

SPSO decision report

Case: 201400045, Kingdom Housing Association Ltd
Sector: housing associations
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Miss C complained to the housing association about their responses to her requests for repairs. The association investigated her complaints and advised her of their conclusions. In some cases they said their responses had been reasonable and in others they found their actions could have been quicker or more effective, and they apologised to Miss C where they felt necessary.

Miss C was dissatisfied with the association's response and complained to us. We examined the available evidence and found that, though there were areas where the responses could have been better, overall they had been reasonable.