

NOTICES OF MOTIONS

Motion 5

Housing Ombudsman's Findings

Councillor Geary (19 October 2023)

- “1. That this Council notes:
 - a) with embarrassment and regret the findings of the housing ombudsman, a finding of severe maladministration against the council in regard to housing repairs for a disabled resident and her son, issues that went on over a space of years;
 - b) that this finding showed over 120 logs of works that needed attention over 4 years;
 - c) that the Council failed to react even after a MKCC Councillor became involved;
 - d) that the Council failed to respond within the required timescales to both a stage 1 and stage 2 complaint;
 - e) that the Council did not express empathy or sympathy with the tenant, something that costs nothing; and
 - f) that the Council was instructed to both apologise and pay compensation of £5,500.
2. That this Council requests that the Chief Executive:
 - a) confirm the compensation has been paid and the apology has been sent;
 - b) further write to the resident highlighting this meeting and further apologising on behalf of the Labour Liberal Democrat coalition and all members of the Council;
 - c) undertake a lessons learned exercise if it has not already happened and for the outcomes of this exercise, along with the full list of any changes to the way the Council operates to be forwarded to all Councillors as soon as possible, so that members can be assured that the issues highlighted in this report will not be repeated in this service or any other; and
 - d) be asked to provide assurances in writing to Councillors that the lack of empathy or sympathy in this case is isolated and is not cultural to the organisation as a whole.”