

SPSO decision report



Case: 201004812, Waverley Housing
Sector: housing associations
Subject: repairs and maintenance of housing stock (including dampness and infestations)
Outcome: no decision reached

Summary

Mrs C complained that the housing association had delayed in carrying out a repair to her property. During consideration of this complaint, Mrs C raised a number of additional issues that had not been considered under the association's complaints process. This meant that the complaint had come to us too early. As a result, we closed it, to allow Mrs C to raise the additional issues with the association.