

# Housing

Ombudsman Service

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Gareth Swarbrick  
Chief Executive  
Rochdale Boroughwide Housing  
Unique Enterprise Centre  
Belfield Road  
Rochdale OL16 2UP

16 November 2022

Dear Gareth,

Following the coroner's verdict on the inquest involving Awaab Ishak, I asked my team to review open cases relating to the landlord, in particular damp and mould.

I have been alerted to three complaints (202119072, 202113713 and 202207288), which have also been assessed as high or medium risk. Under the circumstances, I have instructed my team to expedite these investigations.

Given my specific concerns about the circumstances of these complaints, I have also instructed my team to use paragraph 12 of the Housing Ombudsman Scheme to enable us to effectively gather any information required. This may entail interviews with staff of the landlord, the landlord providing information from third parties or former members of staff, and attending meetings with the Ombudsman as requested.

Additionally, given the circumstances of complaint 202119072, I have agreed that we will be exercising our powers under paragraph 49 of our Scheme to conduct further investigation to establish if this complaint is indicative of wider failure within the landlord.

I would welcome a meeting with you to set out our approach in more detail and respond to any initial questions you or your team may have.

Yours,



**Richard Blakeway**  
Housing Ombudsman