



## Department for Levelling Up, Housing & Communities

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Via email only

**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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[www.gov.uk/dluhc](http://www.gov.uk/dluhc)

16 August 2023

Dear Melbourne,

I write following findings by the Housing Ombudsman of severe maladministration for Nottingham City Homes' failings in making repairs to a vulnerable resident's home.

In this case, your organisation left numerous repairs jobs outstanding, including water coming in through the front and rear doors for over two years. You also failed to act on other repairs which resulted in the resident being left without a working toilet. When the Ombudsman undertook his investigation, several repairs remained outstanding.

Your poor response to the repairs and your sub-standard record keeping had an adverse effect on both the resident and her daughter. The length of time you took to act on the complaints made by this vulnerable resident is unacceptable and should not have been allowed to happen. Your performance in this case fell below what your residents should expect to receive.

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 health and safety of tenants should be paramount. You cannot be complacent where there are risks to a tenant's wellbeing. It should not take two years to carry out repairs of this nature. I am deeply disappointed by such inaction.

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 apologised unreservedly to the resident and that you claim to have learnt from this case. I will take a personal interest in how your organisation continues to deliver its responsibilities to its residents.

I am copying this letter to Alex Norris MP, Nadia Whittome MP, Lillian Greenwood MP, Councillor David Mellen, Councillor Kevin Clarke, the Select Committee for Levelling Up, Housing and Communities, and to the Housing Ombudsman.

**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 underline.

**Rt Hon Michael Gove MP**  
Secretary of State for Levelling Up, Housing & Communities  
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