



Department for Levelling Up,  
Housing & Communities

**Rt Hon Michael Gove MP**

*Secretary of State for Levelling Up, Housing and  
Communities*

*Minister for Intergovernmental Relations*

**Department for Levelling Up, Housing and  
Communities**

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2 Marsham Street  
London SW1P 4DF

Mr Michael Bracey  
CEO, Milton Keynes Council  
1 Saxon Gate East  
Central Milton Keynes  
MK9 3EJ

Via email only.

16 August 2023

Dear Michael,

I write following a finding of severe maladministration by the Housing Ombudsman, for your unacceptable complaint handling which led to a vulnerable resident and her son, both with disabilities, living with outstanding repairs for years.

In this case you failed to raise the resident's complaint and delayed both stages 1 and 2 of the process, despite the Ombudsman's involvement. When you did respond you did not do so adequately, and you did not recognise the time you took to resolve the issues. The delays that resulted and your lack of empathy towards the resident and her son, caused her to believe that she was being discriminated against. No resident should be left to feel this way.

You have failed your residents. Everyone, particularly those who are vulnerable, should be able to expect to live in a decent, home and to have complaints taken seriously and repairs carried out in reasonable time.

I expect you to implement changes to ensure this does not happen again. I will take a personal interest in whether the changes you say you have made make a tangible difference to your residents.

I am copying this letter to Iain Stewart MP, Ben Everett MP, Councillor David Hopkins, Councillor Robin Bradburn, Councillor Peter Marland, the Select Committee for Levelling Up, Housing and Communities, and to the Housing Ombudsman.

**Yours, ever**

**Rt Hon Michael Gove MP**

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