

## SPSO decision report

**Case:** 201508612, Home Scotland  
**Sector:** housing associations  
**Subject:** repairs and maintenance  
**Outcome:** upheld, recommendations

### Summary

The back door to Mrs C's property had not been properly fitted. Mrs C complained that although the housing association had accepted the door they had fitted was inadequate, the problem had still not been resolved at the point Mrs C left the property, some two years after the problem had first been reported.

The association closed the complaint before the work was completed, which meant they were unaware that the work had not been properly carried out. The association had not taken into account adequately the inconvenience to Mrs C of having to pursue the matter for such a long time. Although compensation had been offered, the offer did not appear to comply with the association's compensation policy.

We found Mrs C had been treated unreasonably and that the association should have ensured the complaint was dealt with appropriately and provided an offer of compensation which took into account their own internal guidance.

### Recommendations

We recommended that the association:

- review the issue of compensation for stress and inconvenience and provide this office with evidence of the action taken; and
- provide a formal written apology from an appropriate member of their senior management team.