

## SPSO decision report

**Case:** 201903851, Wheatley Housing Group Ltd  
**Sector:** Housing Associations  
**Subject:** repairs and maintenance  
**Decision:** not upheld, no recommendations

### Summary

Ms C contacted us on behalf of Ms A, as she had concerns that the housing association had failed to respond to their concerns about disrepair in their house. Ms C said there were also concerns about the association failing to respond to complaints about anti-social behaviour and requests for repairs. Ms C told us that Ms A was classed as a vulnerable adult and suffered from poor mental and physical health. These issues were being exacerbated by the association's failures.

We found that some of the repair issues had been addressed and that some of Ms C's complaints had been upheld by the association in respect of a failure to investigate anti-social behaviour complaints. We also found that the responsible housing officer was on long-term leave, and that this had caused difficulties in determining whether issues had been raised with them by Ms C or Ms A.

We found that the association could evidence their response to complaints of disrepair and that investigations and work had been carried out. Additionally, some of the issues being raised by Ms C, such as decoration within the property, were not repair issues. We also found that the association had offered to address any issues which Ms C believed to be outstanding and also to review any emails which Ms C felt she had not received an adequate response to. Therefore, we did not uphold this aspect of Ms C's complaint.