

SPSO decision report

Case: 201103822, Clyde Valley Housing Association Ltd
Sector: housing associations
Subject: hedges and fences
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mrs C complained that, by refusing to repair a divisional fence (a fence that divides the gardens of tenants) and give repair compensation, the housing association were failing to act in accordance with the tenant's handbook she had received when she first became their tenant.

During our investigation the housing association confirmed that they had never carried out repairs to such fences, and we found no evidence that they were failing to act in accordance with their handbook. However, they accepted that their policy in relation to repair and maintenance of divisional fences could perhaps have been clearer and decided to review it. They also, as a gesture of goodwill and without prejudice, agreed to inspect Mrs C's fence and instruct necessary repairs. We were also satisfied that the housing association had demonstrated that the repair reported by Mrs C did not, in terms of their policy, qualify for repair compensation.