

Housing

Ombudsman Service

Evidence submission webinar

4 July 2024

Agenda

- Introductions
- Overview of demand
- Background to the changes
- Old vs new
- Submissions – what do you need to do?
- Example – completed checklist
- Portal use and email
- Timescales and complaint handling failure orders (CHFO)
- Next steps and feedback
- Q&A

Who are we?

Triage and Mediation team – Casework assessment

- Dani Rawling – Dispute Resolution Manager
- Sarah Jowitt – Triage Lead
- Hannah Baptiste – Dispute Examiner
- Kelah Raynor – Dispute Resolution Support Officer

Background to the changes

- Demand
- Support our vision and strategic objectives
- Landlord feedback
- Colleague feedback
- Improve the customer experience
- System changes
- Process efficiencies

Old vs new

Old process	New process	Benefit
Bespoke information requests for most cases.	Standard requests for most cases.	Clearer expectations around what we need.
Reliance on numbering system to identify files.	Landlord completes a checklist to return with the information.	Reduces queries about missing documents.
High risk cases not communicated to landlords.	High risk cases identified to landlords, when we send an information request.	Supports our high-risk case KPI and flags cases that may require immediate landlord intervention.
Complex information request document	Streamlined information request document, focusing on the complaint definition and information required	Consistent process for landlords and clearer expectations.
Extensive information requested before Adjudicator/Investigator assessment	Standard information requested and specific information requested during the investigation	Reduction in landlord time spent per case and clearer check in process.

Submissions - what do you need to do?

- Complete and return the information request table checklist
- Provide timely, specific information relevant to the complaint
- Clarify any abbreviations used in the documents
- Make sure information is accessible (PDF copies preferred)
- Guidance page on our website - [Landlords >Guidance notes > How we request information](#)

Example - completed checklist

Ref	Description	For landlord use: complete both columns as below	
		Info provided <i>(Y or N and if no, why?)</i>	Info location <i>Please enter the name of the submitted file that includes this information</i>
A For all cases			
A1	Occupancy agreement including all terms and conditions and resident handbook	Y	A1
A2	Current rent charge AND rent charge for the years relevant to the complaint issue	N – no related rent charge	
A3	Brief description of the property	Y	A3

Complete with the name of the file that contains the info – use our referencing system for file names.

Complete with Y (yes), N (no) with reason if info not provided.

Ref	Antisocial behaviour	Info provided	Info location
ASB			
ASB1	A copy of the resident's ASB reports.	Y	ASB1
ASB2	All internal correspondence or contact notes about the reports of ASB.	Y	ASB2
ASB3	Incidents diaries or other reports from the resident.	Y	ASB2

