

Housing Ombudsman information requests: A guide for landlords

We ask that landlords follow the directions below when the Housing Ombudsman Service makes a request for information to prepare a case for investigation.

Providing information this way will simplify case file preparation and reduce repeated information requests being made to landlords.

If these directions are not followed, we may reissue the information request and escalate the case in line with our Complaint Handling Failure Order procedure.

	Requirement	Description
1	Information request	The information request table must be completed in full by the landlord. Use the table to identify which of the submitted files addresses each requested item.
2	File names	All files should be clearly identifiable from the name of the document, and the file name must reflect the corresponding number or letter on the information request.
3	File type	We can accept most file types but please avoid sending documents that are: a. Excel files with macros enabled b. ShareFile links c. Zip files (unless essential to reduce the size of the files)
4	Email	Emails attached to an email thread or submitted through the Portal should not include their own attachments.

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5	Email threads	<p>The information provided must reduce the amount of duplication or repetition as far as possible.</p> <p>Email chain submissions must not result in single-character line formatting (when the text defaults to one word per page).</p>
6	Time period	<p>All information provided should relate to the substantive issue that led to the formal complaint and subsequent final response.</p> <p>For example, the information should not include all repair records or correspondence with the resident and should relate only to the duration of time the issues highlighted in the request were made.</p>
7	Organisation	<p>Where multiple documents are provided within 1 file, the documents within the file should be ordered chronologically.</p>
8	Abbreviations	<p>Any abbreviations (for example, in repair logs) must be explained and set out clearly.</p>
9	Policies and procedures	<p>Policies and procedures submitted must be the version which was in place at the time of the substantive issue and formal complaint being made.</p>