

SPSO decision report

Case: 201203592, River Clyde Homes
Sector: housing associations
Subject: estate management, open space & environment work
Outcome: some upheld, no recommendations

Summary

Mr C complained that the housing association had not dealt properly with his complaint about parking problems at a site where he rented a garage. He said that 'no parking' signs were removed while refurbishment work was being carried out close by, but that they were not reinstated in the same places as before. Mr C said that vehicles were now parking in a way that prevented him from accessing his garage. He also told us that the association had not responded to his correspondence and complaints about the matter.

We found that the association had the right to decide where the signs should be, and that they had taken all reasonable steps to resolve the problem including putting up signs and placing road markings, so we did not uphold Mr C's complaint about the parking. They had, however, acknowledged that they had not dealt appropriately with Mr C's correspondence and complaints. They had apologised to him and explained what they had done to ensure that in future they would deal with complaints in line with their policies and procedures. We upheld his complaint about the association's complaints handling but, because of the action they had already taken, we did not find it necessary to make any recommendations.