

## SPSO decision report

**Case:** 201900588, Bridgewater Housing Association Ltd  
**Sector:** Housing Associations  
**Subject:** aids and adaptations  
**Decision:** not upheld, no recommendations

### Summary

C complained about the service provided by Bridgewater Housing Association (BHA) and the care and repair service they provided when C sought to make alterations and adaptations to their home, which is privately owned. This included changes to their front door and the installation of a ramp. We noted that it is the role of BHA to facilitate repairs. They do not guarantee the quality of the work or assess if the work carried out meets the needs of the client.

We found that BHA carried out a tendering process in accordance with their written procedures. We found BHA communicated with the contractor regarding when work was required to be done.

In relation to the front door the contractor varied the contract without notifying C or BHA in advance. We noted that C had a dispute with the private contractor and that BHA communicated with both parties to attempt to facilitate an agreement between them. In relation to the ramp this was signed off as meeting C's needs by their Health and Social Care Partnership. We considered that it was reasonable for BHA to rely on this information.

We found BHA had reasonably facilitated the works to the door and ramp to the property, in accordance with procedures that they were required to follow, and limited to what they were responsible for. We did not uphold C's complaint.