

Actions and Learning from HOS Determination -202324726

Ref #	HOS Order	Task	Action Required	Assigned To	Start Date	Due Date	Status	Comments
4	Apology	The Ombudsman orders a relevant member of the landlord’s executive team to apologise to the resident in writing for the key failures identified in this report.	letter to be produced	Suzanne Shead	16/12/24	30/12/24	Complete	The apology should recognise that the landlord missed opportunities to improve his situation because it did not ensure the case was handled in line with its own ASB policy, any relevant guidance and best practice. It should also recognise the landlord did not consider his costs in line with its relevant policy due to a communication failure. It should acknowledge the wording in the landlord’s stage 1 response was confusing.
		The landlord must evidence its actions to the Ombudsman within 6 weeks.	Letter to be sent to HOS	Julie Davidson	16/12/24	10/01/25	Complete	
5	Compensation Payment of £750	Compensation should be paid directly to the resident and not offset against any arrears. The compensation is to address the distress and inconvenience the resident was likely caused by the above identified issues with the landlord’s ASB handling.	Julie to contact Mr Reid and arrange for compensation payment to be made.	Julie Davidson	16/12/24	10/01/25	Complete	
6	Assessment of fencing and decoration costs	The landlord is ordered to assess the resident’s fencing and decorating costs in line with <i>its improvements policy</i> . It may need to contact the resident to gather the relevant details. When it has assessed the information, it must respond to the resident accordingly. The landlord must evidence its actions to the Ombudsman within 6 weeks.	Contact Mr Reid to understand these costs	Julie Davidson	16/12/24	Meeting at Castle on 3/1/2025	Complete	Legal advice sought 16/12/24 as no Improvement Policy in place. Draft Policy produced.
		The landlord must evidence its actions to the Ombudsman within 6 weeks.	Evidence to be sent to HOS	Julie Davidson	16/12/24	10/01/25	Complete	
7	Conduct an internal review into the key issues highlighted in this report	Within 10 weeks the landlord should present its findings to its senior leadership/executive team and provide to the Ombudsman a report summarising its identified improvements	Undertake internal review, present to SLT and forward a copy of SLT report to HOS	Nicola Preist	16/12/24	07/02/25	Complete	
			Disseminate the improvements to relevant staff for learning and improvement purposes					
			Identify the steps the landlord will take to ensure any ASB cases where it is playing a supporting role are handled in line with its own policy, any relevant guidance and best practice.					
			Identify the steps the landlord will take to ensure it can recognise and act on opportunities to liaise with the police in ASB cases.					
			Identify the steps the landlord will take to improve its record keeping					
			Refer to Ombudsman’s KIM Spotlight report					
NSDC 1		Report to SLT on internal review findings	Nicola Preist	28/01/25	Complete			
NSDC2		Reponse to HOS on task 7	Nicola Preist	07/02/25	Complete			
NSDC3		Report to A & G Committee	Julie Davidson	16/04/25				
NSDC4		Report to Tenant Engagement/Housing Advisory Board	Julie Davidson	15/05/25				