

SPSO decision report

Case: 201508605, Blairtummock Housing Association Ltd

Sector: housing associations

Subject: repairs and maintenance

Outcome: not upheld, no recommendations

Summary

Mr C complained that the housing association were failing to carry out repairs to his home in line with their obligations under the tenancy agreement. He had reported leaking taps to the association, who visited to carry out repairs. He was concerned about the level of water damage and was of the view that the association should make right the water ingress problems he had identified.

The association said that they had responded to Mr C's complaints of leaking taps promptly, and within the timescales required by the repairs procedure. They said that they had inspected his property, at his request, and were satisfied that any residual dampness and minor damage to his property was not of a level which required their intervention.

We considered the evidence and established that the association had reacted promptly, and within the appropriate timescale, to Mr C's requests for repairs to his taps. We were also satisfied that they had inspected any damage caused to ensure that the property was still habitable and of a standard required to meet the terms of their tenancy agreement. For this reason, we did not uphold the complaint.