

Appendix 2. Actions from HOS Determination - JG 202333701

Ref	HOS Order	Task	Action Required	Assigned To	Start Date	Due Date	Status	Comments
A	Apology	Apologise to the resident for the identified failures. The apology should come from a senior member of staff and be mindful of the Ombudsman's apologies guidance.	Julie to contact tenant, apologise and talk through the compensation award. Conversation to be followed up in writing - copy to HOS. Set up appointment for actions D 1 - 7 below	Julie Davidson	09/12/24	13/12/24	Complete	9/12/24 @ 10am - message left on mobile with a request for a call back. Tenant returned my call at 2:20pm but I was in a meeting so he left a voicemail which I responded to at 2:54pm.
B1	Compensation Payment of £350	£300 in relation to the landlord's handling of the resident's reports about noise nuisance, ASB and inappropriate staff conduct		Julie Davidson	09/12/24	13/12/24	Complete	Confirmation email sent to tenant - copy in folder and Capita. Appointment made for 18 December, 2pm @ Beaumont Walk
B2		£50 in relation to the landlord's handling of the resident's reports about services covered by the service charge not being provided.		Julie Davidson	09/12/24	13/12/24	Complete	Compensation payment requested. Tenant confirmed on 18 Decembere 2024 that payment had been received.
C1	Contact Tenant	Contact resident to discuss any current ASB or noise concerns and apply the ASB policy, if appropriate. The landlord should confirm its discussion, decisions, and next steps in writing.	Tenancy Officer to make contact with tenant, and if required invoke standarad ASB procedure	Amanda Richards	09/12/24	13/12/24	Complete	Amanda logged noise complaint, standard letter and diary sheets sent to tenant. Amanda meeting tenant 11/12/24 as part of complaint support.
D1	Contact Tenant to discuss his concerns about services not being provided and provide a response in writing.	A breakdown of all charges the resident is liable for in addition to rent such as service charge, support charge, and so on.	Julie to arrange a meeting with tenant with Dave P, to talk through the issues. Conversation to be followed up in writing - copy to HOS	Dave Price	18/12/24	18/12/24	Complete	
D2		What is included in each charge with a breakdown of how much is charged for each element.		Dave Price			Complete	
D3		A response regarding the specific services the resident says he has not received.		Julie Davidson			Complete	
D4		An explanation of how rent pooling works and what it covers		Dave Price			Complete	
D5		The grounds maintenance schedule including what work should be carried out and when.		Julie Davidson			Complete	
D6		How the resident can dispute charges.		Dave Price			Complete	
D7		How the resident can report dissatisfaction in the future if work is seemingly not done.		Julie Davidson			Complete	
NSDC1		Conversation to be followed up in writing		JD/DP	31/12/24	Complete	Email sent to Tenant on 31/12/24 - documentation to be printed and posted as well	
NSDC2		Email evidence to HOS that all actions complete		Julie Davidson	02/01/25	Complete	Email sent by CS Team Leaders	
NSDC4		Report to Audit & Governance Committee		Julie Davidson	16/04/25			
NSDC5		Report to Tenant Engagement/Housing Assurance Board		Julie Davidson	15/05/25			