

SPSO decision report

Case: 201202123, Dumfries and Galloway Housing Partnership
Sector: housing associations
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mr and Mrs C said they were told in 2010 that their home was to be demolished as part of a regeneration programme and they would be allocated a new-build property. In March/April 2011, the construction company building the new homes went bankrupt and the building site was sealed. Mr and Mrs C said that since then they had been misled as to when they would be re-housed. They also said that they had not been offered suitable temporary accommodation.

We did not uphold their complaints. Our investigation found that the original contractor for the project went into administration in early 2011 which meant that the housing association had to put the contract out to tender again. It was not until April 2012 that a new contractor was appointed. Throughout that period, and up to the date of our investigation, the housing association had regularly written to Mr and Mrs C updating them on the situation. The letters all made clear that the housing association would be back in touch once they had further information, and invited Mr and Mrs C to contact them if they had any questions. We also found that, wherever possible, the housing association gave provisional dates for entry in terms of the information they had at the time.

It was also clear that the housing association told Mr and Mrs C that they could offer temporary accommodation, but that Mr and Mrs C had declined this on the grounds that it would not be practical to move into such accommodation and did not want to be inconvenienced by doing so. There was no evidence to suggest they were offered a specific property that they deemed to be unsuitable.