

Case: 201102893, Argyll Community Housing Association
Sector: housing associations
Subject: repairs and maintenance of housing stock (incl dampness and infestations)
Outcome: not upheld, recommendations

Summary

Ms C was unhappy that she was being charged for the cost of replacing missing radiators in her home when she did not feel that she should be held responsible for these. She complained that the housing association did not take all factors into account when investigating her complaint.

Our investigation found that the association had conducted the investigation properly according to their complaints process, and had taken into account Ms C's representations and relevant documents. However, we made a recommendation relating to the explanations they provide in future.

Recommendation

We recommended that the association:

- review the complaints process to consider making it a requirement that the decision letters give details of how the investigation was conducted and the documents which were taken into consideration in the decision-making.