

SPSO decision report

Case: 201304473, Kingdom Housing Association Ltd
Sector: housing associations
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Mr and Mrs C complained that they were having ongoing problems with their central heating and boiler, and that they incurred extra costs in their heating bills as a result of the problems not being fixed. They said that although a significant number of call-outs were made and different faults were addressed, the system was still not working properly.

During our investigation the association provided details of the repair history for the property. While it was clear that Mr and Mrs C had made a number of calls to the association about the heating system, we found that the association had responded to reports of faults and that remedial action had generally been carried out in good time. The association had explained that the heating system had been checked on a number of occasions and was found to be working properly. There had been a delay in work being carried out to reposition the thermostat but this would not have prevented the heating system operating properly. There had also been a delay in a leaking radiator being fixed. The association had apologised for these delays. Based on the available evidence, we found that Mr and Mrs C had only once been left without heating for more than a few hours, when they were provided with temporary heaters. The association had also obtained a second opinion about the heating system and had requested an investigation into any cause for higher than normal heating bills.