

SPSO decision report

Case: 201400205, Eildon Housing Association Ltd
Sector: housing associations
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mr C was unhappy that the association failed to provide him with sufficient information when he signed his tenancy agreement. They disagreed and said that they did provide him with enough information.

We explained to Mr C that the association were not required to go through his tenancy agreement, word for word, at the signing. Our investigation considered what information Mr C was given and whether this was in line with the relevant procedures. We found that the allocation policy and sign-up procedure applied to Mr C's situation and that both had been followed accurately. This meant that the association had done as they should have and had provided sufficient information, so we did not uphold Mr C's complaint.