

SPSO decision report

Case: 201301026, Shire Housing Association Ltd
Sector: housing associations
Subject: improvements and renovation
Outcome: not upheld, no recommendations

Summary

Miss C complained about the wet electric heating system that the housing association installed. She complained that it was too expensive to run, and that the high bills were putting her in debt. She reported that she had adjusted her lifestyle so that she was using the cheaper rate of electricity, but was still having difficulty heating her home and this was causing dampness and mould.

In response to Miss C's complaints, the association checked the boiler to make sure it was functioning properly, and surveyed her property to assess whether it met their minimum energy efficiency standards. They also identified ways of reducing dampness in her home, and sought energy advice on her behalf, to identify if there was another provider that she could use to reduce her bills.

We did not uphold Miss C's complaint, as we found that the association had met the requirements of their policies and procedures in the way they handled the difficulties she identified with her central heating system. Beyond this, they also sought advice on her behalf to assist with her bills.