

Appendix Two – Detail of Housing Ombudsman Service Investigations

The Housing Ombudsman Service can make multiple determinations against each case, ranging from ‘no maladministration’ to ‘severe maladministration’ Further detail of this can be found at: [Guidance on outcomes | Housing Ombudsman \(housing-ombudsman.org.uk\)](https://www.housing-ombudsman.org.uk/guidance-on-outcomes)

Table i Detail of HOS judgements received in 2023/24

HOS Case ID	HOS Areas of Investigation	Stockport Homes Final Complaint Response	HOS Judgements
202209594	A complaint about a disputed administration charge following an alleged breach of lease by the leaseholder’s tenants.	Not Upheld	Outside of Jurisdiction
202206238	a). The Landlords’ handling of remedial works to the resident’s property following reports of damp and mould. b). The Landlord’s decision to refuse the resident a permanent decant.	a) Not Upheld b) Not Upheld	a) Maladministration b) No Maladministration
202123560	a. Antisocial behaviour (ASB) from the resident’s neighbours. b. Repairs to rectify damp. c. Right to Buy. d. Complaint handling	Not Upheld	a) No Maladministration b) No Maladministration c) No Maladministration d) No Maladministration
202113835	a) Resident’s concerns about how they came to be rehoused at the property and the landlord’s response to her wanting to return to Woodley.	a) Not Upheld b) Not Upheld	a) Outside of Jurisdiction b) Service Failure

	b) Resident's concerns about the condition of the property let to her at the property and the landlord's handling of works needed to the property.		c) Service Failure relating to Complaint Handling
202208908	a) The handling of repair reports. b) The decision to charge residents for Wi-Fi through service charges. c) The response to concerns about the level of security provided by the concierge service. d) The response to reports of a damaged car in communal car park. e) Complaint handling.	a) Not Upheld b) Not Upheld with gesture c) Upheld d) Not Upheld e) Upheld	a) Service Failure b) Service Failure c) Service Failure (Following Appeal) d) No Maladministration e) Reasonable Redress f) Service Failure relating to record keeping linked to Wi-Fi charge removal
202213837	a. The resident's concerns about the standard of communal cleaning. b. The associated complaint.	a) Partly Upheld b) Partly Upheld	a) Reasonable Redress b) Reasonable Redress

202304020	<p>a)The landlord's response to various mobility and adaptation requests.</p> <p>b)The landlord's response in its use of pronouns when addressing the resident.</p> <p>c)The landlord's response to the property listing at the time it was advertised.</p> <p>d)The landlord's handling of reports of antisocial behaviour</p>	<p>a) Not Upheld</p> <p>b) Upheld</p> <p>c) Not Upheld</p> <p>d) Not Considered – customer had not raised this with SHG</p>	<p>a) No Maladministration</p> <p>b) No Maladministration</p> <p>c) No Maladministration</p> <p>d)Not in Scope</p>
202218591	<p>a) Response to the resident's reports of damp and mould at the property.</p> <p>b)Response to the resident's report of woodworm.</p> <p>c)Complaint handling.</p>	<p>a)Not Upheld</p> <p>b)Not Upheld</p> <p>c)Upheld</p>	<p>a)Severe Maladministration</p> <p>b)Service Failure</p> <p>c)Severe Maladministration</p>

Year to Date:

Seven determinations (plus one outside of jurisdiction). Maladministration rate 71% (5/7) at case level – where at least one finding of reasonable redress, service failure, or maladministration at issue level. Overall maladministration rate (issue level) **59%** (13/22). Historically, landlords with an overall maladministration rate of above national average have been highlighted within the HOS Annual Report.

Table ii Detail of HOS Cases awaiting submission or judgement in 2024/25

HOS Case ID	HOS Areas of Investigation	Stockport Homes Final Complaint Response
202220105	a) Reports of damp and mould. b) Reports of antisocial behaviour (ASB) c) The residents mental health and subsequent reasonable adjustments when communicating. d) Internal repairs e) The associated complaint including the level of redress.	a) Not Upheld b) Not Upheld c) Upheld d) Upheld e) Redress offered
202302708	a) Reports about damp and mould. b) Reports of anti social behaviour. c) Reports about repairs. d) Request for adaptations. e) Reports of overcrowding. f) Housing application.	a) Upheld b) Not Upheld c) Not Upheld d) Not Upheld e) Not Upheld f) Not Upheld
202113135	The landlord's response to the resident's request for works to address issues with drainage following occurrences of flooding in the garden. b) The landlord's handling of the complaint.	a) Not Upheld b) Upheld
202305080	a) The landlord's handling of the resident's reports of antisocial behaviour at a previous address.	a) Not Upheld
		b) Not Upheld

	<p>b)The landlord's handling of the resident's mutual exchange.</p> <p>c)The landlord's handling of the complaint.</p>	<p>c) Upheld</p>
202322594	<p>a) The landlord's handling of the resident's request to remain in her current property following her husband's passing.</p>	<p>a)Not Upheld</p>