

SPSO decision report

Case: 201508655, Aberdeenshire Housing Partnership
Sector: housing associations
Subject: communication staff attitude dignity and confidentiality
Outcome: not duly made or withdrawn, no recommendations

Summary

Mr C (for whom English is not his first language) complained that the association had failed to provide him with translations of his tenancy agreement and information about rent increases. While we were investigating we became aware that the matters subject to investigation had been considered in court, when the association applied for a repossession order. Under the terms of our act we cannot investigate matters where the person has or had a remedy by way of proceedings in court, and so we closed the complaint without making a finding.