

SPSO decision report

Case: 201407009, Barony Housing Association Ltd
Sector: housing associations
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Miss C experienced problems with her boiler after a service carried out by the housing association's contractor. The problems were not immediately resolved and, after receiving advice from the association, she decided to turn off her boiler and the association decided that a new boiler should be installed. She said she did not have full tenancy as she was restricted to one room because inadequate heaters were supplied and she had no heating until the installation was carried out over a week later. As she was without adequate heating and hot water for a period she complained that she was entitled to withhold her rent. The association did not uphold her complaint.

Our investigation considered all correspondence between Miss C and the association, the tenancy agreement and the association's complaints handling procedure and their investigation. We found that the association had responded promptly to the issues Miss C had raised and had thoroughly investigated her complaints. Their decision that Miss C was not entitled to withhold part of her rent was reasonable as they had not failed in their obligations to her as a tenant when she decided to turn off her boiler contrary to advice she was given.