

Our ref: NB/SMH

Ask for: Nick Bennett

Your ref:



01656 641150

Date: 13 October 2015



Mrs Jocelyn Davies
Chair of the Finance Committee
National Assembly for Wales
Cardiff Bay
CARDIFF
CF99 1NA

Dear Chair

Finance Committee – 7 October 2015
Public Services Ombudsman for Wales's Estimate Submission 2016/17

Thank you for the opportunity to give evidence to the Committee on my estimate for 2016/17. I welcomed being able to discuss my submission and I hope that Committee Members found this useful.

I gave an undertaking to the Committee that I would provide a breakdown of housing association complaints made to my office comparing 2014/15 with 2013/14, together with details on the types of housing complaints to my office during 2014/15. This information is set out at Appendix A and B.

Yours sincerely

Nick Bennett
Ombudsman

Appendix A

Comparison of Housing Association Complaints Received 2014/15 compared with 2013/14

Housing Association	2014/15	2013/14
Abbeyfield, Flint Society Ltd	1	0
Abbeyfield, South Wales Society	1	0
Baneswell Housing Association Ltd	0	1
Bro Myrddin Housing Association Ltd	2	3
Bron Afon Community Housing Ltd	12	6
Cadwyn Housing Association Ltd	1	2
Cardiff Community Housing Association Ltd	9	3
Cartrefi Conwy	7	6
Cartrefi Cymunedol Gwynedd	16	21
Charter Housing Association	10	2
Clwyd Alyn Housing Association Ltd	7	7
Coastal Housing Group Ltd	2	8
Cymdeithas Tai Cantref	2	2
Cymdeithas Tai Clwyd Cyf	2	2
Cymdeithas Tai Eryri	2	1
Cynon Taf Community Housing	3	2
Family Housing Association (Wales) Ltd	4	3
Grwp Cynefin	2	0
Grwp Gwalia Cyf Ltd	22	11
Gwalia Rest Bay (Co-ownership Equity Sharing) Housing Association Ltd	0	1
Hafod Housing Association	7	3
Linc-Cymru Housing Association	4	3
Melin Homes Ltd	9	1
Merthyr Tydfil Care and Repair	1	0
Merthyr Tydfil Housing Association Ltd	0	1
Merthyr Valleys Homes	2	5
Mid Wales Housing Association Ltd	4	5
Monmouthshire Housing Association	5	5

