

SPSO decision report

Case: 201401463, Glasgow Housing Association

Sector: housing associations

Subject: policy/administration

Outcome: not upheld, no recommendations

Summary

Mr C, who is a resident of the association, lived in a bedsit but wanted to move to a one bedroomed flat. He was originally allocated overcrowding points in respect of his application, but in April 2013, the association changed their housing policy. This meant that from then on a single person living in a bedsit was considered to be adequately housed and did not have priority. Mr C complained that they did not tell him in advance that the policy was being changed and that, in their response to his complaint, the association failed to specify what part of the housing legislation they were referring to. Further, Mr C complained that the association failed to provide feedback when his expressions of interest about available accommodation were not successful.

We found from our investigation that, although the changes to their policy had affected how Mr C's housing need was viewed, the association provided satisfactory evidence that they took action to notify all of their tenants in advance of the proposed changes, and gave them an opportunity to consider and give feedback on the policy whilst it was in draft. We found it reasonable that the association did not provide more specific information about legislation when they responded to Mr C's complaint, but we noted that it would have been helpful if they had referred him to the relevant section about priority on the housing list and allocation of housing. We found that there was a period just after the change in policy when there was a problem with a lack of feedback to tenants. However, this had been resolved, and we saw no evidence that the feedback which was given by the association was incorrect.