

SPSO decision report

Case: 201507995, Dunedin Canmore Housing Ltd
Sector: housing associations
Subject: estate management, open space & environment work
Outcome: not upheld, no recommendations

Summary

Mr C complained that the housing association was failing to ensure that their contractors provided a reasonable stair-cleaning service in the communal areas of his home. He had reported a number of issues to them about poor cleaning.

The association acknowledged that there had been problems but noted that they had acted when Mr C raised concerns. They had either inspected the communal areas and found them to be in a reasonable condition or instructed their contractors to carry out further cleaning.

We found that the association had taken Mr C's complaints seriously and responded to each of his communications. As we found no evidence of administrative failings in the way they had dealt with this matter, we did not uphold Mr C's complaint.