

HACKNEY HOUSING CO-OPERATIVE

2026 ANNUAL HOUSING OMBUDSMAN DETERMINATIONS REPORT AND MANAGEMENT COMMITTEE RESPONSE

During the period between 1 April 2025 and 31 March 2026 the Ombudsman made from decisions (known as determinations) on 2 cases. Orders have been fulfilled on both cases and both cases have been closed by the Ombudsman.

Service Area	Finding	Compensation Ordered
Damp & Mould, Electrical Works, Complaint Handling	Severe Maladministration and Maladministration	£2,000
Repairs, ASB, Complaint Handling, Record Keeping	Maladministration	£1,374

Determinations and learning

The severe maladministration finding arose from the handling of damp and mould remedial works, where the Ombudsman found that works took in excess of three years to complete and that insufficient consideration was given to mitigating risks and impacts on the resident.

Key drivers of maladministration findings were:

- Significant delays in completing repairs.
- Failure to effectively manage damp and mould.
- Inadequate communication with residents.
- Inadequate complaint handling.
- Weak record keeping.
- Failure to adequately consider vulnerabilities.
- Inadequate monitoring and escalation of actions.

Repairs, Damp and Mould (2 cases)

The determinations identified significant delays in progressing repairs, failure to manage damp and mould risks effectively in a property, poor project management of major works on 2 properties, limited evidence of effective contractor management on two properties, failure to implement interim measures to mitigate the impact on a resident.

Since these 2 cases, HHC and its managing agent have strengthened repairs governance arrangements, improve oversight of major works programmes and introduced enhanced monitoring of high-risk repairs and damp and mould cases.

Complaint Handling (2 cases)

The determinations identified delayed complaint responses, incomplete complaint investigations, failure to track actions through to completion.

Since these 2 cases HHC and its managing agent have strengthened its quality assurance framework to ensure Complaint Handling Code compliance, robust investigations and timely responses.

Tenancy Management and ASB (1 case)

The determination identified insufficient action in response to ASB reports; lack of evidence of tenancy enforcement activity, failure to demonstrate compliance with tenancy and pet ownership requirements, inadequate communication regarding actions taken.

Since this case HHC and its managing agent have strengthened case management arrangements to ensure all ASB concerns are investigated, recorded and followed through to conclusion with appropriate resident updates.

Electrical Safety (1 case)

The determination identified delays in arranging inspections, delayed progression of follow-on works, insufficient communication regarding safety-related issues.

HHC and its managing agent have good systems for monitoring electrical safety works. In this case escalation was not flagged and delays occurred.

Record Keeping (1 case)

The determination identified missing records, incomplete audit trails, failure to retain evidence of actions taken, insufficient documentation of decision making.

Since this case HHC and its managing agent have stronger information governance controls.

Orders and recommendations

The Housing Ombudsman made 9 orders. All orders have been fulfilled, and the Housing Ombudsman has closed the 2 cases

Order Type	Number of orders
Compensation Award	2
Written Apology	2
Record Keeping Review	1
Complaint Handling Review	1
Complaint Training Review	1
Vulnerability Review	1
Electrical Works Action Plan	1

Management Committee Assurance Statement

The Management Committee reviewed Housing Ombudsman determinations when they were received during the reporting year. The Management Committee is satisfied that Ombudsman determinations have been reviewed; lessons learned have been identified; appropriate scrutiny has been undertaken, and orders on both cases have been fulfilled. The Management Committee is pleased to note that the Ombudsman has closed both cases.