

Settlement resolves complaint against Northern Ireland Housing Executive

The Ombudsman helped to resolve a complaint by a tenant who was unhappy about the length of time he had been on a housing waiting list.

Enquiries into the man's complaint by Ombudsman staff revealed that there was no evidence of maladministration by the housing association. However, during assessment the Northern Ireland Housing Executive's Chief Executive was asked whether anything further could be done to assist the man.

It was proposed that he would be contacted again for more discussions on suitable housing options, provided with a full review of all his circumstances, and given an enhanced explanation of how the decisions regarding his application had been reached.

The Ombudsman believed this to be a satisfactory settlement.