

## SPSO decision report

**Case:** 201105355, Dumfries and Galloway Housing Partnership  
**Sector:** housing associations  
**Subject:** applications, allocations, transfers  
**Outcome:** no decision reached

### Summary

Mrs C complained. She said that her husband (Mr C) was in poor health, and they had been on the transfer list for a new property for two years. Initially the housing association had awarded Mr C medical points, and they were listed for houses, bungalows and ground floor flats. However, the housing association then removed Mr C's medical points, which meant they could only be allocated ground floor flats or bungalows. Mrs C complained that this was unreasonable, and explained that Mr C's GP had provided medical evidence that he should not be housed in another flat due to the impact of noise levels upon him. However, as Mrs C then withdrew her complaint to us, we did not reach a decision on it.