

## SPSO decision report

**Case:** 201102664, Kingdom Housing Association Ltd  
**Sector:** housing associations  
**Subject:** complaints handling  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C was unhappy that the housing association did not make tenants keep their bins in the designated area at the side of a block of flats and instead allowed them to keep them at the entrance. She said that there was often litter strewn over the path and road and it was unsightly, smelly and offensive. We initially found that her complaint had come to us too early, as she had not completed the housing association's full complaints process.

When Mrs C brought her complaint back to us having completed the complaints process she raised a number of issues about this, and about how the association had handled her complaint. We did not uphold her complaints as there was no evidence of service failure or maladministration. Mrs C simply disagreed with the housing association's decision.