

Jennifer Daothong
Chief Executive
Lewisham Council

5 July 2024

By Email

Dear Jennifer

Paragraph 49 investigation – Lewisham Council

It was helpful to meet recently, and I am grateful for your time.

I wanted to inform you that we have taken the decision to commence an investigation under paragraph 49 of the Housing Ombudsman Scheme into the landlord's handling of leaks, damp and mould, complaints and repairs.

The landlord's maladministration rate for the last 12 months stands at 85% and we have issued 16 severe maladministration findings. The maladministration rate for leaks, damp and mould sits at 90%. We also issued a wider order to the landlord under paragraph 54(f) of the Scheme in November 2023 regarding this issue but we have not yet received evidence of compliance. The casework team responsible is engaging with your team separately on this issue.

Given these circumstances, we will conduct a further investigation to establish if these complaints are indicative of wider failure within the landlord.

At the end of the investigation period, we will discuss our learning recommendations with you and publish these in a report highlighting the issues we have identified in the cases investigated.

I would welcome a meeting with you again to set out our approach in more detail and respond to any initial questions you or your team may have.

Yours



Richard Blakeway
Housing Ombudsman