

## **ANNEX F – Ombudsman Determinations**

### **Abbreviations:**

**HOS – Housing Ombudsman**

**LGSCO – Local Government & Social Care Ombudsman**

### **MDCMS 5762 - HOS**

#### **Outcome:**

No maladministration

### **MDCMS 5960 - HOS**

#### **Outcome:**

In accordance with paragraph 52 of the Housing Ombudsman Scheme, there was maladministration in the landlord's handling of repairs to the heating and hot water in the property.

In accordance with paragraph 52 of the Housing Ombudsman Scheme, there was service failure by the landlord in its complaint handling

### **MDCMS 5420 – HOS**

#### **Outcome:**

In accordance with paragraph 52 of the Housing Ombudsman Scheme, there was no maladministration in relation to the landlord's decision to recharge the resident for repairs upon termination of his tenancy.

In accordance with paragraph 53(b) of the Housing Ombudsman Scheme, the landlord made an offer of redress which, in the Ombudsman's opinion, satisfactorily resolves the matter of the landlord's response to the resident's concerns about the condition of property B when he moved in.

### **MDCMS 6101 – HOS**

#### **Outcome:**

HOS advised that this case does not come under their remit. Tenant could escalate complaint to LGSCO.

### **MDCMS 6022 - LGSCO**

#### **Outcome:**

LGSCO will not investigate complaint in full. They have advised resident to pursue any loss of income through the courts.

MDH have a number of cases pending with the Housing Ombudsman Service in which we are awaiting the outcome of their investigations.