

## SPSO decision report

**Case:** 201701597, Dumfries and Galloway Housing Partnership

**Sector:** housing associations

**Subject:** repairs and maintenance

**Decision:** some upheld, no recommendations

### Summary

Mr C, who is a local councillor, complained on behalf of his constituents (Mr and Mrs A) who are tenants of the housing association. Mr C complained that the association failed to fully reinstate the tenants' garden following repairs to a water pipe that was carried out in their back garden. Mr C also complained the association failed to fully investigate their complaint and to contact them to discuss their concerns at the final stage of the complaints procedure.

The association repaired the section of the garden they damaged by reseeding and laying down extra chips. However, the grass died away and the garden became muddy. The association inspected the garden and concluded that it was likely that the broken pipe was acting as a drain away system for the rainwater, and now the pipe was repaired, the garden was more likely to flood. The association confirmed that they would not carry out any further remedial works.

We found that the association carried out the appropriate level of repairs to the garden and that the garden flooding was not a direct result of their repairs. We did not uphold this complaint. The association acknowledged that they should have contacted Mr and Mrs A to further discuss their complaint at stage two of their investigation. We upheld this complaint and provided some feedback for the association to note.