

SPSO decision report

Case: 201809073, Kingdom Housing Association Ltd
Sector: Housing Associations
Subject: Repairs and maintenance
Decision: not upheld, no recommendations

Summary

C lived in a property managed by the association. C complained that the property's heating system was inadequate, resulting in high bills despite not heating rooms to an acceptable temperature. C also complained that the property was poorly insulated, suffered from damp, and had a shower that was dangerous to use.

Although the association sent engineers to the property to investigate C's complaints, C remained dissatisfied with the action taken and did not feel able to continue living in the property until the maintenance issues were resolved.

We found that the association responded to each of C's concerns reasonably. Engineers attended the property to investigate any maintenance issues raised, and repairs or upgrades were made where problems were identified. Whilst C remained dissatisfied with a number of amenities within the property, we were satisfied that the association had acted reasonably and appropriately informed C if they were unable to meet C's requests for upgraded facilities. We did not uphold C's complaints.