

## Appendix 3

### Severe Maladministration cases in 2024-25

Between April 2024 and January 2025 there were nine determinations of severe maladministration from the Housing Ombudsman. These cases are summarised below:

#### Summary of HO Determinations in these cases

Complainant	Reason for Complaint	HO Determination
202227185	Handling of leaks and damp and mould	Severe Maladministration
	Handling of complaint(s)	Maladministration
202320212	Handling of damp and mould	Maladministration
	Handling of record keeping	Severe Maladministration
	Handling of complaint(s)	Maladministration
202227737	Handling of reports of noise nuisance	Severe Maladministration
	Handling of record keeping	Maladministration
	Handling of complaint(s)	Maladministration
202323686	Handling of damp and mould	Severe Maladministration
	Handling of reports of ASB	Maladministration
	Handling of reports of domestic abuse	Maladministration
	Handling of complaint(s)	Maladministration
202317525	Handling of tenant's concerns about gas and electrical safety certificates	Severe Maladministration
	Handling of repairs	Maladministration
202318405	Handling of repairs	Severe Maladministration
	Handling of complaint(s)	Maladministration
	Handling of record keeping	Maladministration
202338253	Consideration of resident's vulnerabilities and associated record-keeping	Severe Maladministration
	Facilitation of meter reading	Service Failure

Complainant	Reason for Complaint	HO Determination
	Management of rent account	Maladministration
	Handling of complaint(s)	Maladministration
	Handling of repairs	Maladministration
202231311	Handling of damp and mould	Severe Maladministration
	Handling of pest issue	Maladministration
	Handling of complaint(s)	Maladministration
202220147	Handling of repairs	Severe Maladministration
	Response to health issues and request for adaptations	Maladministration
	Handling of complaint(s)	Maladministration