

Appendix

Date S3 form sent	Subject of Complaint	Ward	Outcome	Date of Decision / Closure	LGO involvement	Comment
19/06/14	Complainant unhappy with treatment she received by the PSL team who changed the locks on her property because they believed it had been abandoned as the complainant had not responded to the Council's enquiries in time.	Romford Town	Not Upheld by IAP	04/12/14 / 12/09/14	Yes 14 001 209 Referred to Council @ S2	This was subsequently investigated by the LGO who formed an opposite opinion and on 30/03/15 found against the Council and increased the £100 offered to the complainant to £200 because the LGO considered that the Council had been too quick to act
18/12/14	Complainant is in dispute with the Council about her property (PSL) & is claiming that the Council is acting illegally	O/S Borough	Not Upheld by MRP	29/01/15 / 17/02/15	Not known	This matter is still on-going but through legal action
29/10/14	Complainant has a number of issues he claims Housing has not addressed - either paying him promised sums for decorating or not doing work as needed	Heaton	Not Upheld by MRP	29/01/15 / 03/02/15	No Not known	
01/12/14	Complainant claims the Council has still not addressed aspects surrounding loss of property or asbestos issues	Gooshays	Not Upheld by MRP	29/01/15 / 05/02/15	Not known	
18/12/14	Complainant claims that neighbour nuisance (Council tenant) has been going on for years & the Council has done nothing effective to stop it.	Gooshays	Pending MRP	On-going	Yes 14 012 117 Referred to Council @ S2	The S3 process was put on hold (with the complainant's agreement) whilst the service tried to resolve the matter. This failed. Additional delay was caused because of the complexities within the case.
26/01/15	Complainant has a number of issues but they tend to focus on the Council's alleged failure to address asbestos in a living environment	Hacton	Not Upheld by MRP	05/03/15 / 10/03/15	Not known	
26/01/15	Complainant claims that the Council has acted unlawfully by painting double yellow lines outside his property which he says is a place of worship.	Brooklands	Not Upheld by MRP	02/04/15 / 13/04/15	No Not known	
12/02/15	Complainant was sent a PCN but claims that he was not the keeper of the vehicle. Bailiffs were sent, and after the mistake was discovered, all costs were removed. The LGO still considered that he ought to receive compensation for the inconvenience.	O/S Borough	Upheld by MRP + £100 compensation	02/04/15 / 13/04/15	Yes 14 013 356 Referred to Council @ S2	

Adjudication & Review Committee, 21 April 2015

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05/03/15	Complainant claims the Council has failed to deal with her Right to Buy request properly.	Havering Park	With Service	On-going	Yes 14 016 212/LP Referred to Council @ S2	
16/03/15	Complaint about a gas leak	Gooshays	Form Sent	On-going	Not known	