



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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Michael McDonagh
Chief Executive
PA Housing
Walton-on-Thames
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Via email only

16 August 2023

Dear Michael,

I am extremely disappointed to be writing to you again following further findings by the Housing Ombudsman of severe maladministration. This follows my letter to Dilip Kavi, dated 18 November, following your repeated failures in dealing with a leak in a resident's property from the property above.

The two further findings are extremely concerning and came only four months after the previous severe maladministration cases. In one of the latest cases, you failed to carry out necessary repairs for some 18 months and had to redo works to damp and mould in a child's bedroom, with their possessions affected.

You not only failed to keep the resident informed, but you also failed in your management of the works and failed to consider the resident's disability. I have made it clear that you cannot be complacent where there are damp and mould risks and that I expect remedial action to be swift and effective. In the second case, you took a staggering 585 working days to respond to a Stage 2 complaint a resident made concerning a faulty roof. You failed to acknowledge or offer an apology for your failures, and again did not consider the impact your failures had on the resident. This is simply not acceptable.

These new cases bear the same hallmarks of failures that led to the previous severe maladministration findings, emphasising the need for you to respond properly to the Ombudsman's recommendations. I understand that you are putting in place reforms to improve communications with your residents about the progress of a repair and strengthening your Customer Relationship Management System to improve recording of repairs complaints. You must ensure your tenants are treated with respect and that they are heard when they raise complaints. It is your duty as a landlord to deliver a professional service.

I will take a personal interest in how your organisation continues to deliver its responsibilities to its residents and expect to see an improvement. 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, slightly slanted style.

Rt Hon Michael Gove MP

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