider making proactive enquiries with neighbours as to whether they have experienced antisocial behaviour from the multi-use games area. • Review staff training needs to ensure they provide a complaint response, without having to be chased. • Review complaints policy to ensure it complies with the Housing Ombudsman's complaint handling code.