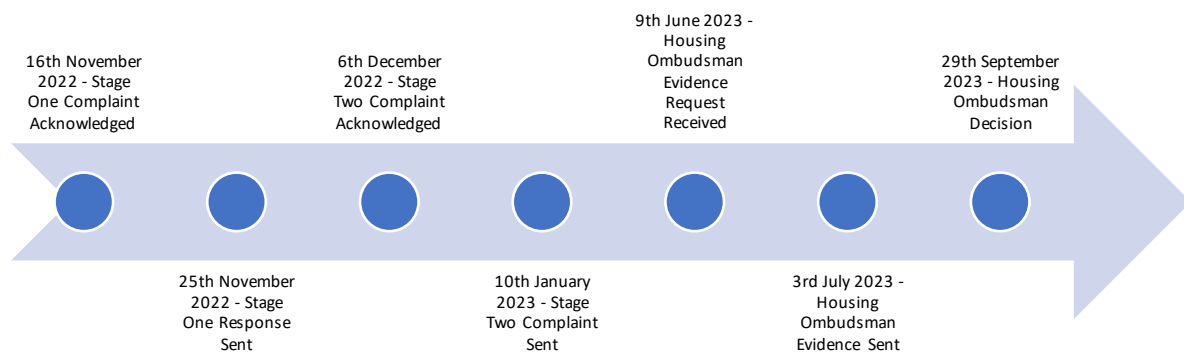


Case Five (mhs homes customer)



Case five was another complaint about the handling of ASB. The Housing Ombudsman noted that after receiving reports of ASB, we arranged a home visit in a timely manner. Police were involved with the ASB reports, so we advised we would act following the outcome of the police investigation. The Housing Ombudsman found that we should have acted in accordance with our ASB Policy, taking positive actions by legal and non-legal tools and powers than can be used alongside the police investigation. The Housing Ombudsman also commented on the positive action taken to arrange a joint visit with the police.

"Determination: *In accordance with paragraph 52 of the Housing Ombudsman Scheme, there was service failure by the landlord in its response to the resident's reports of ASB."*

Our complaints process addressed the above issues and compensated our customer for the failures in not following the ASB Policy.

The complaint response explained that we had learnt from this case but did not give specific details on what we had learnt or the changes we were making. Our complaint response template now includes a section where all complaint handlers must explain any identified learnings and how we will be addressing them. The Housing Ombudsman added this was a missed opportunity to resolve the complaint, and as such we were asked to further compensate for time and trouble of approaching the Housing Ombudsman.

We were ordered to:

- ✓ Pay the customer £50 as a financial remedy
- ✓ Provide evidence of compliance within four weeks