

APPENDIX 2: HOUSING OMBUDSMAN JURISDICTION

Main issue	Things the Housing Ombudsman investigates
Leasehold services	<ul style="list-style-type: none"> • Shared ownership and sales processes for leasehold properties • Shared ownership stair-casing • Full ownership and sales processes for leasehold properties owned by housing associations • Right to buy and right to acquire for tenants of housing associations • Repair responsibilities under the lease • Mortgage rescue schemes • Leasehold services provided by the landlord
Moving to a property	<ul style="list-style-type: none"> • Transfer applications that are outside Housing Act 1996 Part 6 • Type of tenancy offered • Mutual exchange • Decision to renew a fixed tenancy • Decants (including those that are dealt with via (the local housing authority's) allocation policy) • Mobility Schemes
Rent and service charges	<ul style="list-style-type: none"> • Rent or service charges
Occupancy rights	<ul style="list-style-type: none"> • Terms and conditions of occupancy rights • Succession • Assignment • Ending a tenancy (such as notice periods) • Abandonment of property • Possession proceedings
Property condition – repairs and improvements	<ul style="list-style-type: none"> • Condition of the property when first let (such as void works) • Responsive repairs • Planned maintenance or cyclical works • Improvement works carried out by landlord or tenant • Rechargeable repairs • Disabled adaptations
Tenant behaviour	<ul style="list-style-type: none"> • Anti-social behaviour • Noise nuisance • Harassment
Estate management	<ul style="list-style-type: none"> • Cleaning or repairs of communal areas • Boundary issues • Grounds maintenance • Parking linked to occupancy agreement • Parking • Use of communal areas
Complaint handling	<ul style="list-style-type: none"> • The landlord's handling of a complaint in their complaint process, including delays
Compensation	<ul style="list-style-type: none"> • Home loss or disturbance payments • Improvements carried out by the tenant • Payment for damage to property or tenants' belongings • Discretionary payments