

SPSO decision report

Case: 201202888, Wishaw and District Housing Association Ltd
Sector: housing associations
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Mrs C is a housing association tenant. The association arranged to treat dampness in the kitchen of her property, and offered her a contribution towards the costs of redecorating the affected area. Mrs C refused this offer, as she considered it insufficient to cover the full redecoration costs. The association explained that the tenant was responsible for redecoration costs, and that it was not their policy to pay the full costs unless they had been negligent in carrying out the works.

As this was the third time in six years that repair works had been carried out on the same area, Mrs C took the view that the association were at fault in not fixing the problem sooner. The association said that each repair job had addressed a different problem and it was only by coincidence that all three were in the same area. Mrs C also felt that the recent works should have been carried out before her new kitchen was installed, and the association accepted that this had been an oversight on their part. However, as this would have meant the repair would have been considered part of routine improvement works, which do not attract any redecoration allowance, they took the view that Mrs C had in fact benefited from the oversight.

Our investigation reviewed all the available evidence, and we were satisfied that the association had given appropriate consideration to the information from their contractors when assessing the nature and quality of works carried out. We found no evidence to suggest that Mrs C had suffered because of any negligence on the part of the association and, as the level of redecoration allowance offered was in accordance with the criteria set out in their policy, we did not uphold the complaint.