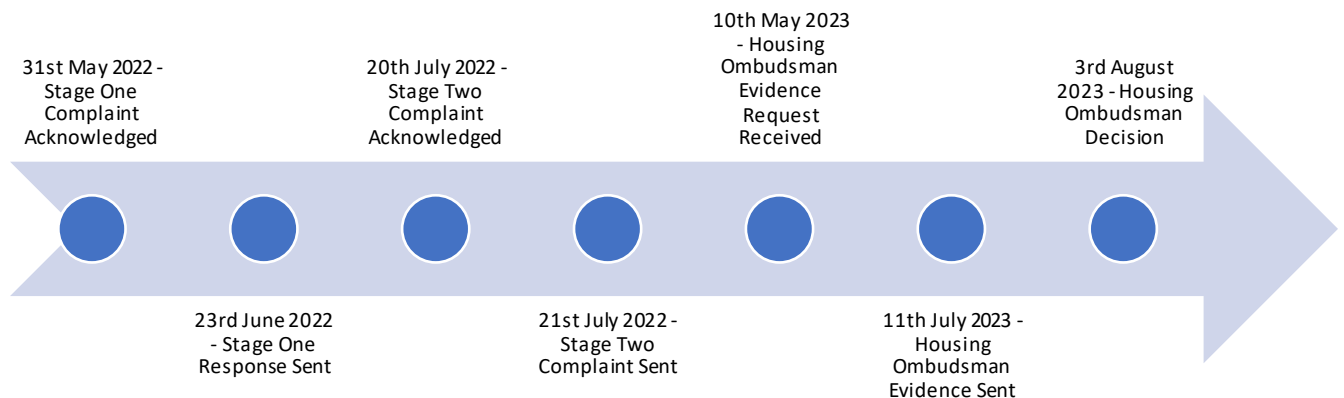


Case Two (mhs homes customer)



This case related to the handling of reports of smoking in our customers block and how this impacted their health.

Whilst no failures were identified by the Housing Ombudsman, we were recommended to:

- ✓ To check whether the property had any defects that could cause the smell of smoke to enter the property.

Other residents were contacted, including the new tenants of that property and there were no further reports of smoking. There were no learnings identified during this complaint.

This case has been uploaded onto the Housing Ombudsman website, should you wish to read more: [MHS Homes Ltd \(202203803\) - Housing Ombudsman \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk/cases/mhs-homes-ltd-202203803) .

"Determination: *In accordance with paragraph 52 of the Housing Ombudsman Scheme, there was no maladministration in the landlord's handling of reports of smoking within the block which affected the resident's health."*