



## 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

Ginah Amoh  
CEO  
Inquillab Housing Association  
8 Kew Bridge  
Brentford  
TW8 0FJ

16 August 2023

Dear Ginah,

I write following two findings of severe maladministration by the Housing Ombudsman, both for your failure to respond to initial complaints and failure to respond to subsequent significant contact from the Housing Ombudsman.

The first case involved leaving a resident and his son in a home for 15 months with a roof which leaked every time it rained. Understandably the resident suffered distress, inconvenience, and frustration because of the significant delay in his receiving a response from you.

The second case involved a defective shared pipe leaking water into a resident's property. As with the first case, you failed to provide a response to the resident who had reported the issue, even after significant contact from the Housing Ombudsman. This resulted in the issuing of a Complaint Handling Failure Order. When you did eventually respond you made errors affecting the proper investigation and resolution of the issue.

You failed these residents. No one should feel ignored when they put forward a complaint, residents should be treated with respect and have their voices heard. Residents should expect that when they report an issue, it will be acted upon swiftly and effectively.

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 have taken steps to rectify these issues and claim to have made changes to improve the service that you deliver to your residents. I will be taking 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, prominent 'M' and 'G'.

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