

SPSO decision report

Case: 201700399, North Glasgow Housing Association Ltd
Sector: housing associations
Subject: repairs and maintenance
Decision: not upheld, no recommendations

Summary

Mrs C complained to the association about problems with insects in her home and the water quality, after it was confirmed by the provider that there were high levels of lead in the water. The association responded to the complaint about insects by instructing specialists, who reported that there was no infestation but carried out preventative treatments. With respect to water quality, the association said that they checked internal pipework and confirmed there was no lead present. They also contacted the water provider and, following a re-test of the water supply, it was confirmed that the levels of lead were now at safe levels. The association considered that there was nothing else they could do on the matter. Mrs C was unhappy with this response and brought her complaint to us.

We found that the association had acted reasonably in instructing proper inspections of her property which confirmed that there was no insect infestation. There was a delay with respect to organising preventative treatments, however, these were not the fault of the association. Therefore, we did not uphold this aspect of Mrs C's complaint.

In relation to the problems with respect to the water quality, the association had taken appropriate steps to liaise with the water provider and had undertaken checks with respect to the pipework which was their responsibility. The association made reasonable enquiries with respect to the cause of the initial high lead readings and acted on the advice of the water provider. We found the actions of the association were reasonable and did not uphold this aspect of Mrs C's complaint.

Mrs C also complained about how the association handled her complaint. We found that there had been a small delay in responding to her complaint, however, the association's response provided a detailed account of the actions they were taking to understand and address the complaint. Therefore, we did not uphold this aspect of Mrs C's complaint.