



Department for Levelling Up,
Housing & Communities

Rt Hon Michael Gove MP

Secretary of State for Levelling Up, Housing & Communities

Minister for Intergovernmental Relations

2 Marsham Street

London

SW1P 4DF

Ian McDermott
CEO
Peabody Housing
45 Westminster Bridge Road
London
SE1 7JB

30 January 2024

Dear Ian,

I write to you again following 3 findings of severe maladministration by the Housing Ombudsman due to your poor handling of water leaks and supply of hot water.

In the first case, your resident had intermittent issues with their hot water supply for over 2 years. This occurred during the pandemic, which was a particularly stressful time for your resident as they were unable not protect themselves from COVID-19 by washing their hands properly. You also did not communicate with your resident enough, and you did not always comply with her request for all communication to be in writing.

In the second case, you did not fix leaks in your resident's home for over 3 years. They repeatedly told you about the impact this was having on her children and her own mental health. Despite the fact you had vulnerable residents suffering, you did not act to fix the repairs urgently. These delays meant your resident and her young family spent several winters in a wet, cold, and uncomfortable environment.

Your inaction left your residents in terrible living conditions. This is unacceptable. You failed to provide the level of service your residents should expect to receive. When your residents report an issue, especially when vulnerable people are involved, it should be acted upon swiftly and effectively.

The Social Housing Regulation Act is bringing in a tough 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 expect the changes you have made, including creating a specialised complaints team and centralising your record keeping, to improve the quality of service you deliver. You must treat all residents with respect and dignity, and I will be taking a personal interest in the changes you make to do so.

I am copying this letter to the Housing Ombudsman and to the Select Committee for Levelling Up, Housing and Communities.

Yours ever,

RT HON MICHAEL GOVE MP

Secretary of State for Levelling Up, Housing and Communities

Minister for Intergovernmental Relations