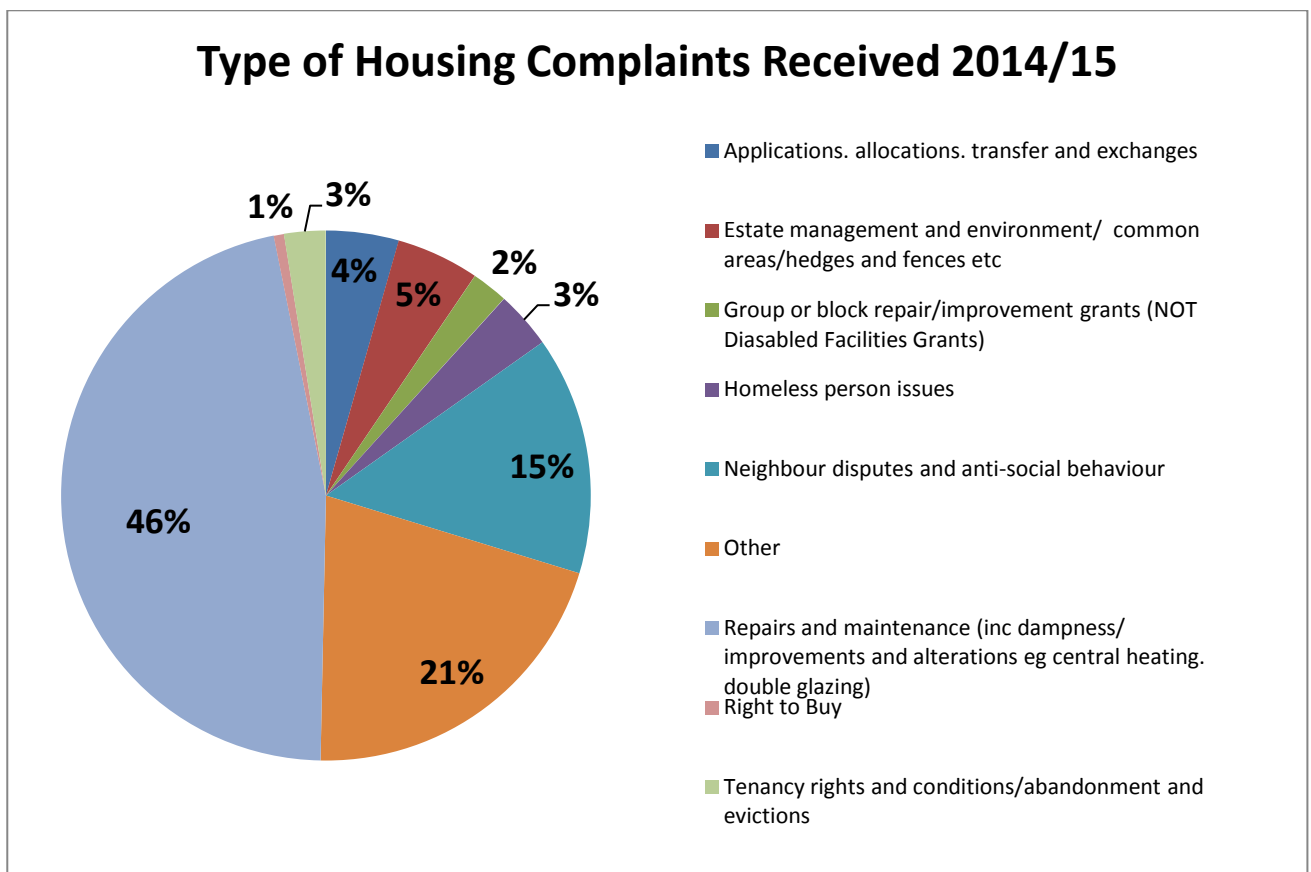
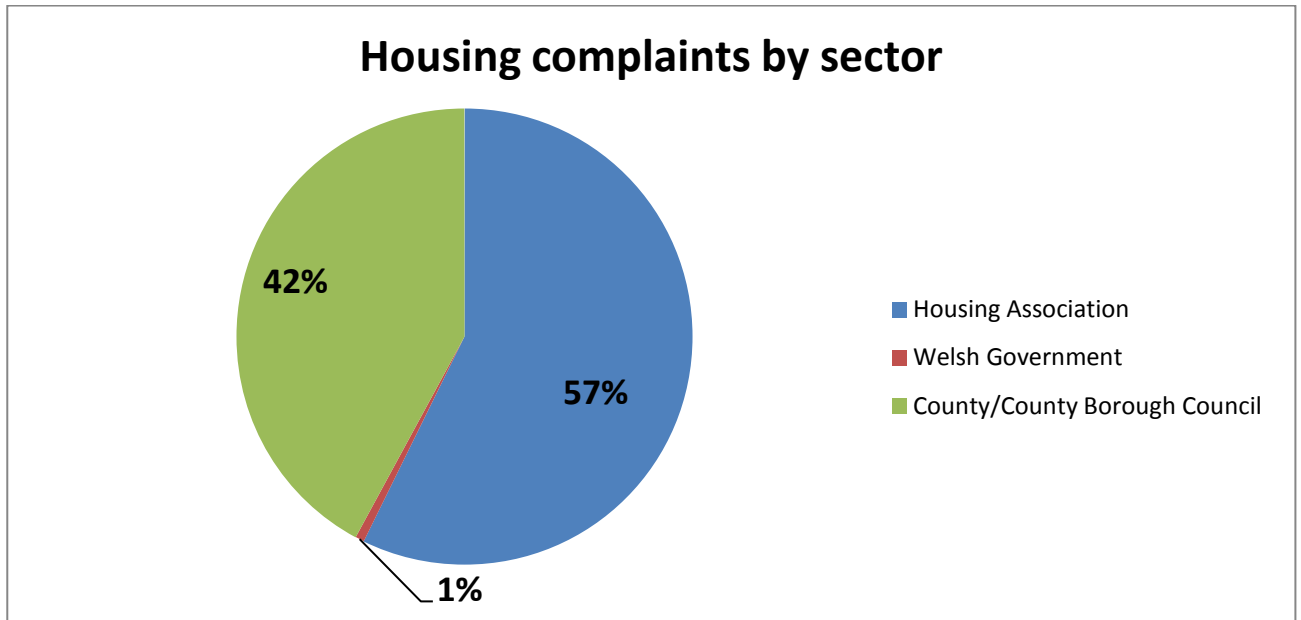
Housing Association	2014/15	2013/14
Newport City Homes	6	7
Newydd Housing Association	3	4
North Wales Housing	0	4
NPT Homes	20	12
Pembrokeshire Care & Repair	0	1
Pembrokeshire Housing Association Ltd	2	2
Pennaf Ltd	0	1
RCT Homes	6	4
Rhondda Cynon Taf Care and Repair	2	0
Rhondda Housing Association LTd	0	2
Seren Group	2	1
Taff Housing Association	0	1
Tai Calon	5	6
Tai Ceredigion Cyf	9	6
United Welsh Housing Association	6	2
Valleys To Coast Ltd	4	5
Wales and West Housing Association	11	3
Total	213	165

