

SPSO decision report

Case: 201502786, Glasgow Housing Association
Sector: housing associations
Subject: applications, allocations, transfers & exchanges
Outcome: not upheld, no recommendations

Summary

Mr C complained about the association after they decided to suspend his housing application due to rent arrears with his current landlord. We found that the association had acted correctly, following all relevant policies, procedures, guidance and legislation. Their policy clearly stated that they may suspend an application when an applicant has housing debt greater than one month's rent payment, and when the applicant has not stuck to a repayment agreement for at least three months.

The tenancy reference they received from Mr C's landlord clearly stated that his rent arrears were greater than one month's rent payment, and that there had been a shortfall in his last payment. We found that they had the discretion to decide whether to suspend Mr C's application in these circumstances, and did not uphold his complaint.