

SPSO decision report

Case: 201800422, River Clyde Homes
Sector: housing associations
Subject: repairs and maintenance
Decision: upheld, recommendations

Summary

Mr C complained that the association did not respond within a reasonable timescale to his reports of water ingress in his home.

We found that the association's repairs policy states that emergency repairs should be responded to within four hours, urgent repairs within three working days and routine repairs within 20 working days. The association provided no evidence to support how Mr C's reports were categorised, however, it took two months for investigations to be carried out to Mr C's reports of a fault, outwith all timescales. Therefore, we upheld Mr C's complaint.

Recommendations