

## SPSO decision report

**Case:** 201603611, Langstane Housing Association Ltd  
**Sector:** housing associations  
**Subject:** estate management, open space & environment work  
**Outcome:** not upheld, recommendations

### Summary

Mr C complained that the housing association responded unreasonably to his concerns about the maintenance of the communal garden areas at his home.

We did not uphold Mr C's complaint about the association's response to the concerns he had raised. We found that the association had responded in line with the requirements of their complaints procedure and that, in the main, they had met their guidelines in relation to the work that should be completed in the garden areas. They had shown that they had made efforts to complete a thorough investigation, involving all relevant parties, and they were committed to identifying areas for improvement. We made recommendations to support the improvement of this service.

### Recommendations

We recommended that the association:

- complete an improvement plan for the communal garden;
- complete their review of the Estate Management Policy; and
- review their Open Space Maintenance Standard Specification.