

20 April 2021

Housing Ombudsman Service

PO Box 152
Liverpool
L33 7WQ
Tel: 0300 111 3000
info@housing-ombudsman.org.uk
www.housing-ombudsman.org.uk

Miss Sophie Cooper
Flat 2
Cave Court
Bristol
Flat 2
BS2 8QX

Dear Miss Cooper

Complaint: 202002475 - LiveWest Homes Limited

I am writing to you following your complaint to the Housing Ombudsman. Thank you for the information you have provided and I apologise for the delay in determining this complaint.

This letter sets out the complaint I have considered and the Ombudsman's decision (the determination) on each complaint. The reasons for my decision are set out in the accompanying report, in which you are referred to as 'the resident'.

Complaint definition

The complaint is about the landlord's response to your request to purchase the property.

Determination

In accordance with paragraph 54 of the Housing Ombudsman Scheme (the scheme), there was no maladministration with respect to the landlord's response to your reports about your application to purchase the property.

Next steps

This case is now closed. If you have new facts and/or evidence or wish to challenge the facts and/or evidence that I have relied on, you can request a review of this decision. You should make sure that we receive the information by 18 May 2021. Your request will be considered by a senior member of staff.

Customer feedback is important to us as it helps us to ensure our service continues to meet customer needs. We may contact you about this case. The feedback is very brief, so please help us by responding.

We publish all decisions three months after the date of the final decision unless there is a risk of identification. Our reports do not reveal your identity or that of the people involved but do name the organisation investigated.

If you believe there is risk of identification if this decision is published please provide details within three weeks of the date of this decision.

To find out how we use your personal data together with your rights under the Data Protection Act 2018 go to www.housing-ombudsman.org.uk/about-us/your-data/.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Jonathan Ball', with a horizontal line underneath.

Jonathan Ball
Adjudicator