

Ombudsman helps resolve motorist's complaint

A man was unable to use his car because of repair works to his rented garage. The delay in repairs by the housing association meant that he lost the use of his car for 43 days.

When he complained to them, they agreed not to charge him rent for the 7 week period and apologised for the inconvenience caused.

He remained dissatisfied, so complained to the Ombudsman. In response to a proposal by the Ombudsman the housing association then also agreed to reimburse the man his tax and insurance for the 43 days, and to apologise for the way they had handled his complaint.