

Housing association apologises over its wrongful assumptions and handling of tenant's case.

A housing association has apologised and agreed to amend its internal guidelines following the handling of a tenant's case.

The woman brought her complaint to this Office after having been notified that she had been placed on the 'Disqualification Register' without having been given the opportunity to review this decision. She also complained that the association had made assumptions and bypassed her while she was on the waiting list for a preferred area. Furthermore, she complained the association did not follow the guidance in relation to 'Rule 61' and treated her as if she had intimidation points. She was not informed of the decision to apply Rule 61, nor was she given the opportunity to review it. She claimed this left her homeless longer than necessary.

By way of settlement, the association agreed to apologise for not informing the complainant that she had been placed on the Disqualification Register and for not providing her with the opportunity to review this decision. The association also agreed to amend its internal guidelines to note that it will make all reasonable endeavors to advise a tenant in writing that they have been placed on the Disqualification Register and include a right to review the disqualification.

Furthermore, the Association agreed to issue an apology for the following:

1. For restricting the complainant's area of choice for social housing where she did not have intimidation points.
2. For making assumptions based on the offers of properties and areas the complainant had rejected and not contacting her to confirm this action.
3. For not seeking her wishes before restricting her area of choice for social housing.
4. For not considering her application for social housing in line with circular LSAN HSG 05/18.
5. For bypassing the complainant while she was on the waiting list, due to the incorrect application of Rule 61.

Both the association and the complainant were content with the settlement.