



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

Andy Hulme
CEO
Hyde Housing Group
30 Park Street
London
SE1 9EQ

Via email only

16 August 2023

Dear Andy,

I write following a finding of severe maladministration by the Housing Ombudsman, for your organisation's poor complaint handling.

In this case, it took you four and a half months to respond to a stage 1 complaint. This is not only outside of your own timescales, but also those of the Housing Ombudsman's Complaint Handling Code. When your resident escalated her complaint to stage 2, it took you five and a half months to respond and that was after a Complaint Handling Order had been issued to you by the Housing Ombudsman. You then tried to persuade your resident to accept that the complaint was resolved when it was not, offering an unacceptable level of compensation. The original issue about which she had complained had not been resolved.

Your handling of this complaint was not of the standard your residents should be able to expect to receive. This is deeply disappointing. When your residents report an issue, it should be acted upon swiftly, effectively, and fairly.

You failed your resident, and the way in which you dealt with her complaint did not comply with the standards set out in the Ombudsman's Complaint Handling Code, which has been made statutory through the Social Housing (Regulation) Act 2023. The Act 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 note that you say you have made changes following this case and I expect these necessary improvements to your processes to make a positive difference to the service 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 initial 'M'.

Rt Hon Michael Gove MP
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