

The Housing Ombudsman: Addressing Anti-social Behaviour and Resolving Disputes in Social Housing

Rebecca Reed
Head of Insight and Development

Housing
Ombudsman Service

Our service

- ▶ All social landlords in England must be members of the 'Housing Ombudsman Scheme'
- ▶ 2,316 landlords - 1,916 HAs, 329 LAs and 71 voluntary, covering 4.7m households.
- ▶ Vision - to improve lives and housing services (using complaints)
- ▶ Proactive Ombudsman with a dual role
- ▶ Promote learning from complaints, deliver training, undertake deeper investigations into systemic and thematic issues

ASB reports – what drives complaints

- ▶ Communication
- ▶ Expectations
- ▶ Record keeping
- ▶ Escalation

Embedding learning from complaints

- ▶ Manage expectations
- ▶ Keep people updated
- ▶ Ensure the audit trail
- ▶ Strong policies
- ▶ Range of handling methods
- ▶ Alternative solutions
- ▶ Staff training
- ▶ Separate handling of unreasonable behaviour from handling the report

Ombudsman investigation: Noise control

- ▶ Handful of landlords
 - ▶ Geographical spread
 - ▶ Size range
 - ▶ Different types
- ▶ Research fieldwork
- ▶ If not ASB, then what?
- ▶ Policies and procedures
- ▶ Other agencies
- ▶ Ambient noise

Contact us

Rebecca Reed

RReed@housing-ombudsman.org.uk



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