



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**

4th Floor, Fry Building

2 Marsham Street

London SW1P 4DF

Geeta Nanda, OBE

CEO

Metropolitan Thames Valley

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Via email only

16 August 2023

Dear Geeta,

I write following a further finding of severe maladministration by the Housing Ombudsman, for your failure to give assurance to a resident over fire safety in their building. I am concerned to hear of this further finding following previous cases in 2022 and a special report published by the Ombudsman in 2019.

In this latest case, the resident, who had disabilities, contacted you with concerns over disrepair of a communal fire alarm call unit. Your response at stage 1 was not only delayed but failed to recognise either the issue or the resident's disabilities. Your stage 2 response did address the issue but lacked clarity and detail causing the resident more anxiety and frustration. After 10 months you continued to investigate but failed to inform the resident of progress or your findings.

This is simply not acceptable. Your residents should expect their complaint to be acknowledged, the seriousness of it understood and action taken to remedy the issue. This Government has been clear that social housing residents must be able to put their trust in their landlords to provide a decent home and deal with complaints effectively. The Social Housing (Regulation) Act 2023 has brought in a new regulatory regime to support this Government's commitment to driving up standards and holding landlords accountable for providing social housing residents with decent homes.

I understand that you have made changes to your complaints handling so that tenants are heard and, appropriate action is taken to rectify issues. I will continue to take a personal interest in how your organisation continues to deliver its responsibilities to its residents. I expect you to make the improvements needed.

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

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