

Case 201912642 was where the HOS looked into a complex case where a complaint was made about our handling of a case where a customer received a threat to her life in letter format.

The Housing Ombudsman said:

Hexagon delayed in completing security improvement works at our customer's home. We failed to offer regular support or consider additional security measures during the period of delay and took two months to respond to a policy request from the resident. They found that our compensation award of £100 was not sufficient given the circumstances of the case.

Our response:

We're sorry that the service our customer experienced fell short of the service we'd have liked them to receive and we're sorry that during the delays in getting the additional security in place, we hadn't kept in regular contact them, and thought about other things we could have done to make them feel safe in their home. We've raised this with the team concerned and reminded them of what they need to do in future.

The Housing Ombudsman Service said:

Hexagon did not offer a decision under either our harassment or allocations policy on the resident's request for a property transfer and delayed by three months in offering advice on re-housing options. Hexagon also delayed by six months in assessing our customer's medical need for a move.

Our response:

It's really disappointing that we let our customer down and we're really sorry we did. We've recently introduced some additional controls and we're spot checking cases managed by our team to make sure they're all being dealt with in a timely way. We've apologised to our customer, who is now living in her new Hexagon home.

The Housing Ombudsman said:

Hexagon failed to handle anti-social behaviour (ASB) reports that our customer made in November 2019 in line with our ASB procedure.

Our response:

We're very sorry that we didn't follow our ASB procedure, we've provided some additional training to our team and are in the process of asking a legal professional to review a 10% sample of our current live cases, to understand whether this is a one off. The case reviews they will undertake for us will cover two areas:

- Policy compliance (i.e. Risk Assessment, Action Plan, Balanced Investigation, Regular Contact)
- Case management quality (i.e. the above, and examining the quality of content to include report writing, professionalism, un-bias investigation, proactive approaches, problem solving skills, logging information, professional letter writing etc).

Following each case review, they will provide a series of comments on any areas of good practice and/or concern, and an overall summary of the outcome.

The Housing Ombudsman said:

We delayed in providing responses at the first and final stages of our complaints procedure.

Our response:

We know it's important our responses to complaints our dealt with in a timely way, we're sorry that on this occasion they weren't. We are now monitoring our responses to our complaints and are committed to improving our response times.