

## SPSO decision report

**Case:** 201201083, Cairn Housing Association Ltd  
**Sector:** housing associations  
**Subject:** repairs and maintenance of housing stock (incl dampness and infestations)  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C was unhappy with the time taken by the housing association to carry out a repair to crumbling sandstone on a parapet above her window. She said that sandstone, mortar and lead flashing were falling down in front of her window. Mrs C complained that scaffolding had been erected for 35 days but debris was still coming down, no repair work had been started and she could not access her garden through the french windows.

We found that the association had erected scaffolding to inspect the matter and to find out what repairs were required. Having done so, they instructed specialist structural engineers to carry out a structural survey. On receipt of their report, the association instructed the engineers to prepare drawings and specifications to put the work out to competitive tender. We did not find any delays in the process and noted that the association had kept all tenants, including Mrs C, informed at every stage of the process. We were also satisfied that, for health and safety reasons, the association had temporarily removed access to the garden and had explained this to Mrs C.