Appendix B

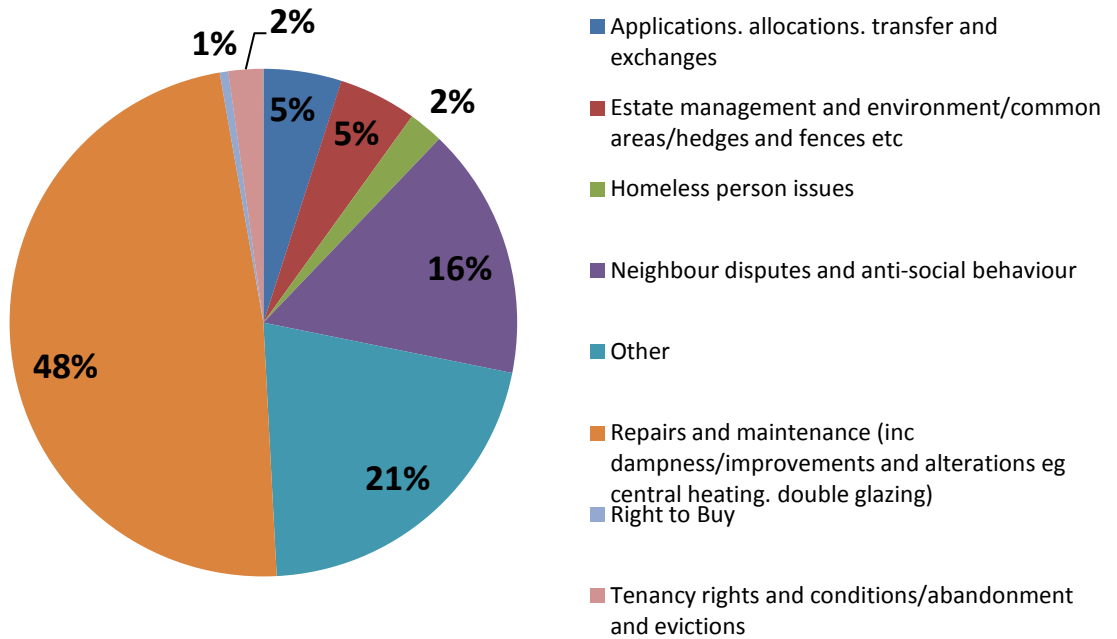
Types of Housing Complaints Received 2014/15

There were 316 Housing complaints received during 2014/15. The charts which follow provide details of:

- the split by sector
- the types of housing complaints received - overall
- the types of housing complaint received - housing associations
- the type of housing complaints received - county/county borough councils



Type of Housing Complaint - Housing Associations



Type of Housing Complaint - County Councils

