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Housing Ombudsman | News



Welcome to the July newsletter

Catch up on all the latest news from the Housing Ombudsman Service.

Learning from severe maladministration report

Roof leaks are an emerging issue in our casework. Our new severe maladministration report examines cases where service failure left residents living with avoidable issues.

Explore the lessons, including stronger risk assessments, better communication with residents, and faster action on repairs and major works.

As the sector prepares for the new Decent Homes Standard, these cases offer valuable insight. While they pre-date Awaab's Law, they highlight learning landlords can use as they prepare for dealing with hazards.

[Severe maladministration report on leaks](#)

Damp and mould resources

Key topics page

Use this page to find out more about damp and mould including guidance, reports, and training options.

[Key topic page](#)

Resident support guide

Explore our helpful support guide to find out what to do if damp and mould, or leaks are present in your home.

[Support guide](#)

Government update: leasehold and commonhold reform

The Ministry of Housing, Communities, and Local Government (MHCLG) has published a toolkit to help landlords, residents, and housing professionals understand recent and upcoming changes to leasehold law in England and Wales.

The toolkit covers the Leasehold and Freehold Reform Act 2024, which is already in force, and the draft Commonhold and Leasehold Reform Bill, which sets out further planned changes. It aims to build awareness and confidence in the reforms as they are introduced.

[Access the toolkit on GOV.UK](#)



Supporting ASB Awareness Week

Did you know antisocial behaviour is our second highest driver of complaint traffic?

To mark the recent ASB Awareness Week, we highlighted our collection of resources designed to help you tackle this challenging and sensitive issue.

[Antisocial behaviour learning resources](#)



Podcasts

Policy review conversations with Southway Housing Trust

In the first episode of our new policy review series, we are joined by Katie Teasdale from Southway Housing Trust to talk about their experience of a recent policy review.

[Listen to this episode on SoundCloud](#)

Demystifying membership

In this episode, you'll hear from colleagues in our Membership and Duty to Monitor teams. They share what landlords need to know about membership requirements and staying compliant.

[Listen to this episode on SoundCloud](#)

About the Housing Ombudsman Service

We are a free and impartial dispute resolution service. We investigate complaints from residents and leaseholders of member landlords (housing associations and local authorities) and voluntary members (private landlords and letting agents).

Our vision is to improve residents' lives and landlords' services through housing complaints.

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