

## SPSO decision report

**Case:** 201507621, Kingdom Housing Association Ltd  
**Sector:** housing associations  
**Subject:** repairs and maintenance  
**Outcome:** some upheld, recommendations

### Summary

Mr C complained that the housing association delayed in dealing with water ingress to his home, which he said caused damage to his flooring, but the association would not pay for the damage. Mr C also complained that the association failed to complete repairs to the loft and ceiling in his home.

We found that there was no unreasonable delay in the association dealing with the water ingress and, given this, we could not say it was unreasonable that the association would not pay for the damage to Mr C's flooring. We also found, and the association acknowledged, that they should have completed the repairs to Mr C's loft and ceiling much sooner. Given the inconvenience of being left with an incomplete repair and a large hole in the ceiling for an unreasonable period of time over the autumn and winter months, in the specific circumstances of this case, we recommended that the association consider making an ex gratia payment to Mr C.

### Recommendations

We recommended that the association:

- consider making an ex gratia payment to Mr C.