

# Housing

## Ombudsman Service

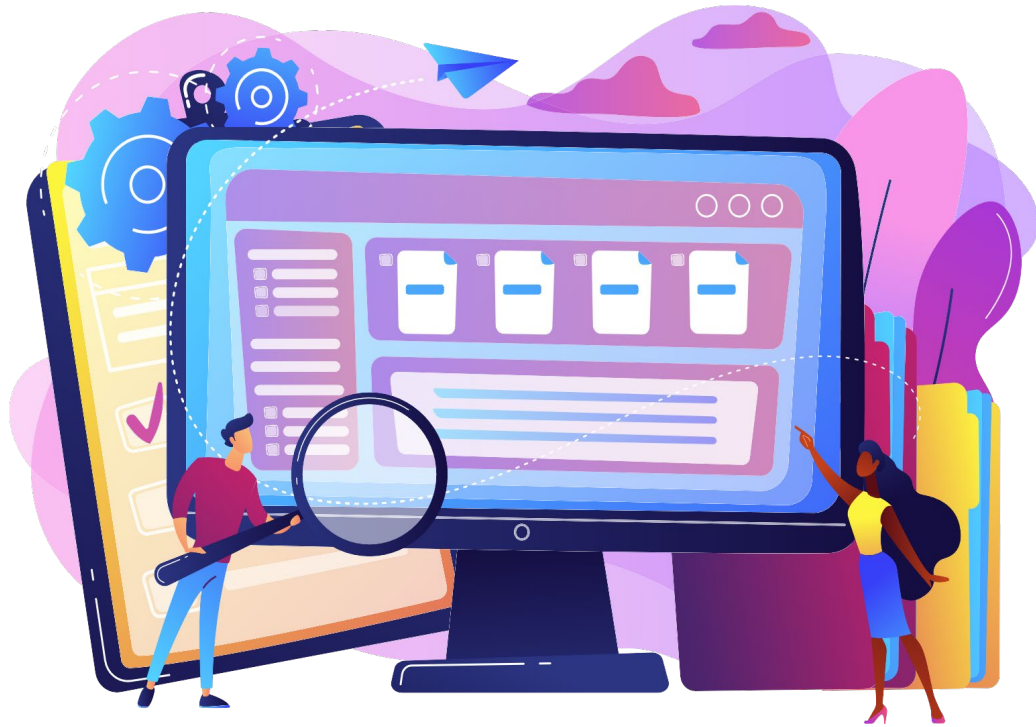
### Spotlight on Attitudes, Respect and Rights *'Relationship of Equals'*

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Sector Learning and Development Manager

25 March 2024

# Why Attitudes, Respect and Rights?



- ▶ Combined cost of living and the housing crisis.
- ▶ Narrow vision of what social housing is for.
- ▶ Unfairness in the way complaints from vulnerable residents can be handled.

# The report

- ▶ Our jurisdiction
- ▶ Background of social housing
- ▶ Operational landscape
- ▶ General needs doesn't mean no needs.



# Gathering information for this report



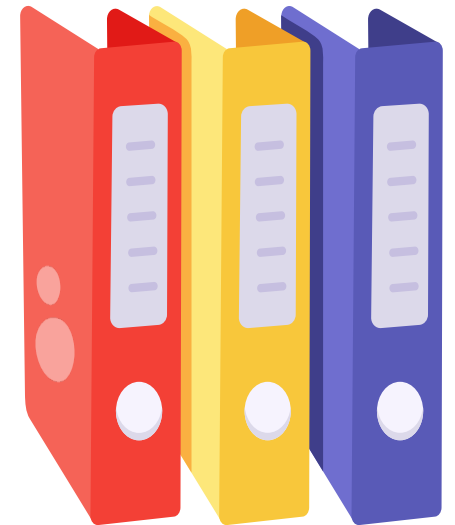
- ▶ Call for evidence.
- ▶ Cases we received or determined.

