

SPSO decision report

Case: 201303090, Argyll Community Housing Association
Sector: housing associations
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Mr and Mrs C were unhappy that the housing association had refused to repair or replace their draughty living room windows. We found that the association had assessed the windows in question and determined that they were not in a state of immediate disrepair, and would be replaced as part of a forthcoming window replacement programme. Because of this, we did not uphold the complaint.