

SPSO decision report

Case: 201100872, Albyn Housing Society Ltd
Sector: housing associations
Subject: repairs and maintenance of housing stock (incl dampness and infestations)
Outcome: not upheld, no recommendations

Summary

Following the end of his tenancy, Mr C wrote to the housing association to complain about being charged for necessary repairs after he vacated the property. He also wanted to claim compensation for damage to his personal property, which was caused by a flood. The association investigated Mr C's complaints and agreed to write off the charges for the repairs, but did not offer compensation for the damage to personal property.

Mr C brought his complaint to us because he was dissatisfied with how it was handled. He said that a complaints committee meeting was held at a time he could not attend; that all the available information was not taken into account; and that the association had refused to return documents to him.

We did not uphold any of these complaints. Our investigation found that Mr C was not required to attend the committee meeting and that he was not invited. The association were free to make this decision as was clearly stated within their policy. We also found that the committee had extensive information available to them, and the minutes of the meeting showed that it had been considered. There was no evidence to suggest that documents had not been returned as requested.