

## SPSO decision report

**Case:** 201508867, Hillhead Housing Association 2000  
**Sector:** housing associations  
**Subject:** repairs and maintenance  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained to us that the housing association failed to undertake a reasonable pre-inspection check on a damaged asbestos cement panel in his home. He was unhappy with the results of an asbestos survey and asked the council to remove the panel completely, which they did.

We were able to establish that the damage to the panel was only discovered following the work carried out by an energy supplier and no work was carried out on the panel by the association after Mr C took up the tenancy. As such, we considered there to be no evidence that the association failed to undertake a reasonable pre-inspection check on the asbestos cement panel in Mr C's property. We therefore did not uphold Mr C's complaint.