

SPSO decision report

Case: 201707615, Home Scotland
Sector: housing associations
Subject: repairs and maintenance
Decision: not upheld, no recommendations

Summary

Miss C is a housing association tenant. There was a serious fire at her property a few years ago and the repairs and refurbishment took some months. When she returned to the property she made complaints about various aspects of the repairs and refurbishment. The association accepted that windows had been incorrectly installed without vents and rectified this. A year later, Miss C experienced electrical issues and raised these with the association. They were resolved but Miss C complained about the time that it had taken to do this. She was also dissatisfied with the association's responses to her reports of electrical problems and brought her complaints to us.

We found that the association had reasonably repaired and refurbished her property and that she had been aware that some windows still had to be replaced when she decided to move back in to the property. We found no evidence to support Miss C's views that she had been promised the radiators would be replaced or that the radiators and walls had not been properly cleaned. We also found that the association had acted reasonably in responding to her reports of electrical problems. We did not uphold Miss C's complaints.