

SPSO decision report

Case: 201201336, Dumfries and Galloway Housing Partnership
Sector: housing associations
Subject: repairs and maintenance of housing stock (incl dampness and infestations)
Outcome: not upheld, no recommendations

Summary

Mr C, a housing association tenant, had told the association that he was concerned about the quality of the chimney sweeping undertaken by a contractor on the association's behalf. As a result, a technical inspector from the association accompanied the contractors when Mr C's chimneys were swept.

Mr C complained that this sweep of his chimneys was not carried out to a reasonable safety standard, and that a further test related to his chimneys carried out on the same day had not been undertaken properly. The association investigated Mr C's complaints. They advised that the technical inspector had no concerns about the way the contractors had carried out their tasks but, in recognition of Mr C's concerns, agreed that his sweeps would in future be undertaken top down, weather conditions permitting.

Mr C remained dissatisfied and raised his concerns with us. We decided that we could not consider Mr C's specific complaint to us about the test undertaken at his property, as he had not yet made that properly to the association. On the other matter, we did not uphold his complaint. Our investigation found that the association had taken reasonable steps to ensure that the works carried out on their behalf were of a reasonable safety standard, given the view of the technical inspector and the relevant accreditations of the contractor.