

SPSO decision report

Case: 201600684, Castlehill Housing Association Ltd
Sector: housing associations
Subject: applications, allocations, transfers & exchanges
Outcome: not upheld, no recommendations

Summary

Mr C complained to us on behalf of his sister (Miss A), a housing association tenant. He complained that the association unreasonably withdrew an offer of housing from her.

We found that the association had asked Miss A to contact them as she was being considered for a property. When Miss A contacted the association she told them that her circumstances had changed. The process was therefore stopped at that point – without an offer of housing being made – so that Miss A could let the association know about these changes and allow them to be assessed.

As there were was no evidence of an offer being made we did not uphold the complaint.