

SPSO decision report

Case: 201004898, Ardenglen Housing Association Ltd
Sector: housing associations
Subject: repairs and maintenance of housing stock (incl dampness and infestations)
Outcome: not upheld, no recommendations

Summary

Mr C took up a tenancy in October 2009. By January 2010 he became aware of problems, particularly an infestation of hide beetles and condensation. Mr C raised these matters with the housing association who inspected the property and took the action they considered to be appropriate. Meanwhile Mr C made other repairs complaints.

Mr C wrote many times to the housing association expressing his dissatisfaction with the way they were dealing with matters. He also, on occasion, refused access, stipulated conditions about access or changed his mind about wanting any works to be done.

We did not uphold Mr C's complaint as our investigation did not find that the housing association failed to carry out Mr C's repairs within a reasonable time, nor deal with them effectively.