



Department for Levelling Up, Housing & Communities

Rt Hon Michael Gove MP
*Secretary of State for Levelling up, Housing
and Communities*
Minister for Intergovernmental Relations
2 Marsham Street
London
SW1P 4DF

Léann Hearne
Chief Executive, Livv Housing Group
Lakeview
Kings Business Park
Prescot
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4 September 2023

Dear Léann,

I write following a finding of severe maladministration by the Housing Ombudsman for your organisation's poor response to leaks and damp, and inadequate complaint handling.

In this case, your resident's mental health was severely impacted having suffered frustration and stress because of your failure to provide the level of service he should expect to receive. You failed to act on the resident's report of damp for four years, and when the Ombudsman came to investigate the case, he found that your record keeping also fell short.

Your handling of this complaint was not of the standard your residents should expect to receive. This is deeply disappointing. When your residents report an issue, it should be acted upon swiftly, effectively, and fairly.

There were multiple failings in this case and some of your staff behaved in a heavy-handed way towards the resident.

I note that you say you have made changes following this case and I expect these necessary improvements to your processes to make a difference to the service you deliver to your residents. I will be taking a personal interest in how your organisation continues to deliver its responsibilities to its residents.

I am copying this letter to the Housing Ombudsman and the Select Committee for Levelling Up, Housing and Communities.

Yours ever,

Rt Hon Michael Gove MP
Secretary of State for Levelling up, Housing and Communities
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