

## Complaint by a Waverley tenant upheld by Housing Ombudsman Service in 2017/18

Details of complaint	Involvement of designated person	Outcome	Lessons learned/action taken
The Council unfairly withdrew its offer of housing at a new build property on Ockford Ridge following an assessment of the complainant's housing needs.	Case considered by the Waverley Designated Tenants Complaints Panel in 2016/17 which recommended that the Council should offer the complainant £250 for distress caused by its decision. Offer refused by the complainant.	Concluded that the Council dealt properly with the complaint. Council asked to reoffer £250 to the complainant which was considered to be an adequate remedy for the distress and inconvenience caused by the Council's decision to withdraw its offer of housing.	Council should have arranged for a more thorough assessment of the complainant's housing needs before offering them the new property.

Tenant concerned about damp and mould in their home, and that the Council had not carried out proposed dry lining work.	No designated person involved.	Council's offer to carry out the work at a time convenient to the tenant considered by the HOS to be a satisfactory resolution of the complaint.	
Tenant concerned that:	No designated person	HOS concluded that there had been	

<p>he and his son were unnecessarily decanted from their home;  the Council mistakenly disposed of his personal belongings during the decant period;  failed to redirect his mail during the decant;  required him to take up permanent residence in the temporary accommodation;  failed to award appropriate compensation.</p>	<p>involved.</p>	<p>no maladministration by the Council -</p> <ul style="list-style-type: none"> <li>• Works could not be completed safely with tenant in situ;</li> <li>• the Council had offered suitable redress by awarding compensation for lost possessions;</li> <li>• there was no evidence that the Council had forced the tenant to sign a permanent tenancy for the temporary property; and</li> <li>• evidence demonstrated that the Council had in fact made arrangements for the redirection of the tenant's post.</li> </ul>	
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