# Key findings from our call for evidence

## Residents

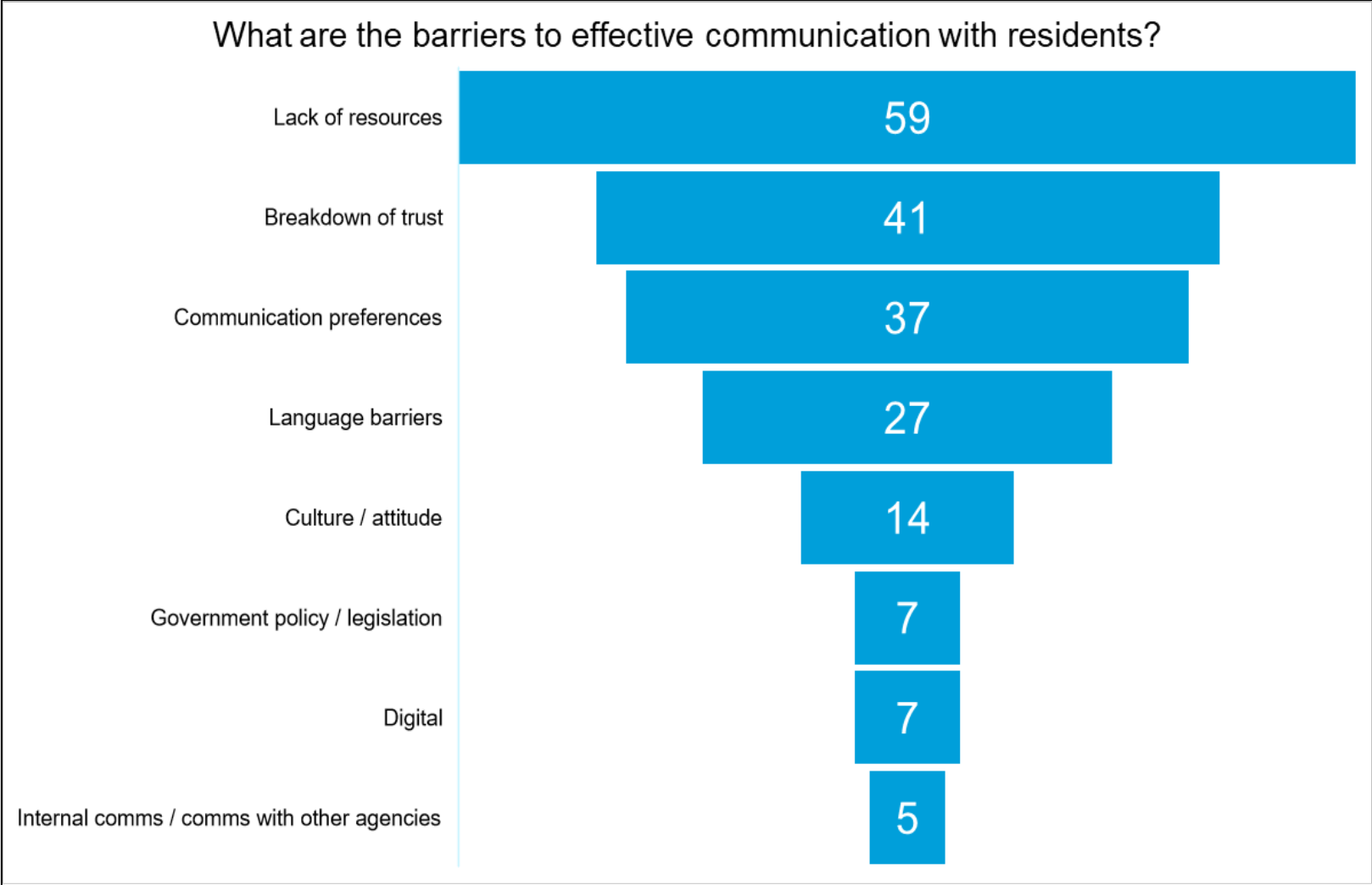
Rate on a scale of 1-5 with 1 being not at all and 5 being very, how well they thought their landlord kept them informed about:

- Updates to their repair requests.
- Changes to rent and service charges.
- Changes to their named housing officer.
- Changes to policy, guidance or legislation.
- How to make a complaint.
- How their landlord is performing.



