

SPSO decision report

Case: 201400434, Berwickshire Housing Association Ltd
Sector: housing associations
Subject: repairs and maintenance
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

After Mrs C raised concerns with the association about the moisture levels in her home, they carried out dry lining works in two bedrooms to prevent further problems. Mrs C said that she was promised that the cost of wallpaper and paint would be reimbursed on a like-for-like basis after the work was finished.

Our investigation found that Mrs C was told that the re-plastered walls should not be covered with wallpaper for between four and six months to allow them to dry out, that she was offered vouchers in line with the association's decoration policy and that, as a goodwill gesture following her complaint, the association offered to send one of their approved painter contractors to paint the affected areas. We found no evidence either in a policy document or in a letter to Mrs C, to confirm her claim that she would be reimbursed on a like-for-like basis.