

SPSO decision report

Case: 201407313, Tollcross Housing Association Ltd
Sector: housing associations
Subject: repairs and maintenance
Outcome: upheld, recommendations

Summary

Ms C damaged central heating pipework under her floor. She did not dispute the fact that the cost of the repair should be recharged to her. Her concern was about the amount she was being charged and that it had not been properly explained to her. We found that Ms C had been charged for three hours of work. One hour was for the Friday night out-of-hours call when a contractor attended to make the leak and boiler safe. A further two hours were charged for the replacement of a small section of pipework the following day and for making sure the boiler was working as it should be after the repair was finished.

We upheld Ms C's complaints. The association had not asked the contractor about his arrival or departure times from Ms C's property and so were not in a position to say whether the amount charged was reasonable or not. The repair works order which should have contained this information was incomplete. We asked the association to reduce the rechargeable amount by one hour. We also asked them to apologise to Ms C and asked them to carry out a review to ensure invoices and repair orders are appropriately filled in.

Recommendations

We recommended that the association:

- reduce the amount to be recharged by the agreed amount;
- review the process to ensure that invoices and repair orders, particularly those which will be recharged to tenants, are appropriately filled in; and
- offer Ms C an apology for the shortcomings identified.