

Appendix 2: Housing Ombudsman Findings 2024/25

Case details	Date referred to HO	Date findings received	Findings	Order	Date order completed	Comments
Appeal against findings of maladministration for complaints handling	August 2022	May 2024	<u>Original finding:</u> Maladministration with the landlord's complaint handling. <u>Appeal finding:</u> No maladministration with complaint handling.	<u>Original order:</u> Pay the resident £200 for its complaint handling failings. <u>Appeal order:</u> No order issued.	N/A	Appeal overturned and no order issued.
Failure to provide internet connection to a new build home.	September 2023	March 2025	No maladministration by the landlord in respect of its landlord's handling of resident's reports about internet connectivity.	N/A	N/A	N/A
Handling of reports of ASB and complaint handling	October 2023	May 2024	Maladministration with the landlord's handling of the resident's reports of ASB by a neighbour. Maladministration with the landlord's complaint handling.	Provide the resident with an apology for the failings identified within this report. Pay the resident compensation of £300 for the failings identified with its handling of the	June 2024	The orders were complied with in time and the HO notified with proof.

				resident's reports of ASB by his neighbour. Pay the resident £200 for its complaint handling failings. Provide proof of compliance with these orders.		
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