Portal use and email returns

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Cases ▾ Tasks ▾

Filter

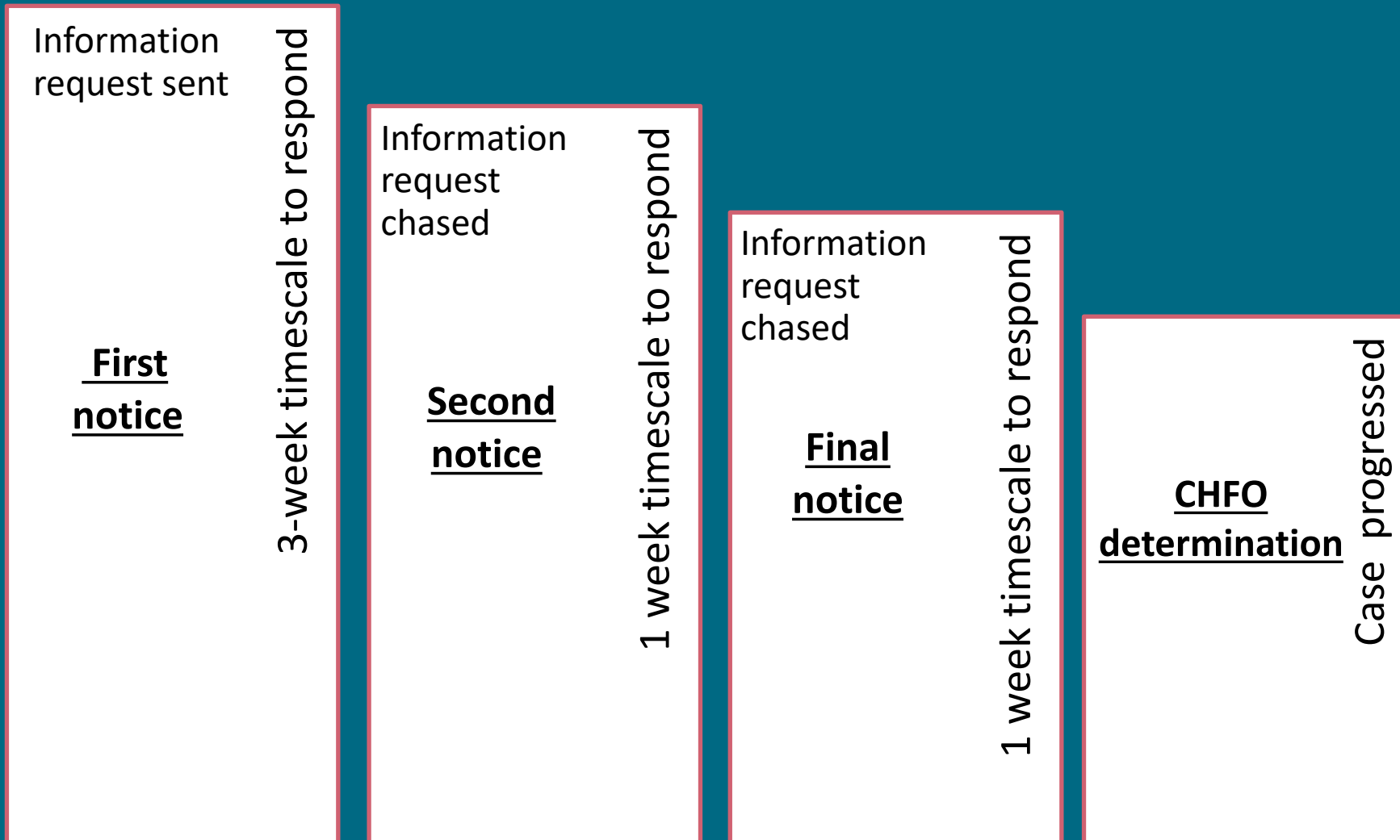
Welcome Dani Rawling

Click on the Case ref. link to access the case details.

Complainant	Landlord	Case ref.	Title	Date	Task due date	Status
Mr Test Test	TEST TEST TEST Landlord		Send copy of stage two response by 1 April 2023	3/22/2023	3/30/2023	Pending/New
TEST TEST TEST	TEST TEST TEST Landlord		Record complaint and update by 30 March	3/2/2023	3/30/2023	Pending/New
TEST TEST TEST Rep	TEST TEST TEST Landlord		Provide evidence by 23 March 2023	3/2/2023	3/23/2023	Approaching
TEST TEST TEST	TEST TEST TEST Landlord		No outstanding actions			
TEST TEST TEST	TEST TEST TEST Landlord		No outstanding actions			
TEST TEST TEST	TEST TEST TEST Landlord		No outstanding actions			

- [Interactive Portal for Landlords - Housing Ombudsman \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)
- [How we request information | Housing Ombudsman \(housing-ombudsman.org.uk\)](https://housing-ombudsman.org.uk)

Timescales and CHFOs



Next steps and feedback

- Feedback via our Portal mailbox – portal@housing-ombudsman.org.uk

Fairness	Learning	Openness	Excellence
We are independent and impartial; we take time to listen carefully and to understand the evidence	We share knowledge and insights to maximise our impact and improve services.	We are accessible and accountable; we publish information on our performance and decisions.	We work together to provide an efficient, high-quality service
We do the right thing	We embrace new ways of working	We respect each other	We collaborate with purpose
Everyone can give their views	We ask "what have we learned from that?"	We communicate clearly based on stakeholders' needs	We ask "what can I do to make our service better?"
We use evidence to inform our decisions	We support the development of others	We are accountable	We have a positive attitude
We use our work to extend fairness	We share our learning to improve outcomes	We are proud ambassadors for HOS	We make HOS a great place to work

Questions

- Pre submitted questions first with additional Q&A if time.
- We will respond to any pre submitted questions not answered today, in a follow up email.