

SPSO decision report

Case: 201301779, Albyn Housing Society Ltd
Sector: housing associations
Subject: repairs and maintenance
Outcome: resolved, no recommendations

Summary

Miss C's property is served by a communal heating system, which failed to provide heating to her home on several occasions over a number of years. She corresponded with and complained to the housing association about this. At the end of the complaints procedure Miss C complained to us.

While we were considering Miss C's complaints, she accepted a full and final settlement from the association in relation to this. We decided that because she had accepted the settlement, there was no practical outcome that we could achieve, and that we would not consider this further.