

SPSO decision report



Case: 201101933, Paragon Housing Association Ltd
Sector: housing associations
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mr C complained that the housing association failed to adequately answer his questions about who was responsible for enforcing the burdens over his and his neighbour's property. (Burdens are conditions relating to the land in question.)

Our investigation found that the initial information they provided was, at times, unclear. However, we also noted that this area of the law is particularly complex and found that a subsequent response from the housing association did provide a detailed and clear explanation of their point, supported by relevant legal information.