

SPSO decision report

Case: 201406045, Port of Leith Housing Association Ltd
Sector: housing associations
Subject: repairs and maintenance
Outcome: some upheld, recommendations

Summary

Ms C's home was included in a housing upgrade programme by the housing association, as part of which there were to be extensive improvements to the kitchen and electrics. Ms C complained that the housing association failed to advise her that as a result, some of her electrical appliances may not work. She also said that they failed to fit a new kitchen worktop as agreed, and that their contractor failed to communicate adequately.

Our investigation found that as part of the works, new electrical circuit breakers were installed. These were extremely sensitive and Ms C's cooker did not work with them. While notice of an electrical upgrade was given to tenants, there was no evidence that the association mentioned that there may be compatibility issues and some electrical equipment may not work. Accordingly, we upheld this part of Ms C's complaint.

However, we did not find evidence to suggest that the association's contractor did not communicate adequately or that the kitchen worktop had not been fitted as agreed. There were issues with a secure wall fixing for the worktop and an alternative solution was found which was properly finished to the association's standards of acceptability.

Recommendations

We recommended that the association:

- make a formal apology for their failure in this matter; and
- confirm that in the future any documentation will make the situation clearer.