

SPSO decision report

Case: 201404666, Eildon Housing Association Ltd
Sector: housing associations
Subject: improvements and renovation
Outcome: not upheld, no recommendations

Summary

Mr C said that the housing association did not give him clear and consistent information about boundary fencing. We found that Mr C had raised the issue over a period of years and had spoken to different members of staff. We found that the development was open plan in design with open front gardens and enclosed rear gardens. We found that Mr C and the association did not agree about where the boundary was between Mr C's garden and an area of common ground. Ultimately we found that it was for the association (as Mr C's landlord) to say what the extent of the garden was. We found that there had been a lack of clear and consistent information from Mr C in terms of what he wanted, and when he was asked to complete the association's alterations form to clarify his request, he did not do so. We did not uphold Mr C's complaint.