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
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OMBUDSMAN CLOSED CASES - 2013/14

						OMBUSMAN CATEGORY OMBUDSMAN SERVICE AREA													
Service Mail Ref Date Receiv (Date closed)		Ombudsman Ref	Summary of complaint	Comments	Omb n Dis	udsma	Outside Jurisdiction												
					NI	IC-S				P/BC	Local Tax	ASB	Hsg	Env Serv	iHsg	Benefits	Transport & Highways	Licen sing	Corp & Other
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															
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					1									
10935	09/05/2013	12 020 500/DS	 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. 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 F18.000 which wasintroduced shortly before	Jurisdiction			1		-	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			1									

Service Mail Ref Date Received (Date closed)		Ombudsman Ref	Summary of complaint	Comments	n Dis		Outside Jurisdiction											
					NI	IC-S		F	P/BC	Local Tax	ASB	Hsg	Env Ser	viHsg	Benefits	Transport & Highways	Licen sing	Corp & Other
11677	31.07.13 (31.07.13)	13 005 946	The complainant complained that the Council wrongly decided it had made overpayments of her HB for two periods in 2012. As a result she said it was unreasonably taking action to recover this money from her.	Direct Ombudsman: Not investigated - Outside Jurisdiction (Housing Benefit appeal)			1								1			
11193	14.08.13 (14.08.13)	13 007 066	Complainant states the Council's benefits section has not paid her the correct housing and council tax benefit amounts. She also complains that it delayed in processing her claim.	Direct Ombudsman: Not investigated	1										1			
11875	20.09.13 (20.09.13)	13 010 201	The complainant managed a house in multiple occupation for his daughter. The Council inspected the premises and served an Improvement Notice. Subsequently Mr A was prosecuted for obstruction. He complains about the actions of a particular Council officer which he believes wrongly led to the Council's action against him and his daughter.	Direct Ombudsman: Not investigated - Outside Jurisdiction and No Discretion (WDC Court action)														
10143	13.09.13 (02.10.13)	13 009 537	Complainant states the Council placed him in unsuitable housing without considering his medical condition.	Direct Ombudsman: Not investigated - Outside Jurisdiction and Discretion not exercised (out of time)			1	_						1				
11056	21.06.13 23.10.13	13 001 515	Complaint regarding the way in which the Council considered and determined a planning application by a private hire vehicle operator for change of use of premises opposite their home to a cab office.	Investigation Complete & satisfied with Council Actions		1			1									

Service Mail Ref	Date Received (Date closed)	Ombudsman Ref	dsman Summary of complaint Comments Ombudsma n Discretion: Discontinue		Outside Jurisdiction														
						IC-S			P	P/BC	Local Tax	ASB	Hsg	Env Serv	Hsg	Benefits		Licen sing	Corp & Other
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							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				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				1									
					3	5	5	13		7	0	0	1	1	1	2	0	0	1