

SPSO decision report

Case: 201400336, Knowes Housing Association Ltd
Sector: housing associations
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Mr C complained to us about poor service and the length of time that it took the association to deal with various complaints about lighting in his close. He also said that the association had not kept him properly informed of progress over a number of months.

After reviewing the association's complaint file and their comments, we did not uphold Mr C's complaint. We found that they repaired the close lighting in a timely manner and handled his complaint appropriately.