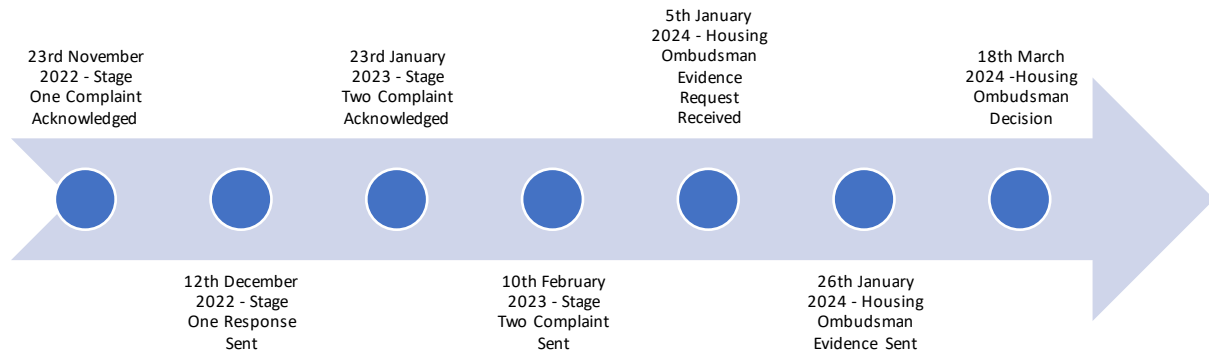


Case Eight (mhs homes customer)



This case related to the electrics tripping in one of our customers' homes. The customer had an appointment with our gas contractor who confirmed an electrician was required. Our records showed a job for an electrician was arranged but no further reports to confirm attendance. The Housing Ombudsman commented on the need for robust record keeping systems for repairs.

Determination: In accordance with paragraph 52 of the Scheme, there was maladministration in the landlord's handling of the resident's reports of her electrics tripping.

The customer was referred back to a gas engineer who also asked for an electrician to attend. This was not completed.

A complaint was raised several months after when no remedial works were completed. The stage one complaint response explained we had made an assumption that it was only the boiler not working. However there was no apology in this response or consideration of the impact. We did not look at temporary solutions to assist the customer when there was intermittent heating and hot water loss. This was inappropriate given the vulnerabilities in the household, and during the colder winter months. The Housing Ombudsman noted that the contractor had informed us of the impacts on health conditions, but we did record this information or follow it up with the customer.

A few months later we commissioned a survey by a compliance firm. The Housing Ombudsman commented this took too long to arrange and that we did not act on the findings immediately, again showing lack of consideration to the impact. In total it took 21 months to put right. The

Housing Ombudsman found our offer of compensation to be too low considering all of the above.

We were ordered to:

- ✓ Pay our customer £1500 as a financial remedy
- ✓ A senior member of staff write to our customer and apologise
- ✓ Carry out a review of the handling of the issues in the case, looking particularly at reasons behind delays, and failure to act upon the contractors advice. This must focus on learnings.
- ✓ Provide evidence of compliance within four weeks

We were recommended to:

- ✓ Access ourself against the Housing Ombudsman's Spotlight Report on Knowledge and Information Management May 2023 and provide the Housing Ombudsman with any learnings and how it will embed them.

Since this case, alongside the above orders, we have arranged a complaint handler meeting to discuss these findings with all complaint handlers to remind them to fully consider the make-up of each household and the impact the failures have had.

Our Equality, Diversity and Inclusions Taskforce will also be discussing this case and the learnings around vulnerabilities. Our new Additional Needs Policy that is forecasted to be in place in the next couple of months, will put a focus on considering vulnerabilities within each service.

A full review of the Knowledge and Information Management Spotlight Report is being completed by our MRC, Amy Cheswick. All Spotlight cases have been allocated to a member of our Leadership Team, and the outcomes of those reviews will be presented to the Leadership Team throughout June and July 2024.