

SPSO decision report

Case: 201201266, River Clyde Homes
Sector: housing associations
Subject: applications, allocations, transfers & exchanges
Outcome: not upheld, no recommendations

Summary

Miss C and her children lived in overcrowded conditions, as recognised by the association. She said she had been waiting for ten years for an offer of a suitable three-bedroom property, and that she had not been offered properties in areas where she could live. When she complained that she had not been offered any suitable properties, the association did not uphold her complaints.

In our investigation we reviewed Miss C's waiting list positions, the previous and current housing allocation policy, application records, and communication between the association and Miss C, as well as the offers of viewing made to her. We found that the association had reasonably investigated her complaints by reviewing their procedures, the records of discussions with her, documentation on offers made to view, amendments made by Miss C and her decisions not to view properties. It was clear from the documents we saw that the association had recognised Miss C as a priority and followed their allocation policy. There was also evidence that they made reasonable attempts to accommodate her preferences, discuss her housing issues and give advice about maximising her chances of an offer of a three-bedroom property. Although Miss C had not been offered a property that she was willing to consider, she was not treated unfairly.