

## SPSO decision report

**Case:** 201104645, Caledonia Housing Association  
**Sector:** housing associations  
**Subject:** improvements and alterations; complaints handling  
**Outcome:** some upheld, recommendations

### Summary

Mrs C said she had applied to the association for permission to erect a suitable shelter or shed for her mobility scooter and later decided that a shed would be more suitable. She said that all the sites the association suggested were not suitable. The association, however, said that her preferred location was not possible as there was a communal access path leading to the rear of the terrace of houses at that point. Mrs C was also unhappy about the outcome of a tenants' meeting held by the association to discuss the matter of private rear gardens. She also said the association had ignored their own complaints process in dealing with her complaint and delayed in responding to her.

We found that the association had properly considered all the circumstances and Mrs C's views on the location of the shed and put forward two options that they considered would satisfy both Mrs C and all their current and future tenants. With reference to the tenants' meeting we found that the association had acted correctly in this matter. During our consideration of Mrs C's complaint the association acknowledged that they had not fully complied with their complaints policy. We, therefore, did not uphold Mrs C's complaints about the location of the shed or the outcome of the tenants' meeting but did uphold her complaint about the way the association had dealt with her complaint to them.

### Recommendations

We recommended that the association:

- apologise for their failure to deal with the complaint in line with their complaints policy.