

SPSO decision report

Case: 201102763, Dalmuir Park Housing Association Ltd
Sector: housing associations
Subject: claim
Outcome: not upheld, recommendations

Summary

Ms C contacted the housing association to discuss the possibility of receiving compensation for the improvements carried out by her mother during her tenancy. The association inspected the property and decided that they could not award compensation. Ms C was unhappy with this and complained to us that the council had failed to deal with her claim appropriately.

Although we do not make rulings on compensation, we looked at the relevant legislation and regulations and concluded that the council did deal with her claim in a reasonable manner, so we did not uphold the complaint.

Our investigation also found that the minutes of a meeting of the association's sub-committee contained a number of mistakes. We were particularly concerned that they recorded Ms C's mother's name incorrectly and inaccurate information about white goods at the property.

Recommendation

We recommended that the association:

- write to Ms C to apologise for the errors in the minutes of the meeting and, in particular, for using an incorrect name for her mother.