



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

Bayo Dosunmu  
Chief Executive  
Lambeth Council

Via email only

16 August 2023

Dear Bayo,

I write again following a further finding of severe maladministration by the Housing Ombudsman. This comes in addition to the special report published by the Ombudsman in February 2022 and the previous severe maladministration cases published in March 2022, November 2022, and February 2023.

In this case a resident and her family were left for six years in damp and mouldy conditions caused by a leaking roof. You failed to properly keep track of the complaint. Having made promises that you would monitor the leaking roof, the leak continued for the next two years. The resulting damp and mould was hugely worrying for the residents who had a very young child who suffered from severe eczema.

I am also concerned to hear that you also failed to respond appropriately to a safeguarding enquiry from the children's school. Your poor record keeping played a key part in this case and hampered the Ombudsman's investigation.

You have failed your residents yet again. Everyone, particularly those who are vulnerable, should be able to expect to live in a decent, damp free home and to have repairs take place in reasonable time. This case comes after repeated failures described by the Ombudsman in his special report of 2022 and other severe maladministration findings.

I expect you to implement changes as soon as possible and I will continue to take a personal interest in whether these changes make a tangible difference to your residents.

I am copying this letter to Florence Eshalomi MP, Helen Hayes MP, Bell Ribeiro-Addy MP, Councillor Claire Holland, Councillor Donna Harris, the Levelling Up, Housing, and Communities Select Committee and to the Housing Ombudsman.

Yours ever,

**Rt Hon Michael Gove MP**

Secretary of State for Levelling Up, Housing & Communities  
Minister for Intergovernmental Relations