

SPSO decision report

Case: 201203928, River Clyde Homes
Sector: housing associations
Subject: improvements and renovation
Outcome: not upheld, no recommendations

Summary

Mr C, who is a solicitor, complained on behalf of his client (Ms A) that her housing association had unreasonably refused to install a level access shower at her home. The association explained that they were unable to fund such a major adaptation to a property where a new bathroom had recently been installed. They explained, however, that Ms A could carry out the works herself, at her own cost, providing they met the association's specification. As an alternative, they said that she could apply for a transfer to a suitably adapted property in the same block.

We reviewed the association's policies as well as government guidance on adaptations. We found that the association did not have a duty to provide this adaptation. We noted that they had considered Ms A's request for the adaptation and clearly explained why they felt they could not provide it in her case. We also noted that they had tried to assist Ms A by providing her with alternative options. As the association did not have a responsibility to provide this adaptation and as they had tried to work with Ms A to find solutions to her access difficulties, we did not uphold the complaint.