

**Case 201912731** -This was a complaint from a customer who was unhappy with the way we evicted them, and they were also unhappy at the way we had dealt with their complaint.

**The Housing Ombudsman said:**

In accordance with paragraph 54 of the Housing Ombudsman Scheme, there was no maladministration by the landlord's handling of the resident's eviction.

**Our response:**

It is always useful to work with the Housing Ombudsman Service, and we are pleased to learn in this instance they are satisfied with the way we managed this case and followed our procedure. Eviction is always the last resort.

**The Housing Ombudsman said:**

In accordance with paragraph 54 of the Housing Ombudsman Scheme, there was no maladministration by the landlord's complaint handling.

**Our response:**

We were pleased the HOS did not find any maladministration.