OMBUDSMAN ONGOING CASES - 2012/13

Clirs Notified:	Service Mail Ref	Date Received	Ombudsman Ref	Summary of complaint	Comments
	10151	08/11/12	12 005 947	The Council's building control department did not inspect building works at a neighbouring property at relevant times. In addition, there is a noise nuisance from the use of a bathroom in the neighbouring property which the Council has not taken action to stop.	Response sent to LGO 30/11/12
					1

OMBUDSMAN CLOSED CASES - 2012/13

					OMBUSMAN CATEGORY OMBUDSMAN SERVICE AREA														
Service Mail Ref	(Date Received (Date closed)	Ombudsman Ref	Summary of complaint	Comments	Discre		Outside Jurisdiction				0								
					24A(OJ			P/BC	Local Tax	ASB	Hsg	Env Servic	Hsg	Benefits	Transport & Highways	Licensi ng	i Corp
8933	01/03/2012 (26/04/2012)	11 013 367/DS	Complaints regarding repairs to shower at Council-owned property (now Red Kite).	Investigation Discontinued															
7336	11/11/2011 (17/05/12)	11 012 069	Did not consider company's requests for additional rate relief from 2002 to 2010 o Altered policy guidelines in respect of rate relief in order to benefit a new subcontractor, o Refused full rate relief on the complainant's new Head Office and that the grounds for refusal are not clear.	Investigation Discontinued	1						1		1						
9724	14/02/2012 (17/05/12)	11 019 921/DS	Alleged that the Council has reneged on its agreement to let Ms P and her baby to remain in the hostel accommodation until a Housing Association property she has been allocated through the Bucks Homechoice scheme is ready for occupation in late March 2012.	Investigation Discontinued	1								1						
10128	18/05/12	12 002 428	Delay in administration of Housing Benefit claim	Investigation Discontinued					· •										
10023	18/04/12	12 000 367/sxp	Actions by Council (as freeholder of property) and insurance company in relation to claim due to fire in the property. Complainant is leaseholder.	Investigation Discontinued	1						1		1					8 8	
9972	08/08/12 (08/08/12)	12 004 076 B2 JL	Refusal of planning permission	Outside Jurisdiction (planning appeal submitted)	, A.			\prod											

Service Mail Ref	Date Received (Date closed)	Ombudsman Ref	Summary of complaint	Comments	Discre	idsman etion: ntinued	Outside Jurisdiction	
					24A(6)		OJ	
10014	14/08/12 (14/08/12)	12 001 965	The complainant complains the Council has failed to provide her with suitable evidence to prove she is in council tax arrears. She disputes the outstanding amount due and believes she has paid all charges.	Investigation Discontinued (no enquiries made)	1			
10129	01/06/2012 (17/09/12)	11 022 328	Complainant alleges she is occupying very damp property and wishes to be rehoused, and has not received proper assistance from Env Health. Also alleges that housing re-banding application also rejected by WDC without proper assessment of medical information.	Investigation Discontinued	1			
10398	10/08/2012 28/09/12	12 004 403 / JS	Complainant wishes to rent or buy council owned land adjacent to his property and is also concerned that the land is not being looked after by the Council. Delay in response times with regard to his requests.	Investigation Discontinued	1			
10546	18/09/2012 03/09/12	11 018 290	The complainant says 2 departments at WDC took inconsistent and conflicting action in relation to a boundary dispute. In addition, Council used an inaccurate land survey during the subsequent court proceedings, and issued false invoices and made abusive claims.	Investigation Discontinued				
9315	15/06/2012 (23/10/12)	12 003 182	Complaint re planning enforcement issues at neighbouring property.	Investigation Discontinued	1		'	
9835	04/09/2012 01/11/12	12003969	Complainant objects to decision of Council to define him as persistant/unreasonable complainant, and refusal to respond to general enquiries in relation to taxi licensing	Investigation Discontinued	1			
10869	07/01/2013 (07/01/13)	12 013 436	Mr and Mrs C say the Council was at fault in granting permission for a neighbouring development which effectively makes their property part of a terrace.	Investigation Discontinued (no enquiries made)	1			

P/BC	Local Tax	ASB	Hsg	Env Servic	Hsg	Benefits	Transport & Highways	Licensi ng	Corp &
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Service Mail Ref	Date Received (Date closed)	Ombudsman Ref	Summary of complaint	Comments	Ombudsman Discretion: Discontinued		Outside Jurisdiction		
					24A(6)		OJ		
10870	07/01/2013 (07/01/13)	12 016 241	The complainant – a local Town Councillor – complained to the District Council about the behaviour of one of its elected members. The Council considered the complaint but the complainant is unhappy with the outcome.	Outside Jurisdiction (complaint from Councillor and not member of the public) (no enquiries made)				1	
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P/BC	Local Tax	ASB	Hsg	Env Servic	Hsg	Benefits	Transport & Highways	Licensi ng	Corp & Other
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