

OMBUDSMAN ONGOING CASES – 2013/14

Service Mail Ref	Date Received	Ombudsman Ref	Summary of complaint	Comments
11888	24.01.14	13 010 918/sxp	Builder received incorrect advice from building control regarding a suspended floor, which allegedly failed when installed. Subject to WDC insurance claim which was refused.	Provisional View received 08.01.14 to discontinue investigation. Subsequently LGO enquiry letter received 24.01.14 and reply is being considered with regard to legal implications.
11674	19.12.13	13 008 086	Council did not respond to her concerns that she was illegally evicted from private rented accommodation in 2012 and approached Council as homeless and has not offered her sufficient advice and assistance in finding accommodation.	Reply sent 24.01.14
12125	23.01.14	13 016 364/sxp	Complainant suffered 7-10 weeks of missed or very delayed refuse collections with the result that complainant took rubbish himself to the tip and believes he should have compensation for this.	Reply due 04.02.14
				3

					OMBUSMAN CATEGORY			
Service Mail Ref	Date Received (Date closed)	Ombudsman Ref	Summary of complaint	Comments	Ombudsman Discretion: Discontinue		Outside Jurisdiction	
					NI	IC-S		
11077	13.05.13 13.05.13	13 001 484	Complaint about the unauthorised use of land near complainant's home. He says the Council could have acted more quickly about the unauthorised use. It would then have been able to refuse to accept a retrospective planning application made by the site occupier to regularise the use.	Direct Ombudsman: Not investigated	1			
11211	31.05.13 (31.05.13)	13 002 492	Complaint that the Council did not inform complainant about a planning application for development at a sports club and so he was denied the opportunity to make representations about the proposed development.	Direct Ombudsman: Not investigated	1			
10935	09/05/2013	12 020 500/DS	1. Complaint that the Council reneged on an agreement it reached with complainant to grant him a lease for land next to his home and increased the proposed rent and fees. 2.Complaint that an officer in Estate Services ignored his emails and failed to tell him what was happening when the Council was negotiating with a HA regarding the land.	Investigation Complete & satisfied with Council Actions		1		
10735	23.07.13 (23.07.13)	13 006 132	Mr A, a planning consultant, complains on behalf of client who wished to extend his home. Complainant states the Council delayed unreasonably in coming to a decision on a planning application. He says this delay meant his client had to pay Community Infrastructure Levy (CIL) of over £18,000 which was introduced shortly before	Direct Ombudsman: Not investigated - Outside Jurisdiction				1
10753	18.03.13	12 018 316/sxp	Complaint about the way in which the Council has handled the planning issues relating to their property since January 2008 to date. They say this has caused them to suffer significant financial losses; large amounts of time; emotional distress; and defamation of character.	Direct Ombudsman: Not investigated - Outside Jurisdiction				1

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					NI	IC-S		
11466	10.07.13 05.11.13	13 002 723	Housing Application complaints : (a) the case officer relied on erroneous information that complainant was intentionally homeless; (b) Delay in completing the review of the housing application; (c) Delay in response to Data Protection application for a copy of the mortgage account statement referred to in the section 184 decision. (d) after the section 202 review decision was made in August 2012, the Council made her an unsuitable offer of accommodation and it took too long to make a suitable offer.	Investigation Complete & satisfied with Council Actions		1		
11464	21/06/2013 07.11.13	12 017 318	Incorrect assessment and procedures relating to a planning application	Investigation Complete & satisfied with Council Actions		1		
11467	21.05.13 07.11.13	13 002 723	Incorrect assessment and procedures relating to a planning application	Investigation Complete & satisfied with Council Actions		1		
					3	5	5	13

P/BC	Local Tax	ASB	Hsg	Env Serv	Hsg	Benefits	Transport & Highways	Licensing	Corp & Other
			1						
1									
1									
7	0	0	1	1	1	2	0	0	1