

SPSO decision report

Case: 201204553, Cernach Housing Association Ltd
Sector: housing associations
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Miss C complained that the association had not dealt with the problem of smoke/nicotine odour in her flat. Our investigation, however, found that they took her concerns seriously and fully investigated the matter. They had sealed pipes from the flat downstairs and had visited to try to see if they could do more, as well as having an architect look at the layout of the flat, but could not find any source for the odours. We were satisfied that their actions were reasonable and in line with procedures. It was for the association as landlord to decide what work was needed to the property, and we saw no evidence of anything going wrong in their decision making process.