

**Special report by the Housing Ombudsman on
non-compliance with an order**

Landlord: Metropolitan Thames Valley Housing

Complaint reference: 201601054

Date of publication: 16 January 2019

Special report on Metropolitan Thames Valley Housing

We have prepared this special report in accordance with our [policy on non-compliance](#).

Background

The Housing Ombudsman investigated a complaint that Metropolitan Thames Valley Housing (the landlord) had not:

- carried out cyclical maintenance at a resident's home.
- responded to the formal complaint in a timely manner and in accordance with its complaints policy.

On 16 November 2017 the Housing Ombudsman issued a determination of maladministration in relation to the handling of the maintenance and the formal complaint.

The Ombudsman made a number of orders to put things right, including providing better information to the resident and payment of compensation for the complaint handling failures. As part of these, the landlord was ordered to provide a date by when the cyclical maintenance works were to be completed, and this was to be no later than 1 April 2018.

The landlord complied with the majority of the Ombudsman's orders but did not complete the cyclical works within the required timeframe. By October 2018 some elements of the works remained outstanding with no date provided to residents as to when these would be started.

Action taken

The Ombudsman met with the landlord on 24 October 2018 to address its non-compliance with the order to complete the cyclical works.

The landlord provided explanations for the delay in completing the works. These related to procurement and personnel difficulties, and it accepted that there had been internal and external communication failures.

The landlord provided confirmation that the works were underway. It also provided a copy of the learning review it had undertaken which identified actions to improve its overall service delivery and its communication, both between departments and with residents.

The landlord acknowledged that its non-compliance with the order had caused further distress and inconvenience to the individual complainant and to the other residents in the block affected. It had offered additional compensation to the complainant and, following further investigation into the level of works required, subsequently agreed to cover the full costs of the works.

The Ombudsman was satisfied that the non-compliance was being appropriately addressed, both through the actions to put things right in relation to the complaint, and the wider review to learn from outcomes.

Next steps

The Ombudsman will continue to monitor the situation to ensure that reasonable progress is made and the works are completed by the landlord's revised target date of early April 2019.

Andrea Keenoy
Interim Housing Ombudsman