

## SPSO decision report

**Case:** 201301768, Grampian Housing Association Ltd  
**Sector:** housing associations  
**Subject:** repairs and maintenance  
**Outcome:** not upheld, no recommendations

### Summary

Miss C complained to a housing association about a foul smell in her property. She told us the smell was so bad she had to sleep in her living room and throw away clothes and bedding that the smell had permeated. Miss C said that this was not properly investigated in a reasonable timescale and she believed that she should have been rehoused whilst the problem was investigated.

Our investigation found that the association had made reasonable efforts, albeit unsuccessfully, to identify the source of the smell by involving drainage specialists, environmental health and a pest controller. The smell went away after a period of three weeks. We found the time taken by the association was reasonable. We also found that they had decided, as they were entitled to, that whilst unpleasant the property remained habitable and so there was no requirement to help Miss C find alternative accommodation.