

OMBUDSMAN ONGOING CASES - 2011/12

Cllrs Notified:	Service Mail Ref	Date Received	Ombudsman Ref	Summary of complaint	Comments
D Carroll, D Morgan, A G Jones TBA	9428	20/10/11	11 012 779/DS	Complaint that the Council has delayed unreasonably in completing its inquiries and issuing a decision on the homelessness application made on 28 June 2011.	Response due by 16/11/11
TBA	9128	20/10/11	11 007 986	The complainant is unhappy that the Council has changed its household waste collection service. It has ceased collecting refuse sacks of household waste from her home in place of collecting waste deposited in wheeled bins.	Response due by 16/11/11
					2

Service Mail Ref	Date Received (Date closed)	Ombudsman Ref	Summary of complaint	Comments	NM	ID (LS)	OJ	ID (OD)	MI	TOTAL	P/BC	Local Tax	ASB	Hsg	Env Servid	Hsg	Benefits	Transport & Highways	Licensi ng	Other
9097	08.08.11 (08.08.11)	11 008 106 CK	Parking Ticket appeal - now sent to Traffic Enforcement Centre at Northampton County Court	Outside Jurisdiction				1							1					
8519	22.02.11 25.08.11	10 019 303/sxp	Complaint that Council has not placed complainant in suitable temporary homelessness accommodation with regard to his disability etc. Complainant now residing elsewhere.	No Maladministration	1								1							
8894	15.06.11 & 29.07.11 (31.08.11)	10 022 925/DS	Complaint that Council provided incorrect advice and deemed complainant intentionally homeless, and followed incorrect procedures with regard to homelessness application	Investigation Discontinued - Injustice remedied										1						
8618	01.08.2011 (10.11.11)	10 021 902	Inadequate housing repairs; ASB behaviour causing complainant to leave property; and problems with Housing Benefit payments causing rent arrears.	Not in Jurisdiction (OJ) and discretion not exercised				1						1						
8050	24.06.11 (15.07.11)	10 022 810	Neighbour's planning applications to extend and re-build their house have resulted in a ridge height that is 400mm higher than it should be and windows directly facing the complainant's property - not been fixed shut and obscure glazed - in breach of planning conditions. The proximity of the new flank wall means that his boiler flue needs re-positioning.	Investigation Discontinued						1										
					2	1	4	4	0	11	4	0	0	3	1	1	1	0	0	1