

Housing Ombudsman Service

Clive Betts
House of Commons,
London
SW1A 0AA

Friday 22 March 2019

Exchange Tower
Harbour Exchange Square
London E14 9GE
Tel: 0300 111 3000
Fax: 020 7831 1942
info@housing-ombudsman.org.uk
www.housing-ombudsman.org.uk

Dear Clive,

I am writing to clarify a point raised at your session on 6 March 2019 which undertook the triennial review of the Local Government and Social Care Ombudsman.

In the context of the new Housing Complaints Resolution Service, you queried whether allocations made by a housing association, outside of the housing register and local authority responsibility, were covered by an Ombudsman. Although the response you received indicated that these were not covered by anyone, I would like to correct the record to confirm that complaints concerning these allocations, either from new applicants or internal transfers, fall under our jurisdiction. In the year to date, we have issued over 100 determinations related to new applications for housing, transfer applications and decants. I trust that this reassures you and Committee members that there is not a gap in this area.

Yours sincerely,



Andrea Keenoy
Interim Housing Ombudsman

cc Edward Beale