

## SPSO decision report

**Case:** 202002983, Argyll Community Housing Association  
**Sector:** Housing Associations  
**Subject:** Repairs and maintenance  
**Decision:** not upheld, no recommendations

### Summary

C complained about the length of time taken by their housing association to carry out repairs on their property and of them subsequently being substandard. C was concerned that the types and number of repairs required were indicative of subsidence and caused the property to fall below the tolerable standard for living. C also complained that the housing association had failed to take these matters into account when assigning points for their housing transfer application. On requesting a review of their transfer application by another organisation, C complained that their housing association failed to handover all of the necessary information.

We found that the housing association made reasonable attempts to timeously carry out the repairs on C's home and had offered solutions to work around the needs of the tenants. To ease C's concerns about subsidence, the housing association offered to request an independent survey of the property, however we found that this was not progressed due to difficulties agreeing a suitable time to access C's home. We did not uphold this aspect of the complaint.

We also found that the housing association awarded points for their transfer request in accordance with their policies, and that they appropriately shared the necessary information with the other housing association. As such, we did not uphold these complaints.