

## SPSO decision report

**Case:** 201608264, Irvine Housing Association Ltd  
**Sector:** housing associations  
**Subject:** repairs and maintenance  
**Decision:** not upheld, no recommendations

### Summary

Ms C complained about the housing association's response to her reports of damp in her property.

The association investigated and they found no evidence of damp. They said that the problems were caused by condensation and they gave advice about heating and ventilation. We were satisfied that the association had taken reasonable action to investigate the issues and that they had provided the appropriate advice. As such, we did not uphold Ms C's complaint.