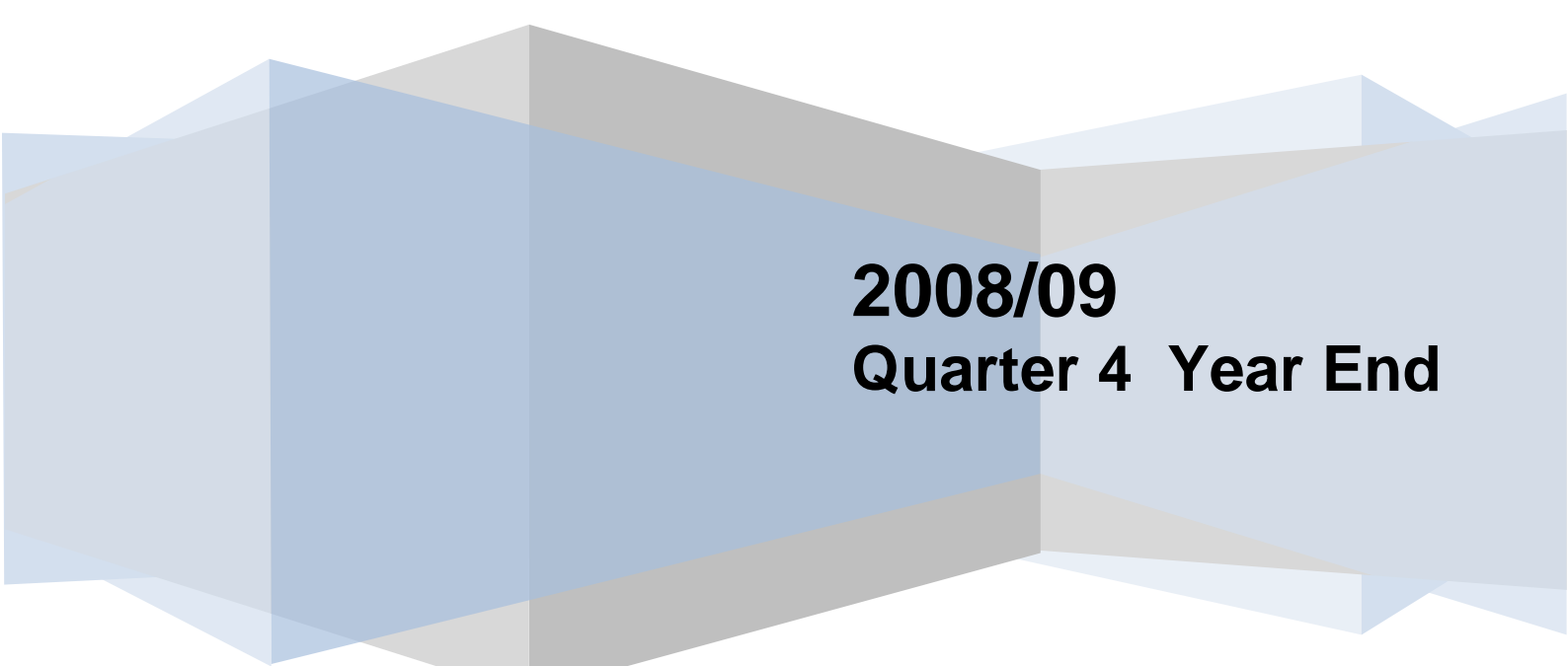


Derby Homes

CUSTOMER FEEDBACK REPORT 2008/09 Appendix 2



**2008/09
Quarter 4 Year End**

OMBUDSMAN COMPLAINTS RECEIVED DURING 2008/09

There were 2 complaints which reached Ombudsman stage and neither were upheld although a compensation amount of £500 was paid out in case 1.

CASE 1

The issues were:

- 1. Complaint was that the customer felt that the 'Council' had failed to carry out an independent enquiry into the anti social behaviour they experienced between October 2006 and July 2007.**

There is a complete and in depth record of all stages of the handling of this complaint held at Derby Homes. Due to the nature of the anti social behaviour and the mental state of the customer Derby Homes made a discretionary offer for her to move to another area of the City. This process took 7 months due to the area the customer wished to move to.

Outcome

The Ombudsman stated that he felt the time taken to reallocating a property was too long and recommended this process should take no longer than 3 months in these circumstances. The Ombudsman awarded £500 compensation to the customer.

- 2. On moving to the new property the customer felt there were items of disrepair to the property which needed urgent attention. These were also brought to the attention of the Ombudsman.**

In this instance the Ombudsman upheld the views of Derby Homes and no claim was pursued in relation to repairs.

CASE 2

The issues were:

- 1. Customer was complaining about the apparent lack of improvement works being carried out at property even though a sinking fund was paid into via a service charge.**

The initial complaint was passed back to us by the Ombudsman as he didn't feel we had been given ample opportunity to investigate. An investigation was carried out and a letter sent to the customer explaining the outcome.

- 2. A second complaint was then raised with the Ombudsman.**

The Council has taken an unreasonable attitude towards the amounts to be paid into the sinking fund and the way the sinking fund is used. The customer also complained that the Council failed to progress the dispute over this matter through the procedure included in the lease.

After receiving the response from Derby Homes the Ombudsman replied stating the case was now closed and no further action was necessary.