

29 August 2023

Housing Ombudsman Service

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Customer Feedback Team
Adur District Council
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Dear Customer Feedback Team

Complaint: [REDACTED] - [REDACTED]
[REDACTED]

I am writing to you following [REDACTED] complaint to the Housing Ombudsman. Thank you for the information you have provided and I apologise for the delay in determining this complaint.

This letter sets out the complaints I have considered and the Ombudsman's decisions (the determination) on each complaint. The reasons for my decisions are set out in the accompanying report.

Complaint definitions

1. The complaint is about the landlord's handling of:
 - a. The resident's report of an infestation of a mice.
 - b. The associated complaint.

Determination

2. In accordance with paragraph 52 of the Housing Ombudsman Scheme there was maladministration by the landlord in respect of the resident's report of an infestation of mice.
3. In accordance with paragraph 52 of the Housing Ombudsman Scheme there was severe maladministration by the landlord in respect of its complaints handling.

Orders

4. The landlord is ordered within four weeks of the date of this report to:

- a. Apologise to the resident for the failings identified in this report.
 - b. Pay the resident a total sum of £850. This is comprised of:
 - i. £250 for the distress, inconvenience, time, and trouble incurred by the resident as a result of the failings in responding to the resident's reports of a mice infestation in the property.
 - ii. £600 for the distress, inconvenience, time, and trouble incurred by the resident as a result of the failings in the landlord's complaint handling.
5. Considering the complaint handling failings in this case, the landlord should take steps (in the form of a refresher course or workshop, based on the contents of this Service's Complaint Handling Code) to remind its relevant staff of their complaint handling responsibilities and the best practice approaches.
6. Once the above orders have been completed the landlord is to provide confirmation to this Service.

Next steps

This case is now closed. If you have new facts and/or evidence or wish to challenge the facts and/or evidence that I have relied on, you can request a review of this decision. You should make sure that we receive the information by 19 September 2022. Your request will be considered by a senior member of staff.

Customer feedback is important to us as it helps us to ensure our service continues to meet customer needs. We may contact you about this case. The feedback is very brief, so please help us by responding.

We publish all decisions three months after the date of the final decision unless there is a risk of identification. Our reports do not reveal your identity or that of the people involved but do name the organisation investigated.

If you believe there is risk of identification if this decision is published please provide details within three weeks of the date of this decision.

To find out how we use your personal data together with your rights under the Data Protection Act 2018 go to www.housing-ombudsman.org.uk/about-us/your-data/.

Yours sincerely


Adjudicator