



## 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

Patrick Franco  
Notting Hill Genesis  
Bruce Kenrick House,  
2 Killick Street,  
London,  
N1 9FL

Via email only

16 August 2023

Dear Patrick,

I write following a finding of severe maladministration by the Housing Ombudsman, for your failure to carry out repairs to a faulty window. This posed a health and safety risk not only to the family living in the property, but to members of the public.

Following the resident reporting the fault, you failed to act on the advice of a contractor who recommended replacement rather than repair of the faulty window, putting the family and others at risk. It took six months from the issue being reported for you to act and board up the faulty window. The resident had gone to some considerable length to get you to listen to her concerns about the safety of the window. It took you nine months to attempt to repair the window and a further seven months for it to be replaced. You failed to acknowledge the issue of safety when handling this complaint and failed to keep the resident informed.

This is not acceptable. Residents should expect that when they report an issue, it will be acted upon swiftly and effectively – especially when matters of safety are involved.

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 and speedily. 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 claim to have learnt from this case and have made changes to improve the service that you deliver to your residents. I will take 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,

A handwritten signature in black ink that reads "Michael Gove". The signature is written in a cursive style with a large initial 'M' and a long, sweeping tail on the 'G'.

**Rt Hon Michael Gove MP**

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