

SPSO decision report

Case: 201405598, Easthall Park Housing Co-operative
Sector: housing associations
Subject: applications, allocations, transfers & exchanges
Outcome: not upheld, no recommendations

Summary

Miss C was awarded housing points following a series of reports of anti-social behaviour. These points placed Miss C higher on the waiting list for an appropriate property. When the co-operative introduced a new housing points scheme, Miss C's points were removed. Miss C complained that she had not been informed her points could be removed.

We found that the co-operative had informed tenants of the change of policy by sending a summary of the policy and instructions about how to re-apply for points. To apply for the sort of points Miss C had, she had to submit supporting evidence. When Miss C submitted her application form, she did not supply supporting evidence and so her points were removed. For these reasons, we did not uphold Miss C's complaint.