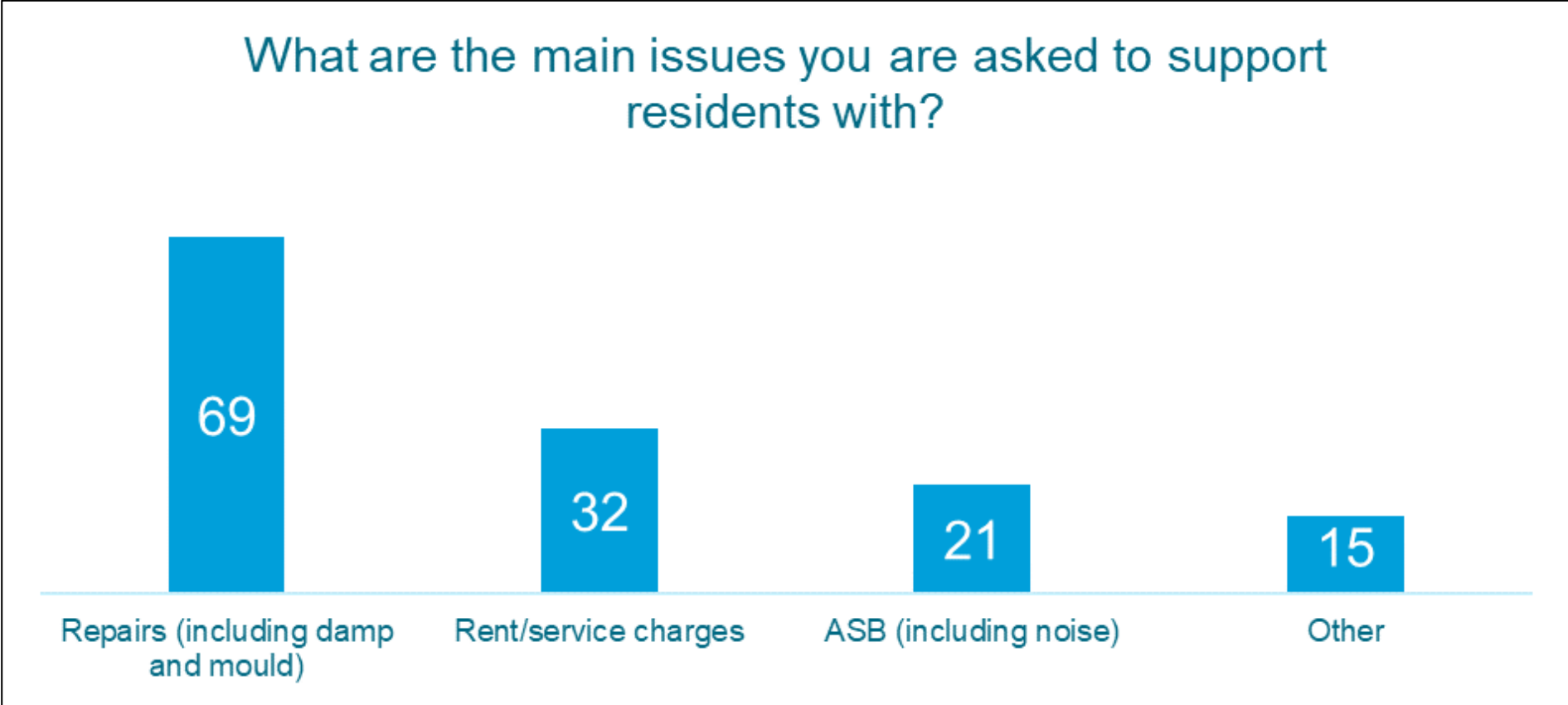
# Key findings from our call for evidence

