

SPSO decision report

Case: 201404784, Glasgow Housing Association
Sector: housing associations
Subject: complaints handling
Outcome: some upheld, action taken by body to remedy, recommendations

Summary

Mr C complained that he had been unreasonably asked for rent in advance and pursued for this by the housing association, which caused him stress and anxiety. He also complained that the association had not carried out adaptations to his new property as recommended in an occupational therapist's report. Although these matters were addressed, he complained that the association had taken a long time to resolve them.

We found that while the association had accepted in 2014 that Mr C should not have been asked to pay his rent in advance, when he initially complained about this matter in 2013 the association had incorrectly advised him that he was required to pay rent in advance. We found that had the correct information been given in 2013, Mr C would not have had to raise this matter in 2014.

We were satisfied that, prior to moving into his new property, the association had arranged for an occupational therapy assessment to be carried out to determine the suitability of the property for Mr C. The assessment determined that his new property was suitable for his needs. On that basis he had been offered the property. In response to Mr C's continuing concerns, the association arranged for another assessment. The new assessment recommended some adaptations, which the association agreed to carry out where technically possible in an effort to address Mr C's concerns. While some of the adaptations were carried out, some were not suitable for his new property. We were satisfied that the association had taken action based on the professional advice given by the occupational therapy service.

Recommendations

We recommended that the association:

- remind relevant staff of the need to adhere to the rent in advance guidance and the importance of providing accurate advice to tenants on this matter.