

Complaints by Waverley tenants upheld by Housing Ombudsman Service in 2020/21

Details of complaint	Outcome	Lessons learned/action taken
Tenant concerned about the Council's handling of her request for interim adaptations to her bathroom to support her son's care needs.	Council ordered to pay the tenant £250 compensation (ie £150 for the delays in completing the interim adaptations and £100 for the stress and inconvenience caused.)	Closer monitoring needed of works carried out by the Council's contractors and need to keep tenant updated of all developments.
Tenant dissatisfied with the Council's response to their request for compensation for extra heating costs while waiting for a boiler repair.	Council ordered to pay the tenant £300. Its response to two reports of a failure with heating and hot water exceeded the relevant timeframe and was not supported by the repairs records.	Failure drawn to the attention of the Council's contractors and review currently in progress regarding improvements in record keeping.
Tenant dissatisfied with the Council's response to their reports of anti-social behaviour, the condition of the property when they first moved in and the Council's decision to extend the introductory tenancy.	Council ordered to pay the tenant £200 in recognition of their distress and inconvenience as a result of delays in dealing with ASB and repairs issues plus £181 as offered previously by the Council. Agreed that the Council was entitled to extend the tenant's introductory tenancy.	Delays in dealing with reports of ASB raised with the Housing Officer for the area who was reminded of the need to keep more accurate records and keep in more regular contact with the tenant.

Annexe 3

Details of complaint	Outcome	Lessons learned/action taken
<p>Tenant dissatisfied with the Council's offer of compensation in respect of detriment caused following its agreement to carry out adaptations at the property.</p>	<p>Council ordered to reimburse the tenant £400 for work in the kitchen which the tenant had already paid for and pay compensation of £1,155 for the inconvenience, frustration and distress suffered during the course of the adaptation work.</p> <p>Council to carry out a learning exercise by engaging with the contractor that supervised the wetroom to explore further how the service failings came about.</p>	<p>Lessons learned as a result of the complaint discussed in detail with the Council's new contractors, Ian Williams.</p> <p>Agreed that the service failings were due to poor communications and a lack of management by both the former contractor and their sub-contractor.</p> <p>Following actions agreed:</p> <ul style="list-style-type: none">• Each installation will be treated as a "project" – tasks to complete the installation of a shower will be broken down and given owners and time targets.• The installation "project" will be explained in detail to the tenant including the timings and possible disruption.• A risk assessment will be undertaken to identify the level of supervision / oversight required i.e. the more complex the job the more supervision is required.• The contractor will have a "project manager" who manages the installation of the shower by the subcontractor.• The project manager will liaise daily with the subcontractor to monitor progress.• The project manager will also liaise with the tenant informing them of any delays.• Appointment of a client officer (Aids and Adaptions Officer) who will monitor the progress of the work and carry out inspections in line with the risk assessment.

Annexe 3

		<ul style="list-style-type: none">• The tenant to be given the client's contact details to enable them to escalate any concerns.• The works will be post inspected by the project manager and the client.• The tenant will be asked to complete a satisfaction survey.• The Contract Manager's monthly performance report to the Operations Manager will include a section on aids and adaption works, identifying any service delivery issues.
--	--	--