## Landlords



# Key findings from our call for evidence

## Advocacy services



# Key findings from our case work

## Complaint categories

- ▶ Staff conduct
- ▶ Complaint handling





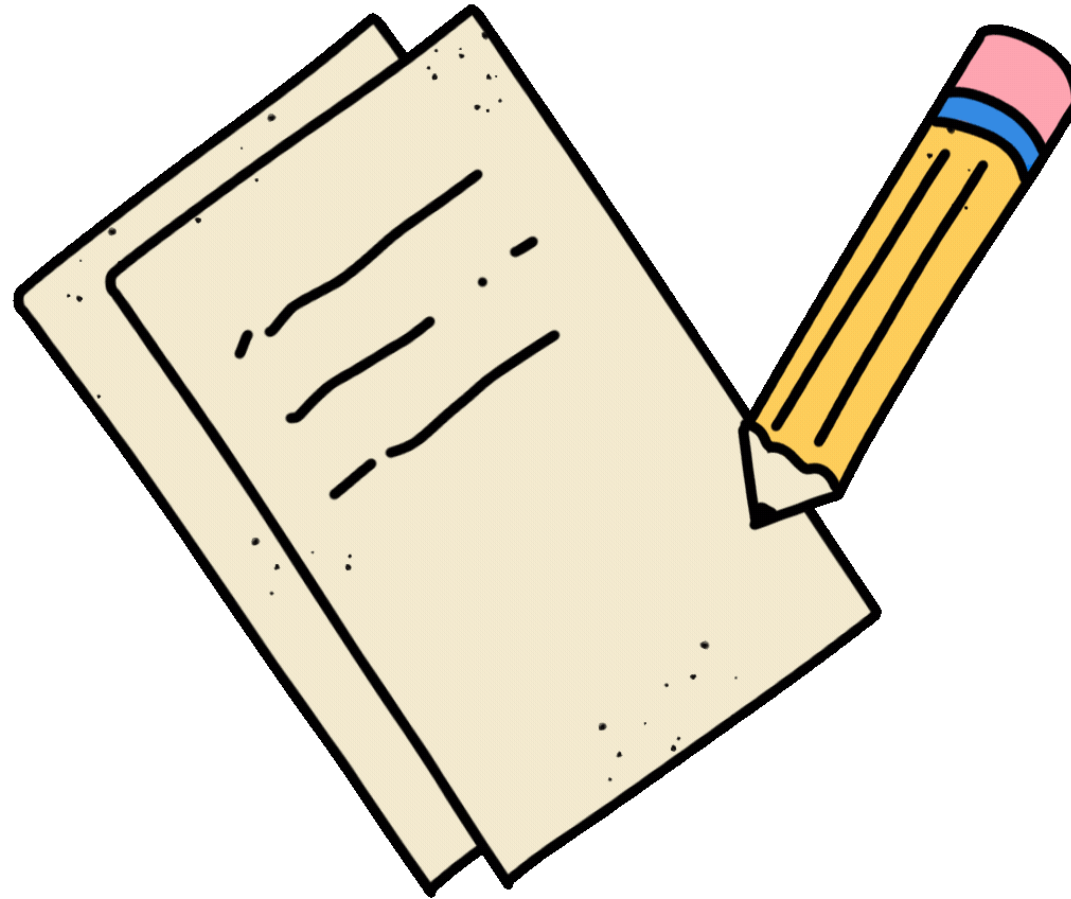
# Key findings from our case work

## Cross cutting themes

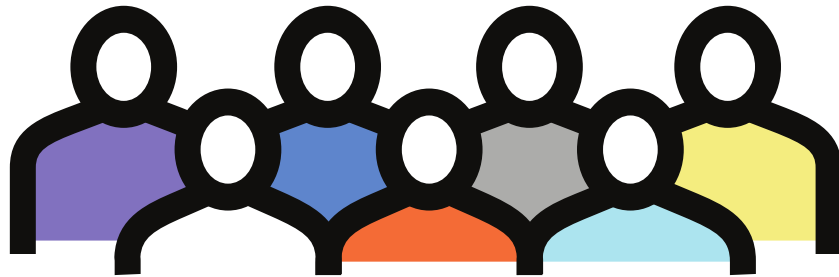
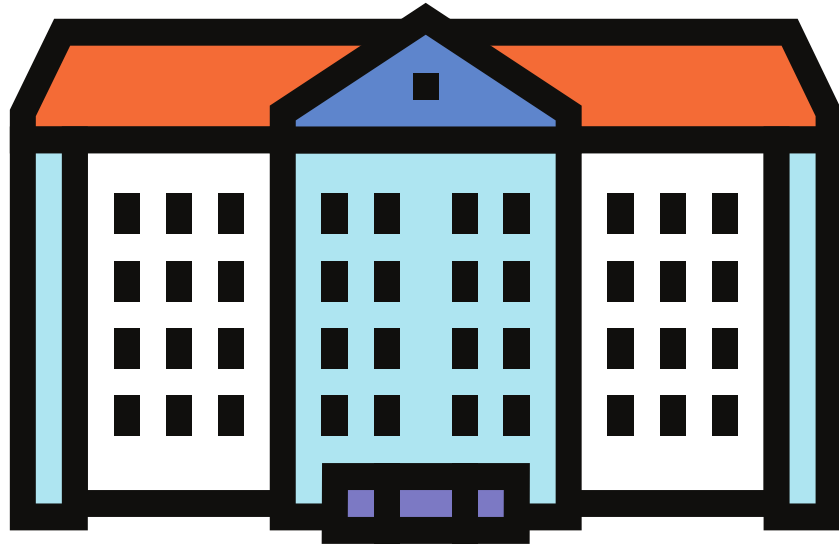
- ▶ Communication
- ▶ Behaviour of staff or operative
- ▶ Bias/prejudice/discrimination by landlord



