



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

Mr Tony Clements
CEO Ealing Council,
Perceval House,
14/16 Uxbridge Road,
Ealing
W5 2HL

16 August 2023

Via email only.

Dear Tony,

I write following a finding of severe maladministration by the Housing Ombudsman, after it took you nine months to respond to a Stage 2 complaint, which delayed repairs and redress for the resident concerned.

In this case, the resident, who had vulnerabilities, reported a leak they believed was coming from the property above. Despite some repairs having been carried out, two months later the issue was ongoing and again reported by the resident. Six months after this, the issue was still unresolved. The resident escalated her complaint but did not receive a response until nine months later. You only sent a formal response once the Ombudsman had issued a Complaint Handling Failure Order. This was described as 'inadequate' and did not cover the issues raised by the resident, who had taken much time and effort to elicit a response. The Ombudsman had to intervene on numerous occasions.

You have failed your resident. Everyone, particularly those who are vulnerable, should be able to expect to have their complaint taken seriously, and have repairs carried out in reasonable time.

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 Rupa Huq MP, Virendra Sharma MP, James Murray MP, Councillor Peter Mason, Councillor Gary Malcolm, the Select Committee for Levelling Up, Housing and Communities, and to the Housing Ombudsman.

Yours ever,

Rt Hon Michael Gove MP

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