

SPSO decision report

Case: 201500028, East Kilbride and District Housing Association Ltd
Sector: housing associations
Subject: communication staff attitude dignity and confidentiality
Outcome: upheld, no recommendations

Summary

Miss C complained that the association had not communicated with her about her rent arrears. Miss C said that she requested a breakdown of the arrears when she left her tenancy in February 2014 but did not receive one. In July and October 2014 Miss C was sent letters about her arrears. She contacted the association in October but she did not receive a reply to her email. Miss C said she contacted them in December by email as well. Miss C contacted them again in March 2015 and the association sent her a breakdown of the arrears.

The association said they could not find any evidence of an email sent in December. However, they did acknowledge that they had not responded to the October email and apologised for this. They explained that they had changed their procedures to ensure this does not happen again.

We upheld the complaint as the association did not reply to the email that Miss C sent them in October. However, we found no evidence that Miss C had requested a breakdown of the arrears in February or December. In light of the action already taken by the association, we did not make any recommendations.