# Recommendations



# Recommendations – for Government and policy makers



- ▶ Establish a new Royal Commission for housing
- ▶ Introduce a new duty to cooperate between agencies and landlords

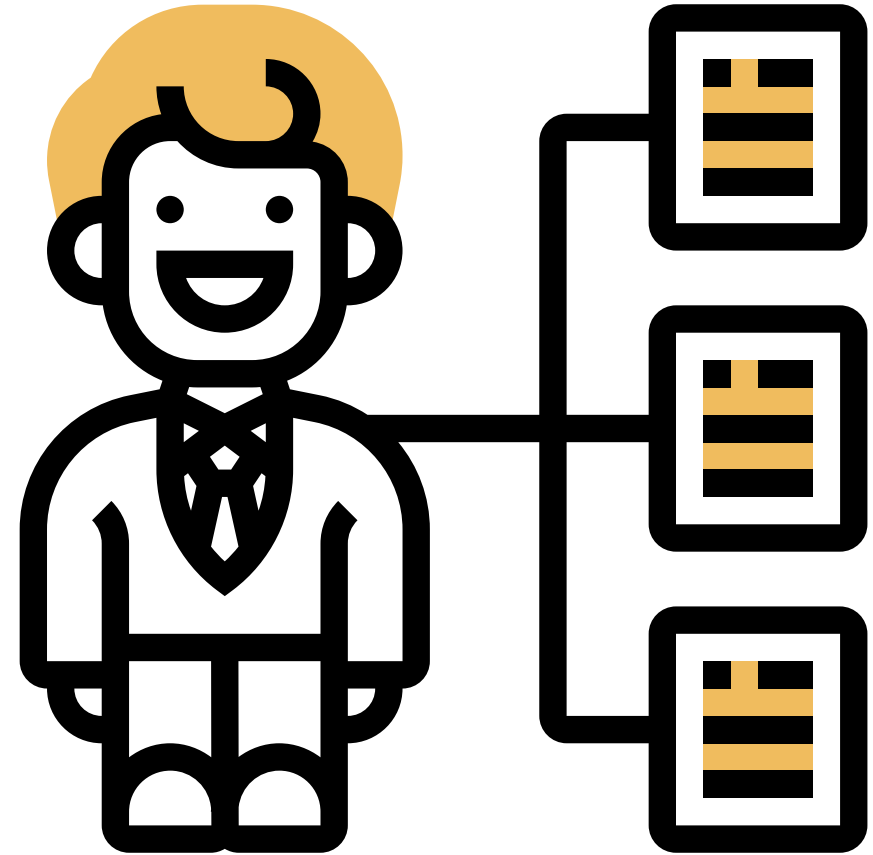
# Recommendations – for landlords' leadership

- ▶ Culture, vision and values
- ▶ What does the resident need?
- ▶ Look to the future
- ▶ Complaint handling



# Recommendations – for case handlers

- ▶ Communication
- ▶ Training, guidance, support
- ▶ Accurate records
- ▶ Welfare checks
- ▶ High standard of customer care



**Any questions?**



# Contact us

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