

SPSO decision report

Case: 201801841, Wheatley Housing Group Ltd
Sector: housing associations
Subject: repairs and maintenance
Decision: not upheld, no recommendations

Summary

Ms C complained that the association responded unreasonably to reports of water ingress in her home.

We found that the association responded to each fault within the timescales set out in their repairs and maintenance policy, acknowledged the inconvenience caused and offered a goodwill payment. We considered that this response was reasonable and did not uphold Ms C's complaint.