

SPSO decision report

Case: 201404159, Glen Oaks Housing Association Ltd
Sector: housing associations
Subject: repairs and maintenance
Outcome: not upheld, no recommendations

Summary

Mr C told us that his landlord, the housing association, did not take reasonable action when he reported noise from loose floorboards in the flat upstairs. While Mr C's home was not as well sound-proofed as a newly built property would be, there was no evidence that it did not meet the Scottish Housing Quality Standard. The association had offered to come and have a final look at the floorboards to see if there was anything further they could do. We found there were some failings on the part of the association in concluding Mr C's complaint in a timely manner, but they did all they could to improve the level of noise Mr C had been experiencing. They carried out repairs on three occasions and also did acoustic testing. While communication from the association could have been better, during the handling of Mr C's complaint and after remedial work was completed, the actions taken were reasonable ones.

At the time of our decision they were having difficulty arranging a mutually agreeable time between Mr C and his upstairs neighbour. We explained to Mr C that the association had no control over his availability or that of his neighbour and that they had a limited amount of resources both in financial terms and in respect of the amount of time they could reasonably be expected to devote to this issue. We suggested to Mr C he agree to an appointment being arranged around his neighbour's availability and at their convenience in order to allow the association the best chance of arranging an appointment.

We noted that the association had offered Mr C the option of being re-housed. Given that the evidence from previous remedial works was that the works had not offered a permanent solution to the disruption he experienced, we suggested he gave the association's offer careful thought.