



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

Clare Miller

Chief Executive of Clarion Housing Group,

Read House

Peachman Way

Broadland Business Park

Norwich

NR7 0WF

9 February 2024

Dear Clare,

I write again following another four findings of severe maladministration by the Housing Ombudsman.

The Ombudsman's report identifies delays, poor communication, ineffective action, and a failure to identify the core issues raised by your residents.

In the first case you failed to rectify leaks reported by your resident over a period of five years. You offered insufficient compensation and after responding to the complaint, it took you a further 12 months to complete the repair fully.

In the second case you failed to act quickly or in line with your own health and safety obligations in response to a complaint about damp and mould. This was despite your resident's children having to move into the living room to escape the mould. You failed to communicate effectively with them and others in the same block who were experiencing the same problems. These failures left your resident feeling helpless.

The third case also involved damp and mould. Your resident was unable to use a bedroom in her home and provided medical evidence that the poor conditions may be exacerbating her children's medical conditions. Despite this, you failed to deal with the root cause of the problem, and it took further complaints for you properly to investigate.

I reiterate that I remain deeply concerned. These cases pre-date some of the changes, such as a new damp and mould strategy, that you are making following numerous previous findings by the Housing Ombudsman. Your residents, however, cannot afford to wait for higher standards to take effect. Baroness Scott has arranged to meet with you to discuss your response to these cases and your wider work to improve the quality of service given to residents.

I am copying this letter to Stephen Hammond MP, Laura Trott MP, Councillors Ross Garrod, Anthony Fairclough, Julia Thornton, and Elizabeth Purves. I am also copying the Select Committee for Levelling Up, Housing and Communities, and the Housing Ombudsman.

Yours ever,

RT HON MICHAEL GOVE MP

Secretary of State for Levelling Up, Housing and Communities

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